

## **You have a right to:**

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- Receive medically needed services
- Confidentiality and privacy
- Be treated with personal respect and dignity
- A safe and comfortable treatment environment
- Be free from verbal, emotional, physical, and sexual abuse
- Be free from discrimination due to ethnicity, religion, age, gender, race, sexual orientation, or disability
- Receive information about treatment choices and services in a way that you can understand
- Free oral interpreter when needed
- Participate in decisions about your health care, including the right to refuse treatment
- Receive a copy of your medical records and ask us to amend (correct) them or allow you to add to them
- Receive a copy of the Beneficiary Handbook, which describes our services and your rights
- Receive materials in other formats (large print, audio, or other language) upon request within 5 work days
- Receive services from us that meet the requirements of our contract with the State and the law
- File a Grievance, either verbally or in writing, about us or the care you receive
- File an Appeal, either verbally or in writing, when we give you a Notice of Adverse Benefit Determination
- Request a State Fair Hearing or expedited State Fair Hearing if we don't agree with your Appeal
- Request a second opinion from us at no cost to you
- Be free from any form of restraint or seclusion used to coerce, discipline, retaliate against you in any way
- Access Minor Consent Services, if you are a minor
- Be free to use these rights without fear that we will retaliate or change how we treat you
- Take medications prescribed by a licensed medical professional for medical, mental health, or substance use disorders.

## **We are required to:**

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- Make sure we provide you with information about our services
- Have enough staff or providers to make sure that you get services as quickly as you need them
- Arrange or pay for medically necessary services for you if we don't have a provider within our network to treat you. Out-of-network services are free to you.
- Make sure our providers are qualified to treat you
- Make sure that we provide enough kinds and amounts of services for enough time to meet your needs
- Make sure that we fully assess your needs
- Coordinate the services we provide with your other providers (your Doctor or other community services)
- Have emergency/crisis services available 24 hours a day, 7 days a week, when you need them
- Provide services that respect the cultural and language differences and needs of all SLO County residents
- Make sure that we never retaliate or change your services because you stood up for your rights

We are required to follow other State and Federal laws, including, but not limited to: Title VI of the Civil Rights Act of 1964 as implemented by regulations at 45 CFR part 80, Age Discrimination Act of 1975; 45 CFR part 91, Rehabilitation Act of 1973, Americans with Disabilities Act (ADA)

You may have additional rights under State laws. For more information, contact the County of San Luis Obispo Patients' Rights Advocate at (805) 781-4738.

You can also file a complaint directly with the Department of Health Care Services. Licensing and Certification Division, P.O. Box 997413, MS2601, Sacramento, CA 95899-7413 Toll Free (877) 685-8333