

What is the Patient Advocacy Program?

We are dedicated to ensuring the rights of behavioral health clients.

Behavioral health clients have the same legal rights afforded to every American citizen.

Information & Assistance

619-282-1134 or 1-800-479-2233

Fax: 619-282-4885

www.jfssd.org/patientadvocacy

Hours: 8:00am–5:00pm, Monday–Friday



Patient Advocacy Program

For behavioral health clients residing in San Diego County Crisis Houses

619-282-1134 | 1-800-479-2233

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For a copy of our Notice of Privacy Practices, please visit our website or contact us.



Patient Advocacy Program

Crisis Houses/Crisis Centers



The Patient Advocacy Program
is funded by the County of San Diego



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How do patient advocates help clients?

We help clients understand their rights. We explain laws and regulations that have to do with behavioral health services. We work with your service provider to help solve problems you may have.

What do patient advocates do?

- Investigate and resolve complaints, concerns, or grievances received from behavioral health clients about rights violations.
- Coordinate efforts with other agencies, as needed and when appropriate.
- Visit facilities and monitor for compliance with clients' rights laws, regulations, and policies.
- Ensure that clients, staff, owners, and administrators, are informed of the rights of persons with behavioral health challenges.

A resident has the right:

- To be accorded dignity in his/her personal relationships with staff and other persons.
- To be accorded safe, healthy and comfortable accommodations, furnishings, and equipment to meet his/her needs.
- To be free to attend religious services or activities of his/her choice and to have visits from the spiritual advisor of his/her choice.
- To visit the facility with his/her relatives, behavioral health professional or authorized representative prior to admission.
- To have the facility inform his/her relative, behavioral health professional, or authorized representative, if any, of activities related to his/her care and supervision, including but not limited to, notification of any modifications to the needs and services plan.
- To have the facility answer communications from his/her relatives, behavioral health professional, or authorized representative, promptly and completely.

- To have visitors, including advocacy representatives, visit privately during waking hours.
- To wear his/her own clothes.
- To possess and use his/her own personal items, including his/her own toilet articles.
- To possess and control his/her own cash resources.
- To have access to individual storage space for his/her private use.
- To have access to telephones in order to make and receive confidential calls.
- To mail and receive unopened correspondence.
- To receive assistance in exercising the right to vote.
- To move from the facility.

For additional rights, please contact the Patient Advocacy Program. Authority Cited: Section 1530, Health and Safety Code. Reference: Sections 5670 and 5671, Welfare and Institutions Code; Sections 1501, 1502(a)(7), 1512 and 1531, Health and Safety Code

Need Assistance?
Have Questions?

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