

California Code of Regulations
Title 9. Rehabilitative and Developmental Services
Division 1. Department of Mental Health
Chapter 4. Community Mental Health Services Under The Lanterman-Petris-Short Act
Article 6. Patient Rights: Denial for Good Cause

Amend Article 6, section 864 as follows:

§ 864. Complaint Procedure.

(a) The list of rights that shall be posted, provided, or explained to the patient/resident pursuant to Section 862 shall contain:

(1) Notification that any patient/resident who believes a right of his/hers has been abused, punitively withheld, or unreasonably denied may file a complaint with the Patients'/Residents' Advocate.

(2) The name of the Patients'/Residents' Advocate who has been assigned to handle such complaints, ~~his~~ their telephone number, and the times during which ~~he~~ they may be contacted.

(b) When a complaint is received by the Patients'/Residents' Advocate ~~he~~ they shall, within two working days, take action to investigate and resolve it.

(c) If the complainant expresses dissatisfaction with the action taken, the matter shall be referred, within five working days, to the local mental health director if the complaint originated in the mental disabilities program or to the regional center director if the complaint originated in the developmental disabilities program.

(d) If the complaint cannot be satisfactorily resolved by the local mental health director or by the regional center director within ten working days, it shall be referred to the Patients' Rights Specialist, Department of Health, whose responsibility it shall be to make a decision in the case. Appeal from the decision of the Patients' Rights Specialist may be made to the Director of State Department of Health, or his designee.

~~(e) This section shall not apply to state mental health hospitals. The complaint procedures for Lanterman-Petris-Short individual patients in state mental health hospitals shall be the same as those that apply to Non-LPS patients as set forth in Title 9, California Code of Regulations Section 885~~

(e) This section shall not apply to the State Department of State Hospitals. The complaint and appeal procedures for an individual admitted to the State Department of State Hospital under the Lanterman-Petris-Short Act are identified in Section 864.1.

Authority cited: Sections 4005.1, 4011, 4027, ~~and~~ 4101, 5325, 5325.1, and 5326
Welfare and Institutions Code. Reference: Section 4027, Welfare and Institutions Code.

Adopt Section 864.1 as follows:

§ 864.1 Complaint and Appeal Procedure – State Hospitals.

(a) The Department of State Hospitals shall inform an individual who is admitted under the Lanterman-Petris-Short (LPS) Act of the procedure for filing complaints alleging violation(s) of any right(s) contained in Section 5325 of the Welfare and Institutions Code and the procedure for filing appeals. The written procedures shall include the name of the Patients' Rights Advocate assigned to address patients' rights complaints, their telephone number and their contact times.

(b) A patient may file a complaint with the Patients' Rights Advocate if he or she believes that one or more of his or her patient rights have been abused, punitively withheld, or unreasonably denied. The patient complaint may be written, telephoned in to the Patients' Rights Advocate's office number with a voice message left by the patient; or the patient may ask that the Patients' Rights Advocate to meet in person with the patient who can then file their complaint directly.

(c) The Patients' Rights Advocate shall take action to investigate and address a patient's rights complaint within 5 working days. The Patients' Rights Advocate shall address the issue in coordination with the patient where appropriate and provide a written response to the patient.

(d) The patient may submit an appeal within 10 working days of receiving the written response from the Patients' Rights Advocate requesting that the complaint be referred to the State Hospital's Executive Director or designee for review and response if the patient is not satisfied with the response from and/or action taken by the Patients' Rights Advocate. The patient must include the complaint and all of the responses received when making a request for an appeal at each level. The State Hospital's Executive Director or designee shall review the patient's rights complaint and issue a written response within 30 working days. This is the First Level Appeal.

(e) The patient may submit an appeal to the California Office of Patients' Rights within 30 working days of receiving the written response from the State Hospital's Executive Director or designee if the patient is not satisfied with the response. The patient must include the complaint and all of the responses received when making a request for an appeal at each level. The California Office of Patients' Rights shall review the complaint and issue a written response within 60 working days. This is the Second Level Appeal.

(f) The patient may submit an appeal to the Director or designee of the Department of State Hospitals within 30 working days of receiving the written response from California Office of Patients' Rights if the patient is not satisfied with the response. The patient must include the complaint and all of the responses received when making a request for an appeal at each level. The Director or designee of the Department of State Hospitals shall review the complaint and issue a written response to the patient. This is the Third Level Appeal. This is the last step in the patients' rights complaint and appeal process and the response and/or decision by the Director or designee shall be final.

Authority cited: Sections 4005.1, 4011, 4027, 5325, 5325.1, and 5326, Welfare and Institutions Code. Reference: Sections 4027, 5325, 5325.1, and 5326, Welfare and Institutions Code.

California Code of Regulations
Title 9. Rehabilitative and Developmental Services
Division 1. Department of Mental Health
Chapter 4.5. Patients' Rights and Related Procedures for Non-Lanterman-Petris-Short
Act Patients in Department of Mental Health Facilities
Article 2. Non-LPS Patients' Rights

Amend Article 2, section 885 as follows:

§ 885. Complaint and Appeal Procedure.

~~Non-LPS patients shall be informed of and provided with a written procedure for filing complaints or appeals alleging violations of any right(s) contained in Sections 883 and 884.~~

~~The written procedure shall contain the following information:~~

~~(a) Notification that any patient who believes a patients' right listed in this Article has been abused, punitively withheld, or unreasonably denied may file a complaint with the Patients' Rights Advocate.~~

~~(b) The contact name of the Patients' Rights Advocate assigned to address patients' rights complaints, their telephone number and contact times.~~

~~(c) A statement that the Patients' Rights Advocate shall take action to investigate and address patients' rights complaints within two working days.~~

~~(d) A statement that if the complainant is not satisfied with the response and/or action taken pursuant to Subsection (c) of this Section, the complainant may, within ten working days, request that the complaint be referred to the facility director for review and response.~~

~~(e) A statement that the facility director shall take action to review the patients' rights complaint and issue a response within fifteen working days.~~

~~(f) A statement that if the complainant is not satisfied with the response of the facility director, the complainant may, within thirty working days, request that the complaint be referred to the Office of Patients' Rights for review and response.~~

~~(g) A statement that if the complainant is not satisfied with the response of the Office of Patients' Rights, the complainant may request, within thirty working days, that the complaint be referred to the Director of the Department.~~

(a) The Department of State Hospitals shall inform an individual, who is admitted under statutes other than the Lanterman-Petris-Short Act, of the procedure for filing complaints or appeals alleging violation(s) of any right(s) contained in Sections 883 and 884. The written procedure shall include the name of the Patients' Rights Advocate assigned to address patient's rights complaints, their telephone number and contact times.

(b) A patient may file a complaint with the Patients' Rights Advocate if he or she believes that one or more of his or her patient rights have been abused, punitively withheld, or unreasonably denied. The patient complaint may be written, telephoned in to the Patients' Rights Advocate's office number with a voice message left by the

patient; or the patient may ask that the Patients' Rights Advocate to meet in person with the patient who can then file their complaint directly.

(c) The Patients' Rights Advocate shall take action to investigate and address a patient's rights complaint within 5 working days. The Patients' Rights Advocate shall address the issue in coordination with the patient where appropriate and provide a written response to the patient.

(d) The patient may submit an appeal within 10 working days of receiving the written response from the Patients' Rights Advocate requesting that the complaint be referred to the State Hospital's Executive Director or designee for review and response if the patient is not satisfied with the response from and/or action taken by the Patients' Rights Advocate. The patient must include the complaint and all of the responses received when making a request for an appeal at each level. The State Hospital's Executive Director or designee shall review the patient's rights complaint and issue a written response within 30 working days. This is the First Level Appeal.

(e) The patient may submit an appeal to the California Office of Patients' Rights within 30 working days of receiving the written response from the State Hospital's Executive Director or designee if the patient is not satisfied with the response. The patient must include the complaint and all of the responses received when making a request for an appeal at each level. The California Office of Patients' Rights shall review the complaint and issue a written response within 60 working days. This is the Second Level Appeal.

(f) The patient may submit an appeal to the Director or designee of the Department of State Hospitals within 30 working days of receiving the written response from California Office of Patients' Rights if the patient is not satisfied with the response. The patient must include the complaint and all of the responses received when making a request for an appeal at each level. The Director or designee of the Department of State Hospitals shall review the complaint and issue a written response to the patient. This is the Third Level Appeal. This is the last step in the patients' rights complaint and appeal process and the response and/or decision by the Director or designee shall be final.

Authority cited: Sections 4005.1, 4011 and 4027, Welfare and Institutions Code.
Reference: Sections 4011 and 4027, Welfare and Institutions Code.