

SECTION – SUPPORTIVE SERVICES  
ADMINISTRATIVE DIRECTIVE NO. 612  
(Replaces A.D. No. 612 dated 7/13/06)

Effective Date: July 12, 2007

**SUBJECT: PATIENTS' RIGHTS, TREATMENT RELATED ISSUES**

I. PURPOSE

- A. As a treating facility, Coalinga State Hospital (CSH) recognizes that Individuals must have a partnership with treatment staff, and that Individuals are knowledgeable and informed of their treatment plans and their progress or lack of progress in achieving these goals. Individuals are informed of any unanticipated outcomes of care.
- B. As a maximum-security facility with custody responsibilities, CSH recognizes the implication of Individuals' legal status upon decisions regarding healthcare. Therefore, the following policy will be applicable within the constraints of the law.

II. AUTHORITY

California Code of Regulations, Title 9, Sections 882, 883, and 885; and California Code of Regulations, Title 22, Sections 71507 and 73523.

III. POLICY

This directive outlines Individuals' rights as they relate to Individuals' treatment issues. This directive supplements Administrative Directive (A.D.) No. 604, which describes Individuals' legal rights.

IV. METHOD

Upon admission to the hospital, all Individuals will receive a "New Patient's Information Packet" that includes:

- A. Patient's Bill of Rights (Attachment A) – A Patient's hospital stay will be more successful if they know what to expect and therefore, the Patient's Bill of Rights was developed. The Bill of Rights is a pledge that care will be delivered with dignity and respect.
- B. Individual's Responsibilities in Care – All Individuals have personal responsibility, along with care providers, for their treatment. All Individuals also have responsibility to treat others with respect and courtesy while involved in treatment at CSH.

- C. Therapeutic Rules – The purpose of the therapeutic rules education module is to assist each Individual with:
1. Transitioning from the correctional milieu to a therapeutic milieu, particularly relative to therapeutic boundaries with treatment staff;
  2. Understanding the difference between therapeutic relationships and other types of relationships;
  3. Understanding how to make use of their 1:1 time with their sponsors and other therapists;
  4. Knowing what is “ok” and “not ok” in terms of physical and emotional boundaries; and
  5. Understanding the hospital’s position regarding appropriate staff-Individual boundaries.
- D. Handbook of Rights for Mental Health Patients (A.D. No. 604).

V. PROCEDURES.

- A. Quality of Care Issues, Ethical Issues, Requests Regarding Treatment, and Requests for Consultation:
1. Requests or complaints regarding quality of care issues, ethical issues, treatment issues, and requests for consultation shall be directed to the Individual’s clinical treatment staff for consideration or action.
  2. Individuals or families/legal guardians can register these requests. All requests or complaints shall be directed to the responsible staff for resolution at the lowest possible level.
  3. Requests or complaints not resolved will be forwarded to the Patients’ Rights Advocate for appropriate review and response. The requestor will receive a response from the Patients’ Rights Advocate in a timely manner at the conclusion of the investigation or consultation.
- B. Medication Complaints:
- In an effort to resolve complaints at the lowest possible level, Individuals who feel they have complaints regarding medication issues shall:
1. Discuss the concern with their sponsor, Interdisciplinary Team, and psychiatrist to attempt resolution.
  2. When unresolved, the Individual may register a complaint or treatment request with the Patients’ Rights Advocate. The Patients’ Rights Advocate will determine if:

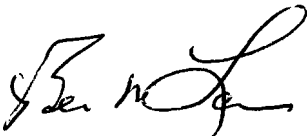
- a. The complaint is merely a request for additional information about the prescribed therapy.
- b. The Individual filing the complaint wishes to provide information, but lacks the communication skills to adequately express himself and needs an appropriate staff member to present the information to the treatment team.
- c. If the complaint cannot be resolved (by either a. or b. above), the complaint will be forwarded by the Patients' Rights Advocate to the Director of Pharmacy Services for review and recommendations. If the Pharmacy Services Director, in conjunction with the team/ treating psychiatrist cannot resolve the issue; the Director of Pharmacy Services will forward the complaint with all pertinent information to the chair of the Pharmacy and Therapeutics Committee. Decisions from this committee will be considered final. Copies of all decisions shall be forwarded to the Patients' Rights Advocate's office for filing.

C. Outside Providers:

CSH recognizes the right of Individuals to request the opinion of an outside consultant at the Individual's expense or to request an in-house review of the treatment plan. These requests shall be registered with the Patients' Rights Advocate, who will forward them to the Interdisciplinary Team for review and evaluation. When an outside consultant is approved, the proper administrative office, in conjunction with the Individual's treatment team, will complete the processes necessary to accommodate the request.

D. Notification of Unexpected outcomes of Care:

Individuals, and when appropriate the families, are informed of unanticipated outcomes of care.



---

BEN MCLAIN  
Executive Director (Acting)

Cross Reference(s):

- A.D. No. 166 Risk Management-Documentation and Reporting
- A.D. No. 206 Medical Staff Committees
- A.D. No. 560 Outside Consultants/Therapists, Hospital & Clinic Facilities
- A.D. No. 564 Advance Directives
- A.D. No. 604 Patients' Rights Advocacy Program

Attachment A – Patient's Bill of Rights

**PATIENT'S BILL OF RIGHTS**

---

**AS A PATIENT YOU HAVE THE RIGHT TO:**

- Receive considerate and respectful care.
- Obtain from your physician complete current information concerning your diagnosis, treatment, and prognosis in terms you can be reasonably expected to understand. When your physician considers that it is not medically advisable to give such information to you, it shall be made available to an appropriate person on your behalf. You have the right to know the name of the physician responsible for coordinating your care.
- Receive from your physician information necessary to give informed consent prior to the start of any procedure and/or treatment. Except in emergencies, such information should include the specific procedure and/or treatment, those risks considered medically significant by your physician, and the probable duration. Where medical alternatives for care and treatment exist that are considered significant by your physician, or when you request information concerning medical alternatives, you have the right to such information. You have the right to appropriate assessment and management of pain. You also have the right to know the name of the person responsible for the procedure and/or treatment.
- Refuse treatment to the extent permitted by the law, and to be informed of the medical consequences of that action.
- Expect consideration of privacy concerning your treatment program. Case discussion, consultation, examination, and treatment are confidential and should be conducted discreetly. Those not directly involved in your care must have the permission of the patient to be present.
- Expect that all communication and records pertaining to your care should be treated as confidential.
- Expect that the hospital make reasonable response to requests from patients for services.
- Obtain information as to any relationship of the hospital to other health care and education institutions insofar as your care is concerned. You have the right to obtain information as to the existence of any professional relationships among Individuals, by name, which are treating you.
- Be advised if the hospital proposes to engage in or perform human experimentation affecting your care or treatment. You have the right to refuse to participate in such research projects.
- Know what hospital rules and regulations apply to your conduct as a patient.
- Receive treatment without discrimination as to race, color, religion, sex, national origin, or source of payment for care.
- Complain without fear of reprisals about care and services you are receiving and to have the hospital respond to you, and if requested receive a written response.

If you believe any of your rights have been or may be violated, notify the Patients' Rights Advocate in writing.

---