



SHASTA COUNTY HEALTH AND HUMAN SERVICES AGENCY  
2640 Breslauer Way  
Redding, CA 96001  
[www.shastahhsa.net](http://www.shastahhsa.net)

Shasta County Health & Human Services Agency  
Attn: Managed Care & Compliance HD-410-MC  
P.O. Box 496005  
Redding, CA 96049-6005

## SHASTA COUNTY'S POLICY

To guarantee people's rights when they are getting mental health services.

### WHAT ARE MY RIGHTS?

Each patient has these rights:

- You will be treated with respect and dignity.
- Your privacy will be respected.
- You will get information about your treatment that is easy to understand.
- You can make your own choices about your healthcare, including saying "yes" or "no" to it.
- You will not be bullied, forced into something or intimidated for any reason.

### WHAT ARE MY RIGHTS?

*(Continued)*

- You can get a copy of your medical records. If you think they are wrong, you can ask for them to be changed.
- You can get information about what the law says about your rights.
- You can get information about what the law says about services, continued care and insurance coverage.



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Services Agency**

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## Patients' Rights

**You have rights.  
Make sure you  
know them.**

For help, call:  
**(530) 225-5506**

## LANGUAGE SERVICES

You will get services and information in a way that you can understand. If it is hard for you to see or read, we will have other ways to give you that information.

### Hard of Hearing

We can find a sign language interpreter for you. You can also call 711 for help on the phone. You may need special equipment for 711.

### Loss of Vision or Hard to Read

- The information can be read to you.
- Larger print.
- Made in to a CD or audio file on the computer.

## Non-English Speaking or Limited English Proficiency

- We can find a translator to help you, either over the phone or in person.
- We can get information in other languages, either in writing or in an audio file.

## EQUAL TREATMENT

You will be treated fairly when you exercise your rights.

### PATIENTS' RIGHTS ADVOCATE

If you feel your rights are not being respected or are being taken away, you can ask the Shasta County Mental Health Patients' Rights Advocate to take a closer look.

*You may call the Shasta County Patients' Rights Advocate at 530-225-5506.*

Our ADA coordinator can be reached at:  
530-225-5515 (phone)  
530-225-5345 (fax)  
TTY: 711

For questions, contact Managed Care at  
530-245-6750  
or toll free at  
1-888-385-5201