

Self-Advocacy 101: Tips to help you help yourself

- Write down **everything**. Keeping a record will help you to keep track of events and stay **organized**.
- Don't be afraid to **ask for copies** of your treatment plan or other records.
- **Ask questions** about your treatment. What are your medications supposed to do? What are the goals of your counseling?
- **Be willing to listen**. The staff might have some good ideas and it increases your credibility.
- **Don't exaggerate**. If you get caught bending the truth—even a little—you lose credibility.
- If the staff use words you do not **understand**, ask them to say it a different way.
- **Be prepared**. Get as much information as you can.
- **Know when to ask for help**. If you feel like you are not being heard, contact one of the resources listed.

Who can help?

Office of Human Rights
150 N. 18th Ave., Ste. 210
Phoenix, AZ 85007
Phone (602) 364-4585

*Ask about speaking with the Hospital
Ombudsman or Patient Advocate*

NAMI Arizona
5025 E. Washington Street, Suite 112
Phoenix, AZ 85034
Toll Free: (800) 626-5022

Arizona Center for Disability Law
See front of brochure.

Where do I file a grievance?

At your behavioral health facility
All employees must report a grievance

Division of Behavioral Health Services
Office of Grievance and Appeal
150 N. 18th Ave., 2nd Floor
Phoenix, AZ 85007
Phone (602) 364-4575

Office of Behavioral Health Licensure
150 N. 18th Avenue, 4th Floor
Phoenix, AZ 85007
Phone (602) 364-2595



Your Rights as a Patient of a Behavioral Health Facility

Arizona Center for Disability Law

5025 E. Washington
Suite 202
Phoenix, AZ 85034

100 N. Stone
Suite 305
Tucson, AZ 85701

602-274-6287

800-927-2260

602-274-6779 (Fax)

520-327-9547

800-922-1447

520-884-0992 (Fax)

Web site: www.azdisabilitylaw.org

Email: center@azdisabilitylaw.org

Knowledge is Power

Your Life
Your Treatment
Your Rights

Patients at the Facility have many of the **same rights as all members of society**. These include the right:

- To be **free from abuse or neglect**.
- To live in the **least restrictive setting** appropriate for your illness.
- To be treated with **respect as an individual**.
- To communicate with others by **phone and mail**.
- To have **visitors** during visitor hours.
- To be **free from discrimination** based on race, creed, religion, sex, sexual preference, age, or disability.
- To have and keep **personal items**.
- To wear your **own clothes**.
- To have **private communication and hygiene**.
- To **refuse medication**.

Please note that there are times when it may become necessary to somewhat limit these rights for the safety of the patient.

Treatment Rights

Rights for patients give you the ability:

- To be involved in making your In-Patient Treatment and Discharge Plan (ITDP).
- To have someone help represent you in making your ITDP. This person can be any person- a professional or volunteer advocate, an attorney, friend, or family member.
- To find out what to do to get ready for discharge.
- To get a treatment plan
- To be told about the potential risks and benefits of medications.

Complaint Rights

Special rules protect your right to complain. Patients have the right to:

- To file complaints or grievances with staff or other agencies.
- To have a fair review of your complaint.
- To get help from an advocate.
- To get a copy of your clinical record.

Seclusion and Restraint

According to United States and Arizona Law, you have the right to be free from Restraint and Seclusion. The hospital can only restrain or seclude you if all of the following apply:

1. You are a danger to yourself or someone else.
2. They have tried less restrictive things to help you regain control, and they did not work.

Other Seclusion and Restraint Rules

- ❖ Only a doctor or nurse practitioner can order restraint or seclusion.
- ❖ You must be told what has to happen to be released.
- ❖ You must be released once the emergency ends. This means they cannot restrain or seclude you until you agree to take medication or go to group.
- ❖ You must be allowed to use the toilet at least every two hours.
- ❖ You cannot be denied food if mealtime occurs during the restraint or seclusion.
- ❖ You cannot be secluded or restrained because the unit is short-staffed.
- ❖ Leather restraints must be loosened every 15 minutes.
- ❖ Excessive force cannot be used.