

PATIENT HANDBOOK AND ORIENTATION VIDEO ACKNOWLEDGMENT

▶ WHAT IS THE PATIENT HANDBOOK AND ORIENTATION VIDEO?

The **Patient Handbook** gives you a full explanation of the substance use disorder treatment benefits under Los Angeles County's Substance Use Disorder Specialty Care plan (or "County Plan"), including: who is eligible and what services are available at no-charge. A free printed copy of the Patient Handbook in large print and in other languages is available from your treating provider or can be downloaded at <http://publichealth.lacounty.gov/sapc/>.

The **Patient Orientation video** gives you an easy to understand summary of the Patient Handbook and describes key benefits available to you under the County Plan.

▶ YOUR RIGHTS

As an eligible member of the County Plan, you have a right to receive medically necessary substance use treatment services. You also have the right to:

- Be free from verbal, emotional, sexual, or physical abuse
- Have your health information kept protected and private
- Participate in decisions regarding your care, including the right to refuse treatment
- Receive information on available treatment options and alternatives, in a way that is easy for you to understand
- File a grievance (or complaint)
- Be free to exercise these rights without it negatively affecting how you are treated

▶ NON-DISCRIMINATION STATEMENT

The Los Angeles County Department of Public Health, Substance Abuse Prevention and Control (SAPC), and its contracted treatment providers comply with applicable federal and state non-discrimination civil rights laws. You can report violations to the County Plan using the contact information provided on the next page.

▶ NO-COST TREATMENT SERVICES

As an eligible member of the County Plan, your treating provider cannot ask you for payment to provide any service described in your Patient Handbook. This means:

- No fees
- No deposits
- No costs of any kind unless required by your Medi-Cal benefit.

► GRIEVANCES/COMPLAINTS AND APPEALS

If you feel you have been mistreated or denied a service identified in the Patient Handbook, you may file a complaint. If you disagree with a decision made about your treatment, you may appeal the decision.

Filing an appeal or complaint will not negatively affect your treatment or the treatment services you receive. You can file an appeal or complaint with the County Plan or Network Provider by email, mail, phone or fax.

► CONTACT INFORMATION

County Plan

Department of Public Health, Substance Abuse Prevention and Control
1000 South Fremont Avenue, Building A-9 East, 3rd Floor
Alhambra, California 91803
SAPCMonitoring@ph.lacounty.gov
(Phone) 1-888-742-7900 | (Fax) 1-626-458-6692

Forms Available At:

<http://publichealth.lacounty.gov/sapc/PatientPublic.htm>

Treatment Provider Contact Information

Enter Agency Name

Enter Contact (Division or Person)

Enter Email Address

Enter Street Address

Enter City, State, Zip

Enter Agency Website OR SAPC Website

(Phone) 1-000-000-0000

(Fax) 1-000-000-0000

Forms Available At:

Enter Agency Website OR SAPC Website

► ACKNOWLEDGEMENT

- (1) I received a copy of this form, AND
- (2) I was informed about my treatment benefits under the County Plan (check all that apply):
 - I viewed the Patient Handbook Orientation video
 - I was shown how to find the Patient Handbook on the County Plan's website
 - My treatment provider talked to me about the benefits in the Patient Handbook

Patient:

Print Name

Signature

Date (mm/dd/yyyy)

Provider Staff:

Print Name

Signature

Date (mm/dd/yyyy)