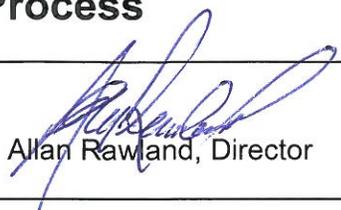


**County of San Bernardino
Department of Behavioral Health**

Patient's Rights Outpatient Grievance Process

Effective Date 02/11/1992
Revision Date 03/28/2011


Allan Rawland, Director

Purpose To provide a process by which clients of Department of Behavioral Health may initiate a grievance if they believe their patient's rights (see [Patient's Right Policy](#)) have been violated. In accordance with Welfare & Institutions code, sections 5520 and 5522, the Patients' Rights Office, upon receipt, investigates complaints from or concerning recipients of mental health services residing in licensed health or community care facilities in San Bernardino County.

Initiation of a Grievance A grievance may be received via face-to-face report, mail or phone. Clients may complete [Patient's' Rights Grievance form and an Authorization to Release Protected Health Information](#). These forms are available in both [English](#) and [Spanish](#) located on DBH Forms webpage. Once a grievance has been received and screened, Patients' Rights will:

- Contact the client via phone *and/or*
- Mail acknowledgement letter and Releases of Protected Health Information (PHI) to be completed and returned to the Patients' Rights Office.

Customer Service If the grievance does not identify a Patients' Rights issue but does express dissatisfaction with outpatient services, it will be referred to the Access Unit for processing and client(s) will be advised accordingly.

Authorized Representative In most cases, Patient's Rights will not open a grievance based on third party reports. Upon initiation of a grievance, the client may assign an Authorized Representative for the remainder of the grievance process.

Grievance Investigation Patients' Rights will investigate the grievance and make every effort to keep the client informed of progress during the course of the investigation.

Grievance Resolution Clients will be informed at the conclusion of the investigation verbally and/or in writing.

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**County of San Bernardino
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Patient's Rights Outpatient Grievance Process, Continued

Timeframe Patient's Rights attempts to resolve grievances within 60 days.

Unsatisfactory Resolution If a client is unsatisfied with the resolution of the grievance, he/she may have the right to appeal to the next handling level.

Related Documents DBH Standard Practice Manual:

- COM0946: [Client Grievance Policy](#)
- COM0935: [Patient's Right Policy](#)
- QM6007: [NOAs Issued by the MHP Policy](#)
- QM6029: [Beneficiary Grievance and Appeal Policy](#)
- QM6029-1: [Beneficiary Grievance and Appeal Procedure](#)

References

- Title 9, California Code of Regulations, Sections 863.2 and 864
- California Welfare & Institutions Code, sections 5520, 5522, 5325 and 5325.1
