

See other side for Client Rights Information

Your Right to Access Your Information:

- You have the right to request an inspection of your records or to receive copies of information about yourself that is in KernBHRS records. A team supervisor or LPHA will review all requests for access to determine if such access might endanger the life or physical safety of you or another person. KernBHRS has the right to deny access under certain circumstances. Another person may represent you if they are legally authorized to do so by Federal or state laws or regulations.
- If your request for inspection of records is approved, you have a right to inspect your treatment record within five (5) business days following receipt of your request. If your request for a summary is approved, you have a right to receive the summary within ten (10) business days. If your request for copies of records is approved, you have a right to receive a copy within fifteen (15) calendar days from the date of receiving your request. If there are delays in getting you the answer, you will be informed. The delay cannot be more than 30 days. You will receive an response in writing.
- You will be charged a fee for copies or summaries of your records unless you can present proof that the records are needed to support your appeal regarding eligibility for a public benefit program (e.g., Medi-Cal; Social Security Disability (SSD); Supplemental Security Income (SSI)). You will be informed of any fees before your records or summary is provided.

You have a right to file a privacy complaint:

Individuals can file privacy complaints with either KernBHRS or with the U.S. Department of Health and Human Services, Office for Civil Rights.

Privacy complaints may be directed to any of the following:

Verbal or written to:

CONFIDENTIAL
Privacy Officer
Kern Behavioral Health & Recovery Services
P.O. Box 1000
Bakersfield, CA 93302
Phone: 888-875-5559

In writing within 180 days of the violation to:

U.S. Department of Health and Human Services
Office for Civil Rights
Humbert H. Humphrey Bldg.
200 Independence Avenue, S.W.
Room 509F HHH Building
Washington, D.C. 20201