

# Humboldt County DHHS—Behavioral Health

## QI-79 Brochure and Posting Requirements

All of the following must be posted in plain sight in lobby or waiting areas unless otherwise instructed:

- 1. Client Problem Resolution Guide Poster
- 2. Client Problem Resolution Guide Poster Spanish (Guía Para Resolver Problemas del Cliente)
- 3. Behavioral Health Patients' Rights Poster
- 4. Behavioral Health Patients' Rights Poster Spanish (Derechos de Los Pacientes de Salud del Comportamiento)
- 5. Did You Know? (Bilingual)
- 6. Client Plan Availability (Bilingual)
- 7. Notice to Consumers: Verification of Service Calls (*post at BH sites only, not org provider sites*)
- 8. Notice to Consumers: MDs are licensed by Medical Board of California Health Care Practitioner Information (Bilingual)
- 9. Health Care Practitioner Information (*Bilingual; required by law where clients are seen by Medical Doctors/ Psychiatrists, Licensed Psychiatric Technicians, Licensed Psychologists, Licensed Occupational Therapists, and/or Registered Nurses*)
- 10. Emergency Medical Services (*post only at sites that can provide emergency medical services*)
- 11. Emergency Medical Services Spanish: Servicios Médicos de Emergencia (*post only at sites that can provide emergency medical services*)
- 12. Rates Explanation and Service Rates Schedule "There is a Fee for our Services"
- 13. Rates Explanation and Service Rates Schedule Spanish: "Existe un Honorario por nuestros Servicios"
- 14. Client Problem Resolution Request Form & Client Problem Resolution Guide, with an addressed envelope (pink packet)
- 15. Client Problem Resolution Request Form Spanish: Forma Para Resolver Problemas Del Cliente and Client Problem Resolution Guide Spanish: Guía Para Resolver Problemas Del Cliente with an addressed envelope (pink packet)
- 16. Client Problem Resolution Request Form (pink) & Client Problem Resolution Guide, with an addressed envelope (pink packet, large print)
- 17. Request for Second Opinion (green)
- 18. Request for Second Opinion Spanish: Petición Para Segunda Opinión (green)
- 19. Request for Second Opinion (green, large print)
- 20. Request for Change of Provider (blue)
- 21. Request for Change of Provider Spanish: Petición Para Cambio De Proveedor De Servicios (blue)
- 22. Request for Change of Provider (blue, large print)
- 23. Access Brochure: Information about HC Behavioral Health (tan)
- 24. Access Brochure: Information about HC Behavioral Health Spanish: Información acerca del Condado de Humboldt Salud del Comportamiento (tan)
- 25. Beneficiary Handbook (*must be offered to all new clients and made available in lobby*)
- 26. Beneficiary Handbook Spanish: Manual de beneficiario de plan de salud mental (*must be offered to all new Spanish-speaking clients and made available in lobby*)
- 27. Beneficiary Handbook Large Print (*must be offered to all new vision impaired clients and made available in lobby*)
- 28. Provider List Sign (Bilingual): (*post sign; provide hard copy provider list upon request only*)
- 29. Advance Directive Brochure "Your Right To Make Decisions About Medical Treatment" (yellow)

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- 30. Advance Directive Brochure Spanish: “Folleto “Su derecho a tomar decisiones sobre el tratamiento medico” (yellow)
- 31. No Weapons Allowed Sign (*post at BH sites only, not at org provider sites*)
- 32. Veterans Services Flyer (*post at 720 Wood Street Reception, BH Counseling Clinic, CBH, CCRC, CCT, Crestwood Pathways, Fortuna Clinic, Garberville Clinic, Healthy Moms, HOME incl. engagement vehicles, Jail, Older Adults, Regional Services, SUD, TAY, and Willow Creek Clinic*)
- 33. Your Health Information Privacy Rights Poster (*sign notifying clients the DHHS 55/56 Notice of Privacy Rights is available upon request*)
- 34. DHHS-55 Notice of Privacy Practices (*posting not required; include copies in intake packets and provide upon request*)
- 35. DHHS-56 Notice of Privacy Practices Spanish (*posting not required; include copies in intake packets and provide upon request*)
- 36. National Health Service Corps Site Policy Poster (*post at 720 Wood Reception, CBH, Healthy Moms, Older Adults, and TAY*)
- 37. Client Comment Cards “Questions Comments Concerns?” (*post at BH outpatient programs only, not inpatient or org provider sites*)
- 38. Client Comment Cards in Spanish “¿Preguntas Comentarios Preocupaciones?” (*post at BH outpatient programs only, not inpatient or org provider sites*)

These brochures and postings are required by CCR Title 9 and CFR; some are local requirements. **Please check that these are in place in the lobby or waiting area once per month. All materials are available on the DHHS Bulletin Board by clicking [Forms > Behavioral Health > Quality Improvement > Brochure and Posting Requirements](#).**

To order copies, please contact the Provider Relations Coordinator at (707) 298-8452 or [mfortenberry@co.humboldt.ca.us](mailto:mfortenberry@co.humboldt.ca.us).

Thank you for your continued diligence regarding this requirement.

DHHS-BH Quality Improvement Coordinator