

## SUGGESTIONS FOR CAREGIVERS

- Caregivers are encouraged to communicate their need for information with the client. Many clients are willing to voluntarily release information to caregivers if it is discussed with them.
- Caregivers should make clear to clients that they are only seeking general information about the clients' illness, treatment and how they can be of help and not private personal information.
- When appropriate, if the client refuses to voluntarily sign a Written Release of Information, caregivers may inform the client and staff that they are unwilling to cooperate with aspects of the treatment plan that involve the caregiver unless they are given enough information to do so affectively.
- Caregivers are encouraged to provide staff with their concerns regarding supporting the client without being properly informed about client's medications and / or how to manage various behaviors that the client may exhibit while under their care or if they are living at home.

### Western Regional Clinics

#### Blaine Clinic

769 Blaine St., #B  
Riverside, CA 92507  
951-358-4705

#### New Life Forensic Full Service Partnership

771 Blaine St., #C  
Riverside, CA 92507  
951-358-4705

#### Main Street Clinic

629 N. Main Street, #C3  
Corona, CA 92880  
951-738-2400

#### Navigation Center

9990 County Farm Rd. Ste 5  
Riverside, Ca 92503  
951-358-4834

### Desert Regional Clinics

#### Indio Clinic

47-825 Oasis St.  
Indio, CA 92201  
760-863-8455

#### Banning Clinic

1330 West Ramsey St. #100  
Banning, CA 92220  
951-849-7142

#### Blythe Clinic

1297 W. Hobsonway  
Blythe, CA 92225  
760-921-5000

### Mid-County Regional Clinics

#### Hemet Clinic

650 N. State St  
Hemet, CA 92543  
951-791-3300

#### Lake Elsinore Clinic

31764 Casino Drive, #300  
Lake Elsinore, CA 92530  
951-471-4645

#### Lake Elsinore Mature Adults

31764 Casino Drive, #100  
Lake Elsinore, CA 92530  
951-471-4600

#### Rustin Conference Center 2085 Rustin Ave, Riverside, CA 92507

#### "The Journey" Transitional Age Youth (TAY) Center

First Floor Entrance #3  
951-955-8210

#### Wellness and Recovery Clinic for Mature Adults

First Floor Entrance # 5  
951-509-2400

#### Substance Use Prevention Program

First Floor Entrance #3  
951-955-2105

#### Western Adult FSP

2085 Rustin Ave, Riverside, CA  
92507 Entrance #4  
951-955-8000

#### Desert Mature Adults

14320 Palm Drive  
Desert Hot Springs, CA  
92240

760-773-6767

#### Desert Full Service Partnership

19531 McLane St., #6  
North Palm Springs, CA  
760-288-4579

#### Recovery Learning Center

47-825 Oasis St.  
Indio, CA 92201  
760-863-8455

#### Perris Clinic

1688 N. Perris Blvd., #L7-L11  
Perris, CA 92571  
951-443-2200

#### Temecula Clinic

40925 County Center Dr.,  
#200  
Temecula, CA 92591  
951-600-6300

#### Temecula Mature Adults

40925 County Center Dr.,  
#100  
Temecula, CA 92591  
951-600-6420

## Family Advocate Help Line 800-330-4522

**HELPLINE** is a free, confidential crisis /  
suicide intervention. Service available  
24 hours a day and 7 days a week  
**Call: 951-686-HELP or 951-686-4357**

**NAMI Riverside** - 951-369-2721  
NAMI@namiwesternriverside.org

**NAMI Temecula Valley** - 951-672-2089  
info@namitv.org

**NAMI Mt. San Jacinto** - 951-765-1850  
namihemet@gmail.com

**NAMI Coachella** - 888-881-6264  
namicoachellavalley@gmail.com

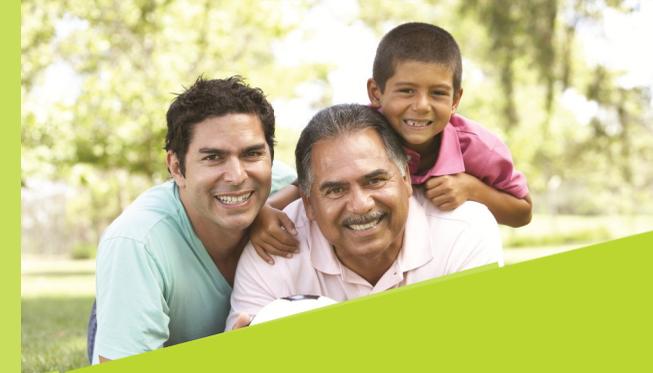
**www.NAMI.org**

This information is available in  
alternative formats upon request.

 **Riverside  
University  
HEALTH SYSTEM**  
Behavioral Health

2085 Rustin Ave., Riverside, CA 92507  
951-955-7164  
rcdmh.org/FAP

RUHS-BH BR/FAP-001 Rev 07/17



## FAMILY ADVOCATE PROGRAM

## CONFIDENTIALITY GUIDELINES FOR CAREGIVERS

If you need assistance please call  
**800-330-4522**

**"We've Been There,  
We Can Help"**

## WHAT YOU SHOULD KNOW

California Welfare and Institutions Code, Section 5328, protects the confidentiality rights (verbal and written) of adult individuals with serious mental illness as it pertains to services they receive from mental health professional or agencies, including Riverside University Health System – Behavioral Health (RUHS–BH)

These rights are incorporated in RUHS–BH policies 108, 206, 239, & 214. With certain specific exceptions, employees of RUHS –BH are prohibited from providing ANY information to caregivers without the written consent (Release of Information) of the individual receiving services.

In addition, certain mental health professionals (psychiatrists, psychologists, social workers, and marriage & family therapists ) must adhere to ethical guidelines mandated by their respective professional organizations and licensing boards relating to client confidentiality. Violation of state statutes and/or professional ethical guidelines could result in termination of employment, loss of license, and other disciplinary action.

Many adults with serious mental illnesses who receive services from RUHS–BH also receive various levels of support from family members / significant others (caregivers). RUHS–BH recognizes that the ability of caregivers to provide support to clients is enhanced when they are able to participate in the rehabilitative / recovery process for their loved ones.

## POLICY # 206

### “Confidentiality Guidelines for Family / Social Support Network”

This policy promotes a more open exchange of information among clients, department staff, and caregivers while protecting the statutory rights of the client’s privacy.

When caregivers request information protected by confidentiality statutes, RUHS–BH staff will offer to explain the confidentiality statutes, including the need for the client’s agreement to release any and all information. Such explanation will be given without acknowledging that the department knows the specific client or is treated therein.

## PROVIDING INFORMATION TO TREATING PROFESSIONALS

Riverside University Health System –Behavioral Health encourages family members to provide useful information to the person (s) who are providing treatment to their family member. (RUHS—Behavioral Health Brochure “AB-1424 and What You Should Know About Sharing Information About Your Mentally Ill Loved One”). Forms have been developed which will assist you in the process. You may obtain these forms (“Information Provided by Family Member” and “Information Provided by Family Member: History of Crisis Episodes”) from any of RUHS – BH facility or staff .

## POINTS TO REMEMBER

- Upon initial contact with each client, RUHS–BH staff will comply with confidentiality statutes and within those statutes, seek to ascertain from the client whether there is anyone who provide support to the client.
- Any individual may be identified as “Caregiver” by the client or by RUHS–BH staff if the lack of this person’s involvement would preclude or interfere with the clients ability to maintain community living status or negatively affect the client’s quality of life. Care giving issues may include housing, financial assistance or arrangement for the same, money management, assistance with activities of daily living, transportation, etc.
- Confidentiality statutes do NOT preclude RUHS–BH staff from receiving information from caregivers. Staff are encouraged to listen to comments and input, ask questions, and use all appropriate means to gather as much information as possible about the client and their current situation and available resources.
- Information provided by the caregiver is not to be substituted for the information given by the client.
- RUHS–BH staff will offer clients appropriate encouragement to sign a Written Release of Information, which will enable the open sharing of pertinent information with caregivers.
- RUHS–BH will attempt to determine if there is specific information the client is willing or unwilling to share, rather than categorically refusing to release all information.

**The information provided in this brochure applies only to ADULTS with a serious mental illness  
SERVICIOS DISPONIBLES EN ESPAÑOL**

- If a client refuses to sign a Written Release of Information, the RUHS–BH staff will explore with the client his or her reasons for refusal, keeping in mind the right of the client to refuse, as well as the possible needs of the caregiver (especially if the caregiver provides housing or other essentials).
- As a major part of the treatment process and with those clients where victimization is not suspected, RUHS–BH staff are advised to focus on the importance of support systems and open dialog between the client and caregiver and to encourage a teamwork approach in all phases of the treatment process.
- RUHS–BH staff are to extend additional encouragement and outreach to caregivers who may initially be hesitant to become involved in the treatment process and explore the reason for any reluctance.
- If the client has provided a written consent for information sharing with his / her caregiver, RUHS–BH staff are encouraged to contact the caregiver in a timely manner to involve them in the treatment process unless information arises which precludes such involvement (e.g. possible abuse or exploitation of the client).
- Regardless of the caregiver’s desired level of involvement, RUHS–BH staff should maintain an “open door” policy in their interactions with caregivers and inform them of their availability and accessibility should the caregiver desire greater involvement in the future.
- Confidentiality statutes mandate that staff working at inpatient treatment facilities & hospitals ascertain client’s willingness to provide written consent for information sharing on a daily basis.