Ombudsman for Behavioral Health

2025

Consumer Bill of Rights Handbook

TEXAS Health and Human Services

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Consumer Rights Handbook

This handbook is provided to make you aware of the rights guaranteed to you while receiving services within the Texas Health and Human Services system and community centers.

Note About Your Rights

This listing of rights is not complete because you keep your rights as a citizen unless there is a specific reason to restrict them under law or a court order.

The information in this handbook should not be considered the granting or denying of any right guaranteed under law.

In addition to your rights, you may also have responsibilities as a consumer of mental health services. These may include but are not limited to:

- Active participation in treatment.
- Attending scheduled appointments.
- Taking medications as prescribed.
- Following through on treatment recommendations.

If you have a question or concern about your rights and responsibilities, contact the Rights Protection Officer at the facility or community My Health My Resources (MHMR) center where you are being served.

Under law, the state facility or community mental health center is responsible for making sure that you have been informed of your rights. The Texas Health and Human Services Commission (HHSC) is required to respect and provide for your rights.

To help you understand which rights in this handbook apply to you, you will need to know:

- The type of treatment program you are in, such as outpatient, inpatient, or other residential.
- Your legal status, such as competent adult, adult or minor with a guardian, emancipated minor, or minor with a conservator.

- Your admission status, such as voluntary, emergency detention, order of protective custody, court order for temporary or extended services, or forensic commitment.

If you’re not sure about this information, ask your treatment provider or ask for assistance from your rights protection officer.

Important Words and Definitions

Abuse is the intentional, knowing or reckless act or omission that causes or may cause death, physical injury or substantial emotional harm to a person.

An **adult** is a person who is 18 or older who has had his or her disabilities of minority legal designation removed.

Capacity is a person's ability to understand what is involved with a proposed treatment and what could happen because of the treatment, including the benefits, risks and alternatives to the proposed treatment.

Competency is a legal status determined by a court. Adults are presumed competent unless determined otherwise by a court.

Exploitation is the illegal or improper use of a person or the person's resources for monetary or personal benefit, profit or gain.

Informed consent is the knowing written consent of a person with capacity, or the person's legally authorized representative (LAR), when that person or LAR is able to exercise free power of choice without undue inducement or any element of force, fraud, deceit, duress or other form of constraint or coercion.

Neglect is a negligent act or omission that causes or may cause death, physical injury or substantial emotional harm to someone.

An **ombudsman** receives complaints from people about their rights when receiving services at Texas Health and Human Services Commission (HHSC) facilities, local behavioral health authorities (LBHAs), local mental health authorities (LMHAs), and HHSC contractors. The Ombudsman for Behavioral Health Access to Care, established by Texas Government Code Section 531.02251, serves as a neutral party to help individuals with protecting their rights and to navigate and resolve issues related to access to behavioral health care, including care for mental health conditions and substance use disorders.

Your Right to Be Informed of Your Rights

You have the right to be given a copy of these rights before you agree to accept voluntary services or when you are admitted to involuntary services. A copy can also be given to the person of your choice. If a guardian has been appointed for you, or you are less than 18 years old (or less than 16 years old if you have been admitted voluntarily to inpatient services), another copy will be given to your guardian, parent or conservator.

You also have the right to have these rights explained to you aloud in a language you can understand within 24 hours of being admitted for services. This same explanation must also be given to your guardian, parent or conservator, as appropriate.

How to Make a Complaint

You have the right to make a complaint and to be informed of who to call for help. Addresses and phone numbers of people who can help are listed below. You have the right to make a complaint without any form of retaliation.

If you believe any of your rights have been violated, or you have other questions, concerns or complaints about your rights or your care, contact one or more of the following:

Texas Health and Human Services Commission
Ombudsman for Behavioral Health
P.O. Box 13247
Austin, TX 78711-3247
800-252-8154, 8 a.m. to 5 p.m. Central time, Monday through Friday

You may also report complaints or violations of your rights by emailing OmbudsmanBehavioralHealth@hhsc.state.tx.us.

You have the right to be told about Disability Rights Texas when you first enter an inpatient unit and when you leave. Disability Rights Texas is independent of HHSC, and its purpose is to protect and speak up for your rights.

Disability Rights Texas
2222 West Braker Ln.
Austin, TX 78758
800-252-9108 (voice and TDD)

To contact Disability Rights Texas for general purposes, call a regional office Monday through Friday, 8 a.m. to 5 p.m. Central time. The locations and phone numbers of the offices are listed below.

- Headquarters, Central Texas: 512-454-4816
- North Texas: 214-630-0916
- West Texas: 806-765-7794
- East Texas: 713-974-7691
- El Paso Area: 915-542-0585
- South Texas: 210-737-0499

Making a complaint at a private psychiatric hospital

You can call **800-458-9858** to report complaints about the care or treatment of someone served by a regulatory services provider, including allegations of abuse, neglect or exploitation. Access a list of provider types so you can file a complaint with Complaint and Incident Intake.

Agents answer calls Monday through Friday from 7 a.m. to 7 p.m. Central time. If you call outside those hours, leave a message, and an employee will call you back by the next workday. You can also file a complaint online[a] or by emailing Complaint and Incident Intake[b].

You can send documents by mail to:

Texas Health and Human Services Commission
Complaint and Incident Intake
Mail Code E249
P.O. Box 149030
Austin, TX 78714-9030

[a] https://txhhs.my.site.com/complaint/s/
[b] ciicomplaints@hhs.texas.gov

If you believe you have been abused or neglected, you can send a complaint to:

Texas Department of Family and Protective Services
P.O. Box 149030
Austin, TX 78714-9030
Mail Code E-561

If you are deaf, deafblind, hard of hearing or speech disabled, use Relay Texas at 7-1-1 or a relay service of your choice. Tell the relay operator to call the Texas Abuse Hotline at 800-252-5400.

If you believe your attorney didn't properly prepare your case or failed to represent your point of view to the judge when you were involuntarily committed, you may report the attorney's behavior to the State Bar of Texas:

State Bar of Texas
Texas Law Center
1414 Colorado Street
Austin, TX 78701
Main phone: 512-427-1463
Toll free: 800-204-2222 or 877-953-5535

During your stay at an inpatient program and accredited outpatient program, you may request an early survey at any time during your stay by asking your social worker or by contacting the Rights Protection Office. This right extends to your family or legally authorized representative.

Basic Rights for All People Receiving Mental Health Services

(Outpatient and Residential Inpatient Programs)

1. You have all the rights of a citizen of the state of Texas and the United States. This includes habeas corpus, which is the right to ask the court if it's legal for you to be kept in the hospital based on the procedures of your court commitment. You have property rights, guardianship rights, family rights, religious freedom, the right to register and vote, the right to sue and be sued, the right to sign contracts, and all the rights relating to licenses, permits, privileges and benefits under state and federal law.
2. You have the right to be presumed mentally competent unless a court has ruled otherwise.
3. You have the right to be treated without discrimination. This institution is prohibited from discriminating on the basis of race, color, national origin, disability, age, sex, and in some cases religion or political beliefs, or retaliating for prior civil rights activity. If you believe you have been discriminated against for any of the reasons listed above, contact the HHSC Civil Rights Office at 888-388-6332.
4. You have the right to be treated in a clean and humane environment in which you are protected from harm, have privacy regarding personal needs, and be treated with respect and dignity.
5. You have the right to appropriate treatment in the least restrictive and appropriate setting available that provides protection for you and the community.
6. You have the right to be free from mistreatment, abuse, neglect and exploitation. If you believe you have been abused, neglected or exploited, contact the Texas Department of Family and Protective Services at 800-252-5400.
7. You have the right to protection of your personal property from theft or loss.
8. You have the right to be told in advance of all estimated charges being made, the cost of services provided, sources of the program's reimbursement, and any limitations on length of services. You should be given a detailed bill of services upon request, the name of an individual to contact for any billing questions, and information about billing arrangements and available options if insurance benefits are used up or denied. You may not be denied services due to an inability to pay for them.

9. You have the right to fair compensation for any work performed in accordance with the Fair Labor Standards Act.
10. When you are admitted to an inpatient or outpatient program, you have the right to be informed of all rules and regulations related to those programs.

Confidentiality

11. You have the right to review your medical record. If your doctor says you shouldn't see parts of your record, you have the right to have that decision reviewed. The right to review your records extends to your parent or conservator if you are a minor (unless you have admitted yourself to services) and to your legal guardian.
12. You have the right to have your records kept private. You also have the right to be told about the conditions under which information about you can be shared without your permission. Be aware that your records may be shared with HHSC employees (such as employees at state facilities and community centers) who need to see them to provide services to you. You should also be aware that your status as a person receiving mental health services may be shared with jail personnel if you are incarcerated.
13. You have the right to be informed of the use of one-way vision mirrors or any media devices such as tape recorders, TVs, video cameras or cameras.
14. Except in an emergency, medical and surgical procedures require your permission or the permission of your guardian or legal representative. You have the right to know the advantages and disadvantages of medical and surgical procedures.
15. You have the right to consent or withhold consent to take medication unless a court has ordered you to take them, your guardian has consented to their administration, or there is an emergency in which you or someone else might be harmed due to your behavior.
16. You have the right to consent or withhold consent to participate in research.
17. You have the right to withdraw your permission at any time in all matters for which you have previously consented. If you don't grant consent or if you withdraw your consent for any particular treatment, it will have no effect upon your eligibility for any other care and treatment.

Care and Treatment

18. You have the right to an individualized treatment plan. You have the right to take part in developing that plan, as well as the treatment plan for your care after you leave the hospital or community program. Your parent or conservator (if you are a minor), or your legal guardian, has the right to participate in developing the treatment plan. You have the right to request any other person you choose to take part in developing the treatment plan. Your request should be reasonably considered, and you will be informed of the reasons for any denial. Staff must document in your medical record that the parent, guardian, conservator or other person of your choice was contacted and invited to participate.
19. You have the right to be free from unnecessary or excessive medication.
20. You have the right to be told about the care, procedures and treatment you will be given. You also have the right to be told about the risks, side effects and benefits of all medications and treatment you will receive, including those that are unusual or experimental, the other treatments that are available, and what may happen if you refuse the treatment.
21. You have the right to meet with the staff responsible for your care and to be told of their disciplines, job titles and responsibilities. In addition, you have the right to know about any proposed change in the appointment of professional staff responsible for your care.
22. You have the right to request and receive a second opinion from another professional treatment provider at your own expense. You have the right to be granted a review of your treatment plan or a specific procedure by in-house staff.
23. You have the right to be told why you are being transferred to any program within or outside of the agency.
24. You should be notified of your right to appeal a decision by a community center to deny, terminate or reduce services or support. If you are a Medicaid recipient, you also have the right to request a Medicaid fair hearing.
25. You have the right to receive services for both psychiatric and substance use disorders.
26. You have the right to appeal a decision made by the community center to deny, terminate or reduce services or support, based on non-payment.

Additional Rights of People Admitted to Inpatient or Residential Programs

1. You have the right to exercise religious freedom, including the right to refuse religious activity.
2. You have the right to ask to be moved to another room. The staff must pay attention to your request and give you an answer and a reason for the answer as soon as possible.
3. You have the right to receive treatment for physical or medical problems which affect your treatment. If your physician believes treatment of the physical problem is not required for your health, safety or mental condition, you have the right to seek treatment outside the inpatient unit at your own expense.
4. If you are in a state hospital or a state center and there is no way to pay for your own transportation home when you are released, the state will pay the cost of transportation.
5. If you are an adult without a guardian who has been admitted to an inpatient program, you have the right to be given information about your health care decisions and to execute advance directives as allowed by state law.
6. You have the right to have people of your choosing notified of your admission and discharge.
7. You and your family have the right to be notified of a trust fund available to safekeep your personal funds.
8. You have the right to be informed in writing about any prescription medications ordered by your treating physician, including:
   - The name of the medication.
   - The conditions under which it may be prescribed.
   - Any risks, benefits and side effects.
   - The source of the information provided.

   This right extends to your family if you agree to it.

9. You have the right to receive a written list of the medications prescribed to you within four hours of requesting it in writing. The list must include the name of each medication, its dosage, how it is given, and how often it is given, as well as the name of the doctor who prescribed it. This right extends to your family, with your consent.
10. You have the right to be free from physical restraint and seclusion unless a physician orders it. You may be restrained or secluded in an emergency without a physician's order. If the physician doesn't agree with this decision, you will be released. You must be told why you were restrained or secluded and what you must do to be released. If you are in an inpatient program, rights 11-16 listed below may be limited by your physician, but only on an individual basis to maintain your physical and emotional well-being or to protect another person. The reasons for any limitation must be written in your medical record, dated, signed by your physician, and fully explained to you and any person legally authorized to represent your interest. Unless otherwise specified, the limit on your rights must be reviewed at least every seven days. Any renewal of a limitation must be done in writing.
11. You have the right to communicate with others, in writing, by phone or in person, with as much privacy as possible. These rights are:
    - Reasonable visiting hours.
    - Opportunities for parents to visit with their minor children.
    - Access to a phone and to send and receive sealed and uncensored mail.
12. In no case may your right to contact an attorney or an attorney's right to contact you be limited. You also have the right to have unrestricted visits with the rights protection officer, Disability Rights Texas representative, private physicians, and other mental health professionals at reasonable times and places.
13. You have the right to keep and use your personal possessions, including the right to wear your own clothing and religious or other symbolic items. You have the right to wear suitable clothing that is neat, clean and fits well. If you don't have adequate clothing, it will be made available to you.

14. You have the right to daily opportunities for physical exercise and to spend time outside, with or without supervision. A physician's order limiting this right must be reviewed and renewed at least every three days. Any limitation to this right must be written in your medical record and explained to you, your parent or your guardian.
15. You have the right to go to areas of the campus away from the unit, including recreational spaces or the canteen, with or without supervision, when you are not supposed to be participating in treatment activities.
16. You have the right to have opportunities to meet with people of the opposite sex, with or without supervision, as your treatment team considers appropriate for you.

Additional Rights of People Admitted to Inpatient Programs

(Voluntary Admissions Special Rights)
Note: This section doesn't apply to forensic commitments.

1. You have the right to request your discharge from voluntary admission to a hospital or crisis stabilization unit at any time. You can make this request in writing or by telling a staff person. The staff person must document your request for discharge.
2. By law, you have the right to be discharged from the hospital within four hours of making a request to be discharged. There are only three reasons why you would not be released:
   - If you change your mind after making the request, you can write and sign a paper stating you don't wish to leave or have a staff member write it for you.
   - If you are 18 years old and the person who admitted you (a parent, guardian or conservator) doesn't want you to leave, you may not be able to leave. If you request to be released, staff must explain whether you can sign yourself out and why. The hospital or crisis stabilization unit must notify the person who has the authority to sign you out and inform them of your request to leave. The doctor or another member of your treatment team must talk to your parent or guardian and document the date, time and outcome of the conversation in your medical record.
   - You may be detained longer than four hours if a doctor has reason to believe you might meet the criteria for court-ordered services or emergency detention because:
     - ◊ You are likely to cause serious harm to yourself.
     - ◊ You are likely to cause serious harm to others.
     - ◊ Your condition will continue to deteriorate, and you are unable to make an informed decision about whether to stay for treatment.

   If the doctor thinks you meet the criteria for court-ordered services or emergency detention, he or she must examine you in person within 24 hours of your filing the discharge request. You must be allowed to leave the hospital upon completion of the in-person exam unless your doctor confirms you meet the criteria and files an application for court-ordered services. The

application asks the judge to issue a court order requiring you to stay at the facility for services.

Even if an application for court-ordered services is filed, you cannot be detained at the hospital beyond 4 p.m. of the first business day following the in-person exam unless a court order (such as an order for emergency detention or order of protective custody) is obtained. If the judge agrees with the physician's request, a court order requiring you to stay at the facility will be issued. You have the right to speak with your attorney prior to your court hearing. You also have the right to attend and participate in all scheduled court hearings unless you waive this right. However, if you waive the right to appear at your court hearing, an order for court-ordered services may be issued without your input.

3. You have the right not to have an application for court-ordered services filed while you are receiving voluntary services at an inpatient unit unless your doctor determines you meet the criteria for court-ordered services and:
   - You request your discharge.
   - You are absent without authorization.
   - Your doctor believes you are unable to consent to appropriate and necessary treatment.
   - You refuse to consent to necessary and appropriate treatment and your doctor states in a certificate of medical examination that:
     - ◊ There is no reasonable alternative treatment.
     - ◊ You will not benefit from continued inpatient care without the recommended treatment.

   Your doctor may consider discharging you if you refuse to consent to treatment.
4. The doctor must document in your medical record and inform you about any plans to file an application for court-ordered treatment or for detaining you for other clinical reasons. If the doctor finds that you are ready to be discharged, you should be discharged without further delay.

5. You have the right to be free from threats or misleading statements about what might happen if you request to be discharged from a voluntary admission to the inpatient program.

   Note: The law is written to make sure people who don't need treatment are not committed. Texas Health and Safety Code states that any person who intentionally causes or helps another person cause the unjust commitment of a person to a mental hospital is guilty of a crime punishable by a fine of up to $5,000, imprisonment in county jail for up to one year, or both.

Emergency Detention – Special Rights

(Admission for up to 48 hours for evaluation)
Note: This section doesn't apply to forensic commitments.

1. You have the right to be told:
   - Where you are.
   - Why you are being held.
   - That you might be held for a longer time if a judge decides you need treatment.
2. You have the right to call a lawyer. The staff must help you call a lawyer if you ask. The costs of services provided by a lawyer are your responsibility.
3. You have a right to be examined by a doctor as soon as possible, but in no case more than 12 hours after you have been apprehended. You will not be allowed to leave if the doctor believes you may seriously harm yourself or others, the risk of this happening is likely unless you are detained in an inpatient setting, and emergency detention is the least restrictive means of restraint. If the doctor decides you don't meet all of these criteria, you must be allowed to leave within 48 hours after you were detained, except on weekends and legal holidays, when the decision and your release may be delayed until noon the first regular workday. The decision and your release may also be delayed due to an extreme weather emergency. If the court is asked to order you to stay longer, you must be told you have a right to a hearing within 72 hours.

4. If the doctor decides you don’t need to stay in the inpatient unit, the hospital or crisis stabilization unit will arrange for you to be taken back to where you were picked up if you want to return, or to your home in Texas, or to another suitable place within a reasonable distance.
5. You have the right to be told that anything you say or do may be used in legal proceedings for further detention.

Order of Protective Custody — Special Rights

(Admission for up to 14 days)
Note: This section doesn’t apply to forensic commitments.

1. You have the right to call a lawyer or to have a lawyer appointed to represent you in a hearing (for example, a probable cause hearing) to determine whether you must remain in custody until a hearing on court-ordered mental health services (temporary or extended commitment) is held. A lawyer is appointed to you by the court at no cost.
2. Before a probable cause hearing is held, you have the right to be told in writing:
   - That you have been placed under an order of protective custody.
   - Why the order was issued.
   - The time and place of a hearing to determine whether you must remain in custody until a hearing on court-ordered mental health services can be held. This notice must also be given to your attorney.
3. You have the right to a probable cause hearing within 72 hours of your detention on an order of protective custody. This excludes weekends or legal holidays, when the hearing may be delayed until 4 p.m. on the first regular workday, or in the event of an extreme weather emergency.
4. You have the right to be released from custody if:
   - 72 hours have passed, and a hearing has not taken place (except weather emergencies and an extension for weekends or legal holidays).
   - An order for court-ordered mental health services has not been issued within 14 days of the filing of an application (or 30 days if a delay was granted by the court).
   - A doctor finds that you no longer need protective custody or court-ordered mental health services.

Court-Ordered Services – Special Rights

(Temporary (up to 90 days) or extended (up to a 12 month-commitment))
Note: This section doesn't apply to forensic commitments.

1. You or another person may, at any time during your commitment, ask the court to grant a motion for rehearing.
2. If you are on a court order for extended mental health services, you may ask a judge to order a physician to reexamine you to determine whether you still meet the criteria for commitment. If the judge agrees to review the commitment, a physician must file a certificate of medical examination with the court within 10 days of the filing of your request with the court.
3. If the physician says you continue to meet the criteria for commitment, or if no certificate of medical examination has been filed within 10 days and you have not been discharged, the judge may set a time and place for a hearing on your request. If the doctor says you don't meet the criteria for commitment, you must be discharged.

Teen Bill of Rights

You are probably familiar with the rights we all have as United States citizens, such as the freedom of religion and freedom of speech. While you are in this hospital you have all those rights, but you also have some extra ones. These rights are meant to make sure you get the best kind of care and treatment while you are here.

This hospital is determined to protect your rights. The only reason any of these rights can be limited is if your doctor thinks you may hurt yourself or someone else, or if your doctor thinks the limitation is necessary for your treatment.

Any time your rights are restricted, your doctor will tell you why and for how long. Your doctor has to reconsider this restriction on a regular basis so you can have all your rights back as soon as possible.

If you think your rights aren't being protected, or you just want to talk to someone about your treatment, there are several places you can contact:

If you are at a **private psychiatric hospital**, you can call:

Texas Health and Human Services Commission (HHSC)
Complaint Incident and Intake
Mail Code E249
P.O. Box 149030
Austin, TX 78714-9030
800-458-9858

If you are at an **HHSC state hospital**, you can call:

Ombudsman for Behavioral Health
Texas Health and Human Services Commission
P.O. Box 13247
Austin, TX 78711-3247
800-252-8154, 8 a.m. to 5 p.m., Monday through Friday

Whether you are at a **psychiatric hospital** or an **HHSC state hospital**, you can call:

Disability Rights Texas
800-252-9108 (voice and TDD)
2222 W. Braker Ln.
Austin, TX 78758

You should always talk to your parents or a friend about the things you like and don't like at the hospital.

The back of this page tells you about your most important rights* while you are at this hospital. Take some time to read about them, and don't be afraid to ask questions if you're not sure what something means.

**There's a longer version of this document that includes more details about the rights you have in this hospital. Your parents or guardian will get a copy of it, but if you'd like one, ask someone on the hospital staff for a copy of the Patient's Bill of Rights.*

Basic Rights

1. You have the right to be treated with respect and dignity in a place that is clean and where you are protected from harm.
2. You have the right be treated somewhere where you are restricted as little as possible.
3. You have the right to know about all of the rules and regulations at this hospital so that you don't have to wonder what you can and can't do.
4. You have the right to be treated in a part of this hospital that is separate from adult patients.

Personal Rights

5. You have the right to talk and write to your friends and family outside the hospital. This means you can write to people, get mail that hasn't been opened, call people, and have visitors. The hospital may have some rules about when you can have visitors or make phone calls. If you're not sure what the rules are, ask someone.
6. You have the right to keep and use any personal possessions you brought with you, like games or books or clothes.
7. You have the right to go outside and exercise or play every day. If your doctor decides that it's not good for you to go outside for a few days, he or she has to tell you why and has to reconsider that decision at least once every three days.
8. If another person in your room is bothering you, you can ask someone who works at the hospital if you can have another room. If they can't give you another room, they have to tell you why and help you work out the situation.
9. If you get sick while you are in this hospital, be sure to tell someone. Doctors will make sure you get treatment for your illness.

10. You have the right to be free from unnecessary searches of your possessions. Although hospital staff are allowed to search your possessions when you are admitted, move from one program to another, or were granted a pass to leave the facility to make sure you don't have anything dangerous, they can only do other searches of your belongings if a doctor says it's OK because he or she has reason to believe that you have something that is dangerous or bad for you. If the doctor thinks you are hiding something dangerous or bad for you on your body and asks you to remove any clothing, it must be done in private, and a hospital staff person of the same sex as you has to be in the room.
11. The hospital has to have someone come in to teach you, so you don't fall behind in your schoolwork.

Care and Treatment

12. You have the right to be treated by people who have special education in the treatment of teenagers who have conditions like yours.
13. You have the right to know ahead of time if your treatment will include any special observation methods, including videotaping, tape recorders, movies or photographs. Your parents or guardian have to give permission for the doctors to use these things, so be sure to talk to your parents or guardian if you don't like what you hear about these special observation methods. You have the right to be told about the treatments, medicines and therapies your doctor plans to use on you. Your parents or guardian should talk with you to be sure you think the treatments are all right. They have to give the doctor permission to use the treatments, so you should talk to them if you don't like something.
14. Your doctor and some other people will have a plan for your treatment, and you and your parents or your legal guardian have the right to help develop that plan. If there's someone else who you would like to help plan your treatment, you should tell the hospital staff. They'll make sure it's OK with your parent or legal guardian, and if it is, they will invite the person to participate.
15. You have the right to be given only the medicines you need, and no more.

16. You have the right not to be physically restrained (for example, restriction of movement of your body by person or by a device or by being locked in a room alone) unless your doctor says it's necessary. However, if there is a situation in which staff thinks you may hurt yourself or someone else if you aren't restrained right away, you can be restrained for up to an hour before the doctor gives permission. Whenever you are restrained, staff has to tell you why you are being restrained, how long you'll be restrained, and what you need to do to be removed from restraint sooner.

Texas Health and Human Services Commission Ombudsman for Behavioral Health[c]

[c] https://www.hhs.texas.gov/contact/complaints-appeals/hhs-office-ombudsman/ombudsman-behavioral-health-help

Statement That You Have Received This Document and That It Has Been Explained

_____ I agree that I got a copy of this document (back and front) prior to admission.

_____ I agree that sometime during the first 24 hours after I was admitted, someone on the hospital staff explained what it says to me in a language that I understand (if involuntarily committed).

_____ I agree that someone on the staff explained to me what the document says in a language I understand prior to admission (if voluntarily committed)

Name _____ Witness _____

Date _____ Date _____

If you're in a private hospital, you can call:

Texas Health and Human Services Commission (HHSC)
Complaint Incident and Intake
Mail Code E249
P.O. Box 149030
Austin, TX 78714-9030
800-458-9858

Relationship of witness to patient: _____