

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

Date: \_\_\_\_\_

Client Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

**RE: RESPONSE TO REQUEST FOR RESTRICTIONS ON THE MANNER/METHOD OF  
CONFIDENTIAL COMMUNICATIONS.**

We have reviewed your request for confidential communications dated \_\_\_\_\_.

This response applies to the request made at \_\_\_\_\_.

The County of San Bernardino, Department of Behavioral Health (DBH) agrees to use the alternative means/method/location you requested. Please inform DBH if any of your requested information has changed by completing a new [Request For Restrictions On The Manner/Method Of Confidential Communications Form Spanish](#) with the revised information provided on the new form.

DBH cannot accommodate your request or can only provide a limited accommodation (provide a description of the limitations on the accommodation) because

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

# County of San Bernardino Department of Behavioral Health

## **COMPLAINTS**

If you believe your privacy rights have been violated, you may submit a complaint with us or with the Federal Government.

***Filing a complaint will not affect your right to further treatment or future treatment.***

<p><b>To file a complaint with the Department of Behavioral Health, contact:</b></p> <p><b>CaSonya Thomas</b> Chief Compliance Officer 268 W. Hospitality Lane, Ste. 400 San Bernardino, CA 92415</p> <p>Phone # (909) 382-3080 Fax# (909) 382-3105 E-mail: <a href="mailto:cathomas@dbh.sbcounty.gov">cathomas@dbh.sbcounty.gov</a></p>	<p><b>To file a complaint with the County of San Bernardino, contact:</b></p> <p><b>HIPAA Complaints Official</b> 385 N. Arrowhead Ave, 5<sup>th</sup> Floor San Bernardino, CA 92415</p> <p>Phone # (909) 387-4500 Fax # (909) 387-8950 E-mail: <a href="mailto:HIPAAComplaints@cao.sbcounty.gov">HIPAAComplaints@cao.sbcounty.gov</a></p>
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**To file a complaint with the Federal Government, contact: Secretary of the U.S. Department of Health and Human Services, Office of Civil Rights, Attention: Regional Manager, 50 United Nations Plaza, Room 322, San Francisco, CA 94102**

For more information about your privacy rights, please refer to "DBH, Notice of Privacy Practices" available on our website at [http://www.sbcounty.gov/dbh/Forms/COM004\\_E.pdf](http://www.sbcounty.gov/dbh/Forms/COM004_E.pdf) or [http://www.sbcounty.gov/dbh/Forms/COM004\\_S.pdf](http://www.sbcounty.gov/dbh/Forms/COM004_S.pdf) for Spanish.

**Please contact DBH, Office of Compliance if you have any questions 800-398-9736.**