



Patient Rights

As a patient, you have the right to:

- Receive care by healthcare providers who have been trained according to generally accepted standards.
- Make an informed decision regarding your healthcare.
- Receive information and education about your healthcare problems
- Know the level of training of persons caring for you and have these persons wear a name tag that identifies their credentials.
- Be an active participant in your health care.
- Call a licensing agency to ask questions or file a complaint with a licensing agency if you believe you have received substandard care.



The Board maintains the following mailing lists and a newsletter to provide ongoing information:

- **Disciplinary List**
List of Board enforcement actions against VN and PT licenses
- **General List**
Board Meeting agendas and notices of other general meetings
- **Education and Practice Committee**
Meeting agendas
- **PRN Online Newsletter**

To be placed a Board mailing list, please send your request to the Board address listed opposite this page. For a copy of the Board newsletter, please go to the Board website at: www.bvnpt.ca.gov.

For more information regarding health care providers, please contact the following State regulatory agencies.

For Licensed Vocational Nurses (LVN) and Psychiatric Technicians (PT), contact:

Board of Vocational Nursing and Psychiatric Technicians
2535 Capitol Oaks Drive, Suite 205
Sacramento, CA 95833-2945
Telephone (916) 263-7800; Fax (916) 263-7855
www.bvnpt.ca.gov

For Certified Nursing Assistants (CNA) and Home Health Aides (HHA), contact:

Department of Public Health Services Licensing & Certification Division
P.O. Box 997377, MS 3301
Sacramento, CA 95899-7416
Telephone (916) 327-2445
www.dhs.ca.gov

For Registered Nurses (RN), Clinical Nurse Specialists (CNS) and Nurse Practitioners (NP), contact:

Board of Registered Nursing
1625 N. Market Blvd, Suite N-217
Sacramento, CA 95834
Telephone (916) 322-3350
www.rn.ca.gov

For Physicians (MD), Physician Assistants (PA), and Medical Assistants (MA), contact:

Medical Board of California
1426 Howe Avenue #54
Sacramento, CA 95825
Telephone:
(916) 263-2382 (Physicians)

(916) 263-2682 (Medical Assistants)
www.mbc.ca.gov

For Respiratory Care Practitioners (RCP), contact:

Respiratory Care Board
444 North 3rd Street, Suite 270
Sacramento, CA 95814
Telephone (866) 375-0386
www.rcb.ca.gov

For questions about managed care organizations, contact:

California Department of Managed Health Care
980 Ninth Street, Suite 500
Sacramento, CA 95814-2725
Telephone Numbers
General Information (916) 322-2078
HMO Help Center (800) 466-2219
www.dmhc.ca.gov

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Be Informed About Your Health Care

Informational Series #1



Published by
Board of Vocational Nursing
and
Psychiatric Technicians

**“Consumer Protection...
Our Primary Mission”**



Board of Vocational Nursing and Psychiatric Technicians (BOARD)

The Board regulates the education, practice and discipline of licensed vocational nurses (LVN) and psychiatric technicians (PT). Consumer welfare is protected by ensuring that only qualified and competent persons are licensed as LVNs or PTs. State licensure assures the licensee's achievement of specific knowledge, skills and abilities to provide safe, competent care to consumers of all ages.



Healthcare Providers

You may be cared for by RNs, LVNs or PTs. Unlicensed employees such as certified nursing assistants (CNA) may assist these professionals. You may also receive services from physical therapists, registered dietitians, respiratory care practitioners, occupational therapists, lab technologists and X-ray technicians.

Each healthcare provider is required by law to wear a name tag identifying his/her professional classification (e.g. LVN, PT, RN, CNA). Only LVNs or RNs are allowed to use the title "nurse."



Questions About Care

Never be afraid to ask questions! Ask questions of your doctor, the staff person caring for you, the unit charge nurse, the unit manager or supervisor or hospital administrative personnel. If the answers you get are unclear ask to speak to someone who can give you clear answers.

It is helpful to write down your questions as you think of them. This helps you to remember all of the questions you wanted to ask.



LVNs



Licensed vocational nurses work under the supervision of registered nurses (RN) or licensed physicians. LVNs' are skilled in medical-surgical, maternity and pediatric nursing.



Healthcare on the Internet

"The Internet is changing how people give and receive healthcare information and healthcare. People who use Internet health sites and services share a responsibility to help assure the value and integrity of the health Internet by exercising judgment in using sites..."¹

Internet Helpful Hints:

- When using a healthcare site that requests personal data, ask how it will be used.
- Always inform your personal healthcare provider about healthcare information or products that you received via the Internet.

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Medications

Medications act in many different ways. Some medications may make you nauseated, some may make you sleepy, and some may cause an allergic reaction. Notify your healthcare provider immediately if you do not feel normal or notice unexpected changes after use of medications. Question any medications with which you are not familiar.

Always tell your doctor or nurse about allergic reactions to drugs, and all medications and over-the-counter products you take.



PTs



Psychiatric Technicians work under the supervision of the director of a facility. PTs' are skilled in caring for clients with mental disorders or illness, or developmental disabilities.