

**Our
services
are provided
free of charge:**

Complaints

Advocacy

Rights

Education

The Advocate is not part of a provincial health authority, hospital, clinic or treatment team.

**Mental Health Patient Advocate
Contact information:**

By Telephone:
Edmonton area 780-422-1812
Outside Edmonton
free of charge 310-0000

In Writing:
Mental Health Advocate
Office of the Alberta Health Advocates
106th Street Tower - 9th Floor
10055 -106th Street
Edmonton, AB T5J 2Y2
Fax: 780-422-0695

Visit our website at
www.albertahealthadvocates.ca



Compassion. Hope. Help.



Mental Health Patient Advocate

**We're Here
to Help You**

**Questions
or Concerns?**

You have RIGHTS.


**Let's work together
to find answers.**

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780-422-1812**

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How can the Mental Health Patient Advocate help me as a patient, family member or health care provider?

The Advocate helps people who are receiving care under one or two admission or renewal certificates or under a community treatment order (CTO) under the Mental Health Act, and anyone acting on a person's behalf.

The Advocate provides rights information, investigates complaints, and gives presentations about our office and Alberta's mental health legislation.

All investigations are done in private. We do not share information obtained during an investigation except as required by law or as part of the Mental Health Patient Advocate's duties.

What are some of the rights of patients detained (held) in hospital under two admission or renewal certificates or the rights of persons under a CTO?

- To receive information about their certificates or CTO
- To apply to the Review Panel to cancel their certificates or CTO
- To appeal any Review Panel decision to the Court of Queen's Bench
- To ask for information from their health records
- To be told that their detention or CTO has ended
- To contact a lawyer
- To contact the Mental Health Patient Advocate

What are some of the rights of families who have a family member under two admission or renewal certificates or under a CTO?

- To receive information about the patient's detention in hospital and discharge if they are the nearest relative, unless the patient objects
- To apply to the Review Panel to cancel the certificates or CTO
- To provide consent to a CTO under certain circumstances
- To receive information about the CTO if the family member is already chosen to make treatment decisions
- To provide or receive health information related to the patient according to the law
- To contact the Mental Health Patient Advocate

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