



SUD Electronic Information System

Public Health Information System (PHIS)

# Patient Access System Member Guide

## (Online Patient Portal)

### Disclosure Statement

This document outlines the Los Angeles County Department of Public Health (LACDPH) implementation instructions for individuals (clients) interested in accessing their Personally Identifiable Information (PII) and Protected Health Information (PHI) data using the Patient Access System. This document specifies the required operation workflow for the patient and other related resources. LACDPH reserves the right to modify and change the document at any time. LACDPH will disseminate the information in a timely manner, should there be any change to this document.

### Revision and Sign-off Sheet

#### Version History

| Date          | Author       | Version | Change Reference |
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## Background

In May 2020, the Centers for Medicare and Medicaid Services (CMS) finalized the Interoperability and Patient Access final rule (CMS Interoperability Rule), which establishes clients as the owners of their health information. In January 2024, CMS published the Interoperability and Prior Authorization final rule ([BHIN No: 26-008 \(supersedes 22-068\)](#)) advancing interoperability and improving prior authorization processes by requiring impacted payers to implement and maintain Health Level 7 (HL7) Fast Healthcare Interoperability Resources (FHIR) Application Programming Interfaces (APIs).

In alignment with the data exchange recommendations released by CMS and the Office of the National Coordinator (ONC), the Technical Standards Advisory Panel Committee (TSAPC) the Patient Access System provides individuals with a history of substance use disorder (SUD) direct access to their treatment information.

## Purpose

The Substance Abuse Prevention and Control (SAPC) Patient Access API includes the Patient Access System. The Patient Access System allows clients to view their treatment data in a secure and convenient fashion. The Patient Access System Member Guide aims to provide clients with instructions on how to use the application, how to safeguard protected health information, and provides resources on Member Rights Information.

## Using the Patient Access System Portal

Welcome to the Patient Access System portal! Please click on the following URL to access the portal: <https://pax.sapc.ph.lacounty.gov/>

Click the URL to access the login page. If you do not have an account, click the 'Create Account' button to verify personal information and set up an account. New users will be required to provide their personal information: first name, last name, date of birth, and social security number as entered in the Sage Electronic Health Record (EHR). An email address is also required and must exist in the provider system (Sage). Contact your last Provider Agency if you need to confirm your information.

If you have a username and password, log in by clicking the 'Patient Login' button and entering both on the login page. If you have an account but have lost your username and/or password, click either the 'Forgot Username?' or 'Forgot Password' links to obtain the username or reset the password.


## Creating an Account

As a first-time user, click the “Create Account” button on the login screen.

**SAPC** | Substance Abuse  
Prevention and Control

**PATIENT ACCESS SYSTEM**

Username

Password 

[Forgot Username?](#) [Forgot Password?](#)

**Patient Login**

No account yet? [Create Account](#)

**Resources:**

[Member Guide](#)

[FAQ](#)

[SAPC Patient Handbook](#)

The system will then display the Account Creation page, where you must enter your personal information into the four fields:

- First Name
- Last Name
- SSN in the following format: 123-45-6789
- Date of Birth in the following format: mm/dd/yyyy

### Account Creation

[← Back](#)

In order to use the Patient Access System, please complete the following steps:

1. Enter the personal information requested in the below fields to verify your identity. If your information matches what we have on file in the system, then a verification email will be sent to the email address on file.
2. Once you receive the verification email, click on the link in this email to complete the verification process. You will receive a second email that will allow you to log in to the system.

#### Personal Information

|                               |             |       |
|-------------------------------|-------------|-------|
| First Name *                  | Last Name * | SSN * |
| Format: 123-45-6789           |             |       |
| Date of Birth *<br>mm/dd/yyyy |             |       |

Next you will be prompted to create a Username and Password. Please ensure your credentials meet the following security standards:

- The Username must be between 3-50 characters consisting of letters, numbers, special characters and underscores only:
  - o Example: MyDogName\_25
  - o While underscores (“\_”) are allowed, spaces are not supported.
- The Password must have at minimum:
  - o Eight (8) characters
  - o One (1) uppercase letter
  - o One (1) lowercase letter
  - o One (1) number
  - o One (1) special character
    - ! @ # \$ % ^ & \*

*NOTE: Info below is for illustrative purposes and is not actual Patient Health Information.*

### Account Information

Username \*  
TomTest

3-50 characters, letters, numbers, and underscores only  
Username is valid ✓

Password \*  
.....

Confirm Password \*  
.....

Passwords match ✓

- ✓ At least 8 characters
- ✓ At least one uppercase letter
- ✓ At least one lowercase letter
- ✓ At least one number
- ✓ At least one special character (!@#\$\$%^&\*)

Verify

All checks passed!

After entering all the required information and clicking on the verify button the following message will pop-up. Check your email for the verification link.

### Create Account

- If your information matches an existing SAPC patient profile, you will receive an email with instructions to activate your account. Please check your emails, including junk mailbox, and click on the link included in the email.
- If you do not receive an email, it may be because you have not yet received services from a SAPC-associated treating provider. Please go to [SUDHelpLA.org](http://SUDHelpLA.org) to find a treating provider or call the 24/7 helpline at [1-800-854-7771](tel:1-800-854-7771), select option 2 after the language prompt.
- If you are currently receiving or have received services from a SAPC-associated treating provider and are unable to complete this process, please contact your last treating Provider Agency for assistance.

Close

Here is a sample verification email:

### New Patient Access System User Verification

Dear CHAMPIONA SAGEMD,  
[Please click here to validate your key](#)  
Thank you for using Patient Access System!



If you received treatment from a SAPC Provider Agency but did not receive a verification email, please contact the Provider Agency to request a review of your Sage record for accuracy. Users are also required to have an email address listed in Sage to receive the verification emails.

After you click the "Please click here to validate your key" link in the email, the following message will appear.

Your account has been verified. To log into the Patient Access System please click on the button below.

Log In

## Account Not Verified

The system displays the following message if the email link is clicked after the key has expired. New users will need to start the verification process over by clicking 'Account Verification'.

***Please note the key expires after 30 minutes.***

Your account can not be verified. Please click on the button below to try again:

Account Verification

## Recovering Username

If you forget your username, please click on the "Forgot Username?" button.

**SAPC** | Substance Abuse  
Prevention and Control

**PATIENT ACCESS SYSTEM**

Username

Password

[Forgot Username?](#) [Forgot Password?](#)

**Patient Login**

No account yet? [Create Account](#)

**Resources:**

- [Member Guide](#)
- [FAQ](#)
- [SAPC Patient Handbook](#)

To recover your username, you will input your personal information into the four fields on the Recover Username page.

**Recover Username** [Back](#)

In order to recover your username, please complete the following steps:

1. Enter the personal information requested in the below fields to verify your identity. If your information matches what we have on file in the system, then your username will be sent to the email address on file.
2. Check your email, including your junk mailbox, for your username.

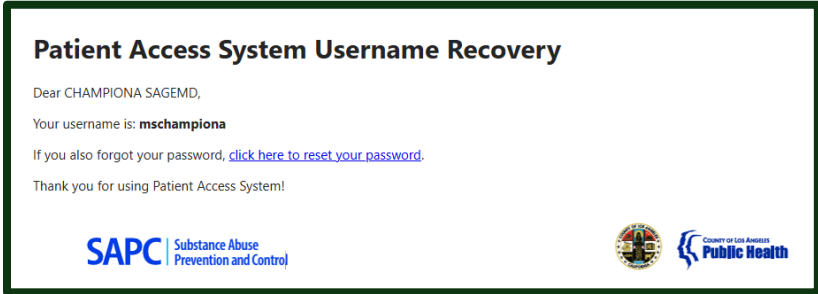
**Personal Information**

First Name \* Last Name \*

Date of Birth \* mm/dd/yyyy SSN \*  
Format: 123-45-6789

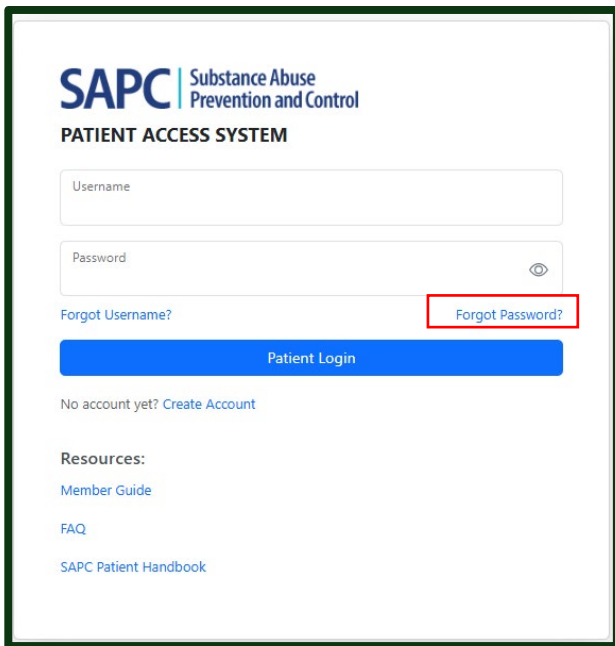
[Recover username](#) Please complete all the mandatory fields, which are marked with \*.

Check your email for the system generated email with your username information.

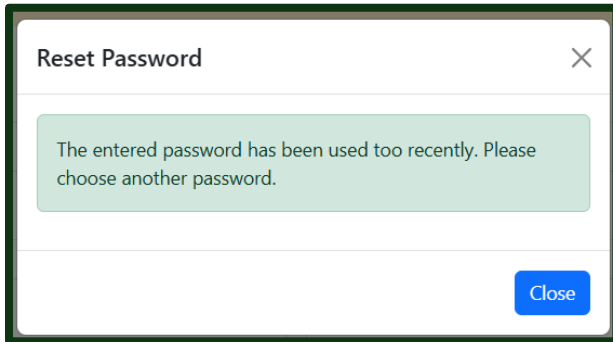


## Resetting Password

If you forget your password, please click on the “Forgot Password?” button.



Complete the mandatory fields on the Change Password page. Previously used passwords cannot be reused. If you use a previous password, you will see the following warning message.



### Change Password ← Back

In order to change your password, please complete the following steps:

1. Enter the personal information requested in the below fields to verify your identity, your current username, and your desired new password.
2. If your information matches what we have on file in the system, then a verification email will be sent to the email address on file.
3. Once you receive the verification email, click on the link in the email to complete the verification process.

**Personal Information**

First Name \*  Last Name \*

Date of Birth \*  mm/dd/yyyy  SSN \*  Format: 123-45-6789

**Account Information**

Username \*

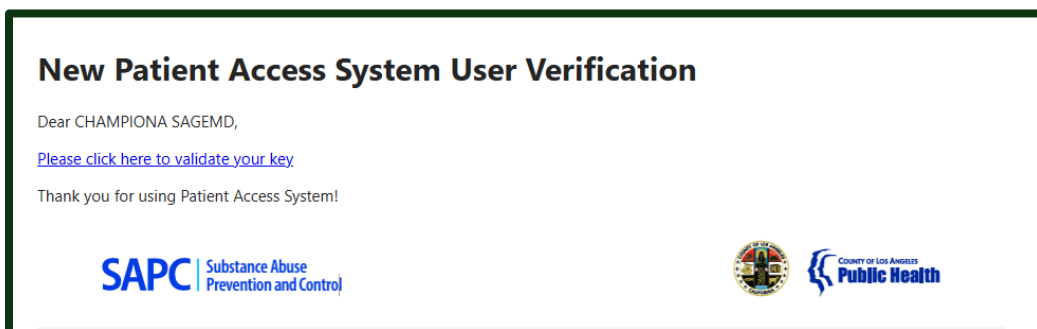
3-50 characters, letters, numbers, and underscores only

Password \*   Confirm Password \*

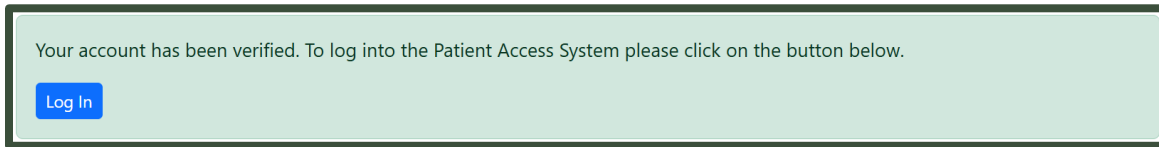
- At least 8 characters
- At least one uppercase letter
- At least one lowercase letter
- At least one number
- At least one special character (!@#\$%^&\*)
- Previously used passwords cannot be reused

Please complete all the mandatory fields, which are marked with \*.

After completing the required fields, you will receive an email to validate your account. Click the link in the email to verify your account.

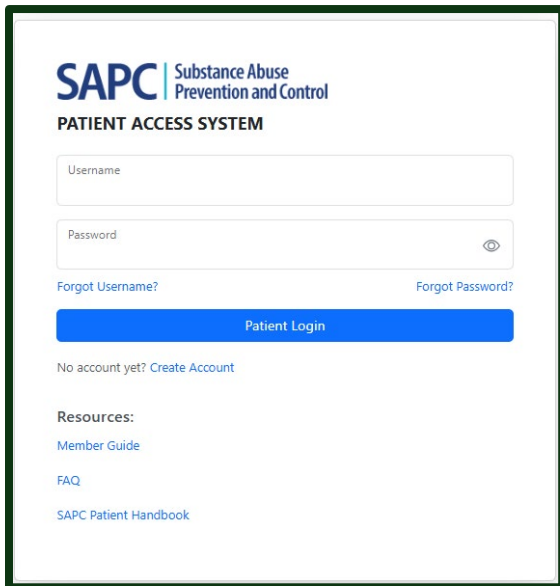


After you click the "Please click here to validate your key" link in the email, the following message will appear.

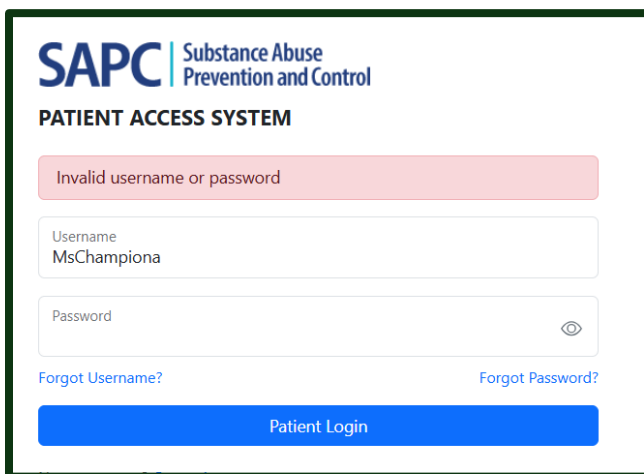


## Login with Credentials

Log in using your username and password.



If you enter invalid credentials, you will see a red warning message.



After five (5) failed attempts, a new message will appear prompting you to use either the ‘Forgot Username’ or ‘Forgot Password’ links to reset your credentials.

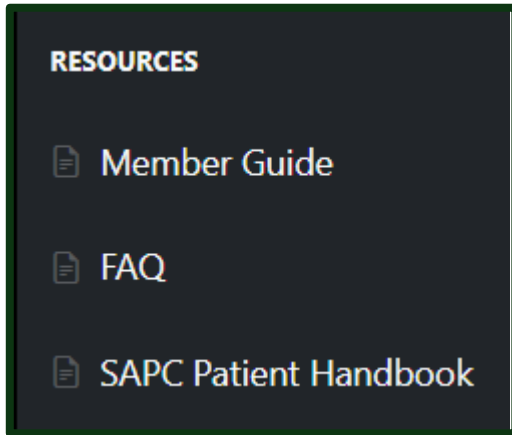
The screenshot shows the SAPC Patient Access System login interface. At the top, it displays the SAPC logo and the text 'Substance Abuse Prevention and Control'. Below this is the title 'PATIENT ACCESS SYSTEM'. A red error message box states 'Invalid username or password'. A yellow informational box below it says 'If you have forgotten your username or password then please use the appropriate forms to reset your credentials.' There are two input fields: 'Username' with the value 'MsChampiona' and 'Password' with a toggle eye icon. Below the fields are two links: 'Forgot Username?' and 'Forgot Password?'. A blue 'Patient Login' button is centered at the bottom. At the very bottom, there is a link: 'No account yet? Create Account'.

After a successful login, you will see your information on the Patient tab.

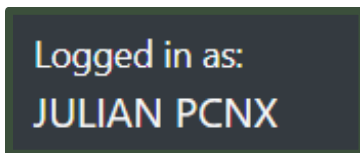
The screenshot shows the 'Patient Portal' interface. At the top, there is a navigation bar with tabs: 'Patient', 'Episode Of Care', 'Ongoing Health Conditions', 'Coverage', 'Explanation Of Benefit', and 'Medications'. The 'Patient' tab is selected. Below the navigation bar is a section titled 'Patient Information' containing the following details:

|  |   |                   |
|--|---|-------------------|
| <b>First:</b> JULIAN                   | <b>Language:</b> English  | <b>Address 1:</b> |
| <b>Middle:</b>                         | <b>Ethnicity:</b> Not Hispanic  | <b>Address 2:</b> |
| <b>Last:</b> PCNX                      | <b>Race:</b> American Indian  | <b>City:</b>      |
| <b>Gender:</b> Male                    | <b>Sexual Orientation:</b> Straight or heterosexual                               | <b>State:</b>     |
| <b>DOB:</b> 1984-01-10                 | <b>Gender Identity:</b> Male  | <b>Zipcode:</b>   |
| <b>SSN:</b> 888888888                  | <b>Education:</b>   |                   |
| <b>Email:</b> ehansen2@ph.lacounty.gov | <b>Employment Status:</b> Full Time (32+ Hours A Week Not Including Armed Forces) |                   |
| <b>Phone:</b>                          |   |                   |

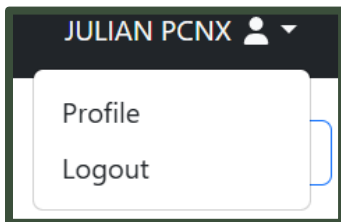
The left sidebar contains resources for the Patient Access System, including the online Member Guide, Frequently Asked Questions (FAQ) document, and the SAPC Patient Handbook. Clicking the links opens a new browser tab with the PDF document.



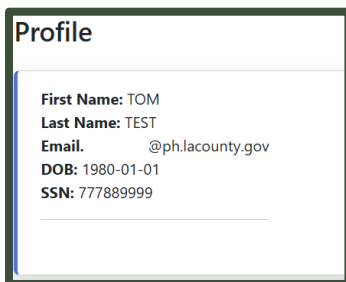
The bottom left of the screen displays the client's name for the logged-in user.



The top right side of the screen displays the client's name. Click the down arrow to display sub-menu options.



Click on 'Profile' to display general client information.

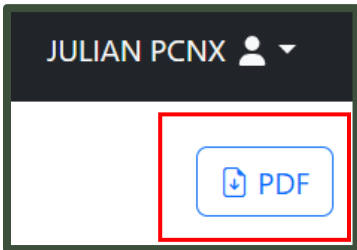


Click 'Logout' to exit the Patient Access System. Click Patient Portal on the left sidebar to navigate back to the home screen, Patient tab.

## Patient Portal Menu Tabs

On the Patient Access System home screen you will see six tabs for different resources organized into individual tabs: Patient, Episode Of Care, Ongoing Health Conditions, Coverage, Explanation of Benefit (EOB), and Medications.

There is a PDF button on the top right corner that allows you to download the data for these resources in PDF format.



*NOTE: If you notice your record seems incomplete or inaccurate, contact your current or last treatment Provider Agency. If this does not resolve the issue, contact the SAPC Health Information Management (HIM) section at [SAPC-HIM@ph.lacounty.gov](mailto:SAPC-HIM@ph.lacounty.gov).*

## Patient Information

To view patient information click on the Patient tab.

The **Patient** tab contains demographic and contact information entered in your Admission (Outpatient) and Update Client Data records in Sage. If a field is blank, this indicates no information is entered into these fields within the client’s electronic health records in Sage.

**Patient Portal**

Patient
Episode Of Care
Ongoing Health Conditions
Coverage
Explanation Of Benefit
Medications

---

**Patient Information**

|  |  |   |
|--|--|---|
| <p><b>First:</b> JULIAN</p> <p><b>Middle:</b></p> <p><b>Last:</b> PCNX</p> <p><b>Gender:</b> Male</p> <p><b>DOB:</b> 1984-01-10</p> <p><b>SSN:</b> 888888888</p> <p><b>Email:</b> [REDACTED]</p> <p><b>Phone:</b> [REDACTED]</p> | <p><b>Language:</b> English</p> <p><b>Ethnicity:</b> Not Hispanic</p> <p><b>Race:</b> American Indian</p> <p><b>Sexual Orientation:</b> Straight or heterosexual</p> <p><b>Gender Identity:</b> Male</p> <p><b>Education:</b></p> <p><b>Employment Status:</b> Full Time (32+ Hours A Week Not Including Armed Forces)</p> | <p><b>Address 1:</b></p> <p><b>Address 2:</b></p> <p><b>City:</b></p> <p><b>State:</b></p> <p><b>Zipcode:</b></p> |
|--|--|---|

## Episode of Care

The Episode of Care contains a list of all **Provider** agencies where you received SUD treatment services. To view Provider Agency information click on the Episode of Care tab. The **Provider** indicates where you received SUD treatment. **Start** is the first Admission Date with the listed Provider Agency. You may have multiple admission dates with the same Provider Agency. In this case, only the first Admission Date will be listed, this date is the date of the first contact with the Provider Agency where a record was created.

For more than 10 entries, click Next to see more episode information.

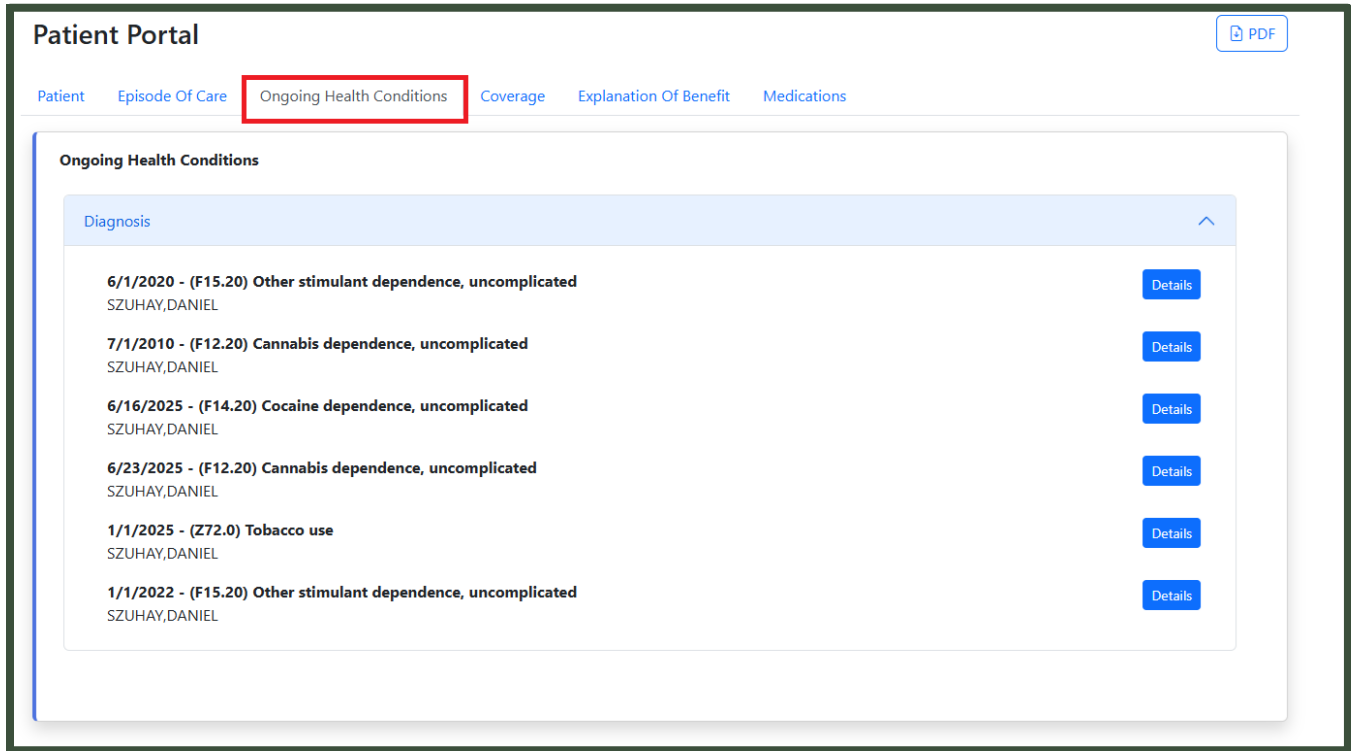
The screenshot shows the 'Patient Portal' interface with the 'Episode Of Care' tab selected. Below the navigation tabs, there is a section titled 'Episode of Care Information' with a 'Show 10 entries' dropdown and a search box. A table lists the following providers and their start dates:

| Provider                             | Start     |
|--------------------------------------|-----------|
| ALCOHOLISM CENTER FOR WOMEN, INC.    | 5/13/2025 |
| AMERICAN HEALTH SERVICES LLC         | 6/3/2025  |
| CASA DE LAS AMIGAS                   | 5/13/2025 |
| CENTER FOR HEALTH JUSTICE INC.       | 8/1/2025  |
| DHS PROVIDER                         | 6/13/2025 |
| DIDI HIRSCH PSYCHIATRIC SERVICE      | 6/6/2025  |
| FRED BROWN'S RECOVERY SERVICES INC.  | 7/24/2025 |
| MOTIVATIONAL RECOVERY SERVICES, INC. | 4/23/2025 |
| Recovery Inc                         | 5/1/2025  |
| SAPC-DIRECTLY OPERATED               | 7/7/2025  |

At the bottom of the table, it says 'Showing 1 to 10 of 10 entries' and 'Previous 1 Next'.

## Ongoing Health Conditions

To view diagnosis information, click on the **Ongoing Health Conditions** tab.



The Ongoing Health Conditions tab contains the following information from the Diagnosis form, within your Sage record:

A listing of diagnoses entered into your records for all Provider Agencies with which you have received SUD treatment. This includes the date of diagnosis in Sage, the ICD 10 diagnosis description, and the practitioner entering the diagnosis information. View additional details for each diagnosis by clicking the 'details' button to open a pop-up box.

These details include:

- **Code:** ICD 10 diagnosis description.
- **Onset Date:** The date the client first met criteria for the diagnosis.
- **Resolved Date:** The date when the client no longer met criteria for the diagnosis.
- **Recorded Date:** The date the diagnosis was entered into Sage.
- **Practitioner:** The name of the staff member who provided the diagnosis during the treatment episode.

✕

Code: (F11.14) Opioid abuse with opioid-induced mood disorder

Onset Date: 3/10/2015

Resolved Date: Not Available

Recorded Date: Not Available

Practitioner:

Close

## Coverage Information

To view your insurance coverage information, click on the Coverage tab.

This section lists your Financial Eligibility determinations which have been completed at all the Provider Agency sites where you received SUD treatment services.

The **Coverage** tab contains the following information from your Sage record:

- **Policy Holder:** Identified as 'Patient.'
- **Subscriber ID:** Client's Medi-Cal ID or Insurance Number.
- **Start:** Start of financial eligibility.
- **End:** End of financial eligibility. This will display as Not Available.

**Patient Portal**
PDF

Patient
Episode Of Care
Ongoing Health Conditions

Coverage

Explanation Of Benefit
Medications

**Coverage Information**

Show 10 entries Search:

| Policy Holder | Subscriber ID | Start    | End           |
|---------------|---------------|----------|---------------|
| Patient       |               | 1/1/2025 | Not Available |
| Patient       |               | 1/1/2025 | Not Available |
| Patient       | 99999321A     | 7/1/2000 | Not Available |
| Patient       |               | 7/1/2000 | Not Available |

Showing 1 to 4 of 4 entries Previous **1** Next

Please note, this information reflects what is entered by Provider Agencies, and it does not necessarily reflect exact coverage according to the state. Dates entered are based on the form entry within the electronic health record, not when coverage began.

## Explanation of Benefit

To view your claim information, click on the Explanation of Benefit tab.

The **Explanation of Benefit** tab contains the following information from your Sage record:

- **ID:** The EOB ID
- **Provider:** The provider agency billing the service.
- **Created Date:** The date the service was entered into Sage.
- **Status:** The status of this claim
  - **Approved** – claim is approved
  - **Draft** – claim is pending
  - **Denied** – claim has been denied

The screenshot shows the 'Patient Portal' interface with the 'Explanation Of Benefit' tab selected. Below the navigation tabs, there is a section titled 'Explanation Of Benefit Information' with a search bar and a table. The table has columns for ID, Provider, Created Date, Status, and Actions. One entry is shown with ID 163472, Provider Recovery, Inc., Created Date 1/21/2026, and Status Approved. A 'Details' button is visible in the Actions column for this entry.

| ID     | Provider       | Created Date | Status   | Actions |
|--------|----------------|--------------|----------|---------|
| 163472 | Recovery, Inc. | 1/21/2026    | Approved | Details |

Clicking the ‘details’ button will open a pop-up box containing more detailed information for each claim.

These details include:

- **EOB ID:** This is the claim number
- **Status:** The status of the claim
  - **Approved**
  - **Draft**
  - **Denied**
- **Created:** The date the service was created
- **Claim ID:** The claim ID which is automatically generated in Sage

- **Provider:** The name of the provider agency
- **Insurer:** The name of the coverage, such as Medi-Cal or Los Angeles County Department of Public Health – SAPC
- **Services:** The date and description of service provided, including the procedure/billing code.

| Explanation of Benefit Details |           |   |                |
|--------------------------------|-----------|---|----------------|
| Summary                        |           |   |                |
| <b>EOB ID:</b>                 | 163472    | <b>Claim ID:</b>  | 19854768       |
| <b>Status:</b>                 | Approved  | <b>Provider:</b>  | Recovery, Inc. |
| <b>Created:</b>                | 1/21/2026 | <b>Insurer:</b>   | LACDPH-SAPC    |
| Services                       |           |   |                |
| #                              | Date      | Service   |                |
| 1                              | 1/21/2026 | Skills training and development, per 15 minutes. (H2014:U7) |                |

## Medications

To view your medications information, click on the Medications tab.

The Medications tab contains the following information from your Sage record which has been entered onto the Patient Medication form:

- **ID:** The number coinciding with order of entry into Sage.
- **Date:** The date the medication was prescribed.
- **Agency:** Provider Agency that prescribed the medication.
- **Address:** Address of the Provider Agency that prescribed the medication.
- **Prescribing Clinician:** The name of the prescriber or furnishing practitioner.
- **Symptoms Being Treated:** Includes an explanation of symptoms the medications are treating. This may be a summary of all symptoms, as the Patient Medication form allows for multiple medication entries.

**Patient Portal** PDF

[Patient](#)
[Episode Of Care](#)
[Ongoing Health Conditions](#)
[Coverage](#)
[Explanation Of Benefit](#)
Medications

---

**Medications Information**

Show  entries Search:

| ID | Date       | Agency           | Address              | Prescribing Clinician        | Symptoms Being Treated   |  |
|----|------------|------------------|----------------------|------------------------------|--|--|
| 1  | 01/31/2026 | PRINCIPLES, INC. | 1825 + 1827 Cedar St | Not Available                | Routing note to Dr. Cespedes for final review.   | <span style="border: 1px solid red; padding: 2px;">Details</span>  |
| 2  | 01/31/2026 | BEIT TSHUVAH     | 8831 Venice Blvd     | Not Available                | Not Available  | <span style="border: 1px solid blue; padding: 2px;">Details</span> |
| 3  | 01/31/2026 | PRINCIPLES, INC. | 1825 + 1827 Cedar St | Not Available                | Nam eget dui. Etiam rhoncus. Maecenas tempus, tellus eget condimentum rhoncus, sem quam semper libero, sit amet adipiscing sem neque sed ipsum. Nam quam nunc, blandit vel, luctus pulvinar, hendrerit id, lorem. Maecenas nec odio et ante tincidunt tempus. Donec vitae sapien ut libero venenatis faucibus. Nullam quis ante. Etiam sit amet orci eget eros faucibus tincidunt. Duis leo. Sed fringilla mauris sit amet nibh. | <span style="border: 1px solid blue; padding: 2px;">Details</span> |
| 4  | 01/31/2026 | Recovery Inc     | Recovery Facility    | CESPEDES-KNADLE,YOLANDA,LCSW | Depression symptoms which trigger meth use and smoking cessation.  | <span style="border: 1px solid blue; padding: 2px;">Details</span> |

Showing 1 to 4 of 4 entries Previous 1 Next

Clicking the 'details' button will open a pop-up box containing medication details information.

Medication Details

---

**General Information**

|                 |                   |                                |   |
|-----------------|-------------------|--------------------------------|---|
| <b>Date:</b>    | 01/31/2026        | <b>Prescribing Clinician:</b>  | CESPEDES-KNADLE,YOLANDA,LCSW                                      |
| <b>Agency:</b>  | Recovery Inc      | <b>Symptoms Being Treated:</b> | Depression symptoms which trigger meth use and smoking cessation. |
| <b>Address:</b> | Recovery Facility | <b>Entered By:</b>             | Melanie Cain  |

---

**Medications**

| # | Medication    | Dose  | Frequency  | Route | Status     | Start Date | End Date      |
|---|---------------|-------|------------|-------|------------|------------|---------------|
| 1 | Amitriptyline | 7 mg  | 3x a day   | Oral  | Completed  | 02/12/2025 | 08/12/2025    |
| 2 | Bupropion     | 15 mg | Once daily | Oral  | InProgress | 02/12/2025 | Not Available |
| 3 | Benadryl      | 25mg  | PRN        | Oral  | OnHold     | 02/12/2025 | 01/06/2026    |

Within the **Medication Details** tab, the **General Information** section includes data on the Prescribing Clinician, Agency, and Symptoms Being Treated. **Medications** includes information on each medication prescribed, including dosage, frequency, and route of usage.

## General Information

- **Date:** The date of medication entry.
- **Agency:** The Provider Agency where the medication was prescribed.
- **Address:** The address for the Provider Agency where the medication was prescribed.
- **Prescribing Clinician:** The name of the prescriber of the medication.
- **Symptoms Being Treated:** Documents symptoms listed on the Patient Medication form and may be a summary of all symptoms, as this form allows for multiple medication entries.
- **Entered By:** The name of the staff member who entered the information into Sage.

## Medications

- **#:** Coincides with the order of medication entry into Sage, i.e., first medication entered will display as #1.
- **Medication:** The name of the medication prescribed.
- **Dosage:** The amount of medication a person is prescribed to take.
- **Frequency:** Indicates how much and how often the medication will be taken.
- **Route:** Indicates how the medication is taken, for example, oral or sublingual.
- **Status:** The status of the prescription:
  - Active
  - Inactive
  - Completed

## Protecting Health Information

As the owner of your own SUD record, it is essential to be educated on ways to protect your health information.

1. Use strong and unique passwords for logging into the Patient Access System. Never share your log in information or email account with anyone.
2. Secure your device. Consider using features such as automatic screen locking and password protection on smartphones and personal computers.
3. Understand the law. SAPC will not release your information without a signed Release of Information. If you share your SUD record with a non-SUD provider it will no longer be protected under 42 CFR Part 2 but will remain protected under HIPAA. If you choose to share your SUD record with any individual or entity not regulated by HIPAA or 42 CFR Part 2, it is no longer protected.
4. Do not share health related information on social media platforms, as these platforms are not protected under HIPAA or 42 CFR Part 2.

## Re-Disclosure of Client Protected Health Information

If you choose to share your substance use treatment records found in the Patient Access System, those records are no longer protected by the special privacy rules under 42 CFR Part 2. That federal law is designed to keep substance use disorder (SUD) treatment information especially private.

However, the records are still protected under HIPAA, which is the general health privacy law. HIPAA has different rules, and while it still protects the information, it's not as strict as 42 CFR Part 2 when it comes to substance use records.

## Other Member Rights Resources

Both the United States Department of Health and Human Services-Office of Civil Rights and the Federal Trade Commission have responsibilities for protecting member information. The Office of Civil Rights administers and enforces the Health Insurance Portability and Accountability Act of 1996 (HIPAA), and the Federal Trade Commission protects from deceptive or unfair business practices and from unfair methods of competition.

For more information on protecting health information and agencies to contact for further assistance, click the links below:

- To learn how to submit a complaint with the [Federal Trade Commission \(FTC\)](#).
- How to [protect your health information](#).
- To see the results of the [2022 Member Perception of Treatment Survey](#).
- How to submit a complaint with the [Health and Human Services Office for Civil Rights \(OCR\)](#).

All links are found on the [Member information and Resources section](#) within the SAPC website.

## Contact Information

For questions or comments on the Patient Access System, please reach out to our Health Information Management section by emailing [SAPC-HIM@ph.lacounty.gov](mailto:SAPC-HIM@ph.lacounty.gov).