



Private Action & Story Toolkit

Support this campaign from your own device — nothing entered on our website

You stay in control.

Everything in this toolkit can be done from **your own email and your own device**. You do not need to type anything into our website. You can stay completely anonymous. You decide what to share, how you are named, and who to send it to. Filing a complaint or sharing your story will never affect anyone's care.

What's inside

- **1. Share your story — privately.** A prompt and a ready-to-use template you can email to us straight from your own inbox.
- **2. Take action — by email or mail.** Three ready-to-send letters: to UC San Diego Health leadership, to your elected officials, and to the state agencies that oversee the hospital.
- **3. Where to send everything,** with plain-language notes and the continuity-of-care right you may be able to use.

Fill in the parts marked in **[brackets]**, add a sentence or two in your own words, and send. Your own experience is the most powerful part of anything you send.

1 — Share Your Story (privately, from your own email)

Stories change minds in a way statistics never can. And you do **not** have to be a patient. We want to hear from patients and former patients, family and friends, clinicians and staff — and anyone who wishes this kind of care had existed for them or someone they love.

To share your story without entering anything on our website:

- Open your own email app and start a new message.
- Send it to **strong@brightmotherhood.com**.
- Copy the template below, fill in the **[brackets]**, and send. Share only what you are comfortable putting in writing.

To: strong@brightmotherhood.com

Subject: My story

I am sharing my story about UC San Diego's maternal and reproductive mental health care.

[In your own words: what has this care meant to you, or what would losing it mean? You do not need to include diagnoses, medications, or any detail you'd rather keep private.]

If you share or publish my story, please credit me as: [my full name / first name only / initials only / fully anonymous].

You [may] / [may not] include my story in letters to UC San Diego and officials.

[Your name, or "Anonymous"]

Every story is reviewed first, and nothing is ever published with your name without your explicit permission. Prefer to stay anonymous? Just say so in the email, or send it from an email address that doesn't identify you.

2 — Take Action: Letter to UC San Diego Health Leadership

Send to UC San Diego Health leadership. [Tap here to open one email addressed to all of them](#) — or copy the addresses below into your To or Cc line:

welisten@health.ucsd.edu · ucsd-hsrm@health.ucsd.edu · ucsdh-riskmanagement@health.ucsd.edu · clonghurst@health.ucsd.edu · cyashar@health.ucsd.edu · pmaysent@ucsd.edu · HJEDI@health.ucsd.edu · shkoh@health.ucsd.edu · zdaskalakis@health.ucsd.edu

Dear UC San Diego Health Leadership and Department of Psychiatry,

My name is [your name, or “a concerned patient/family member/clinician”]. I am a [patient / parent / family member / clinician / community member] in [city, ZIP]. I am writing about the Department of Psychiatry’s new appointment-availability policy and the rushed transfer of patients out of established mental health care.

[In one or two sentences, describe how this affects you or someone you love — for example, the loss of a trusted provider, a gap in treatment, or the stress of a short transfer timeline. Share only what you are comfortable putting in writing.]

I respectfully urge UC San Diego Health to:

- Immediately suspend the five-week transfer timeline so no patient in active treatment is cut off without a safe, warm handoff;
- Retract or revise the appointment-availability policy and the limits on providers’ outside practice that are driving experienced clinicians out;
- Put a clear, written continuity-of-care transition plan in place and honor every patient’s continuity-of-care rights under California law; and
- Work openly with affected patients, clinicians, and staff on equitable alternatives — especially for the women and mothers this policy hits hardest.

Continuity of care is not a luxury in mental health; it is the care. Please protect it.

Thank you for your attention.

[Your name, or “A concerned patient,” if you prefer] · [city, ZIP] · [date]

2 — Take Action: Letter to Your Elected Officials

Your state legislators (Assembly & Senate): these are reached through an online contact form, not a public email address. Find yours by address at findyourrep.legislature.ca.gov, open each legislator's page, click *Contact*, and paste the letter below into their web form.

UC Board of Regents & UC Office of the President: these you can email directly. [Tap here to open one email to all of them](#) — or copy the addresses below into your To or Cc line:

UCHealthEVP@ucop.edu · regentsoffice@ucop.edu · eileen.foster@ucop.edu · josephine.meneses@ucop.edu · lisa.collins@ucop.edu

Dear [Official's name],

I am a [patient / parent / family member / community member] in [city, ZIP]. I am writing about UC San Diego Health's new psychiatry appointment-availability policy and the rushed transfer of vulnerable patients out of established mental health care.

[One or two sentences in your own words about how this affects you or your community.]

At a time when California is leading the nation on maternal mental health, UC San Diego is pushing out experienced part-time mother-physicians and disrupting continuity of care for vulnerable patients. I urge you to ask UC San Diego Health to suspend the five-week transfer timeline, revise this policy, publish a written continuity-of-care transition plan, and work with patients and clinicians on equitable alternatives.

Thank you for standing up for patients and families.

[Your name, or "A concerned constituent"] · [city, ZIP] · [date]

2 — Take Action: Regulator Complaint (template)

Use this with the agency that fits your concern. Most accept online submissions; you can usually request confidentiality or file anonymously.

To whom it may concern,

I am filing a complaint regarding [UC San Diego Health / my health plan, name]. I am a [patient / family member] who has been affected by a change in the UC San Diego Department of Psychiatry that disrupts continuity of psychiatric and maternal mental health care.

[Describe what happened, in your own words and only what you wish to share: e.g., I was told to transfer my psychiatric care within five weeks with no clear plan; my provider is being pushed out; I experienced a gap in care, a medication lapse, or a missed appointment as a result.]

I am asking your office to [investigate this matter / ensure continuity of my care / review the facility's patient-safety obligations]. I request confidentiality to the extent allowed.

Sincerely,

[Your name or "Anonymous"] · [contact information, optional] · [date]

Where to send this complaint

- **Hospital/facility care & safety — CDPH, Licensing & Certification:** file online at cdph.ca.gov — [File a Complaint](#) (search your facility in Cal Health Find), or call your local CDPH district office. You may file anonymously.
- **Health-plan access / continuity of care — CA Dept. of Managed Health Care:** Help Center 1-888-466-2219; file online at dmhc.ca.gov/FileaComplaint (direct form: wps0.dmhc.ca.gov/imrcomplaint). File a grievance with your health plan first and allow 30 days unless it is urgent.
- **Hospital quality & safety — The Joint Commission:** report online at jointcommission.org — [Report a Patient Safety Event](#) (direct form: apps.jointcommission.org), call 1-800-994-6610, or email complaint@jointcommission.org. You may report anonymously. **Tip:** when the form asks you to find the hospital, search by city **San Diego** (not La Jolla) — that brings up the UC San Diego Health options.

Protect your own care: if your provider is leaving, ask your health plan for “continuity of care” so you can finish your current treatment (California Health and Safety Code § 1373.96). Put the request in writing and keep a copy.

Your privacy, your choice.

Keep a copy of everything you send and note the date. You do not need to share diagnoses, medication names, or full records to make your point. You can ask any agency to keep your complaint confidential, and you can send a story or letter from an email address that does not identify you.

If you need support: call or text 988 (Suicide & Crisis Lifeline), or the National Maternal Mental Health Hotline at 1-833-852-6262 (free, confidential, 24/7). This toolkit is for advocacy and education and is not medical or legal advice.

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