



## **Patient Rights and Responsibilities**

**Solvista Health is committed to providing high quality care in a safe, supportive and therapeutic space and are committed to ensuring your rights:**

### **Respectful and Safe Care**

- Be treated with respect, dignity, privacy, and cultural sensitivity
- Receive care that is free from discrimination
- Be free from any form of restraint or seclusion
- Be aware of emergency procedures and contingencies Solvista Health has in place to avoid disruptions
- Obtain information on how to access family planning services

### **Effective Communication and Participation**

- Receive information in a way you can understand
- Ask questions about options and alternatives
- Include others in your care as appropriate, including family, peer support, or an advocate
- Be notified if your provider changes

### **Informed Consent**

- Access interpreter services upon request
- Be involved in decisions about your care
- Seek a second opinion
- Refuse or stop care at any time for any reason

### **Privacy and Confidentiality**

- To receive the Notice of Privacy Practices, including how to request amendments to and request access to records

### **Complaints and Grievances**

- Right to file a grievance, complain or state your opinion without fear of retaliation

### **You have the responsibility to:**

- Call if you cannot keep your appointment
- Have open and honest communication with your care team
- Fully participate in the treatment plan you developed with your team, which includes taking medications as directed and completing screenings
- Provide accurate and complete information about your health, address, contact information, employment, or insurance carrier or status changes
- Be respectful and considerate in your actions, language, and others personal space
- Maintain the confidentiality of your peers
- Not record (voice/video/pictures/etc.) without permission
- Provide requested financial information and arrange for payment of outstanding balances timely



**Emergency Procedures:** Solvista Health has emergency contingency plans in place for public emergencies, natural disasters or significant disruptions in service. In the event of such an occurrence, Solvista will provide appropriate instructions on how you can continue to access services.

**Crisis Services:** Call 911 in an emergency. Solvista Health provides crisis services and is available 24/7 to assist you or a family member who is experiencing an emotional or psychiatric crisis. If you or a loved one:

- ▶ feels emotionally out of control,
- ▶ feels like hurting or harming yourself or someone else, or
- ▶ you are not sure and just need help

Call and talk to one of our qualified staff members 24/7

Fremont/Custer County: 719-275-2351

Chaffee County: 719-539-6502

Lake County: 719-486-0985

Colorado Mental Health Crisis Line: 844-493-8255 Text "TALK" to 38255

**Scheduling:** If you are calling to re-schedule or cancel an appointment at Solvista Health, or any other routine matter, please call Monday-Friday from 8am-5pm, so our after-hours team can focus on supporting you or your family members who are experiencing a crisis.

**Confidentiality:** Solvista Health maintains separate behavioral health/SUD and medical records. While an encounter note may be logged if, for example, the SUD provider meets with you during a medical visit, you must consent to releasing each type of record (except psychotherapy notes).

**Care Coordination:** Solvista Health's goal is to provide whole person health and your care may be facilitated by a group of integrated professionals. By seeking care at Solvista, you agree to allow Solvista's providers to communicate minimum information to provide the best coordinated services possible.

**Payment:** Please pay any copays on the same day you receive service. We will make attempts to bill your insurance, but you are responsible for ensuring information is up to date. You are responsible for any outstanding balances. Solvista Health has financial assistance available that you may apply for.

**How to file a complaint or grievance:**

- Contact Solvista Health's Client & Family Advocate, 3225 Independence Road, Cañon City, CO 81212; 719-275-2351
- Health Colorado: 9925 Federal Drive Ste. 100, Colorado Springs, CO 80921; 800-804-5040; Ombudsman: 877-435-7123
- Office of Behavioral Health: 3824 West Princeton Circle, Denver, CO 80236; 800-811-7648
- Department of Regulatory Agencies, Mental Health Section, 1560 Broadway, Suite 1350, Denver, CO 80202; 303-894-7800
- Office for Civil Rights: 200 Independence Ave., SW Room 509F, HHH Building, Washington DC 20201; 1-800-368-1019; [OCRMail@hhs.gov](mailto:OCRMail@hhs.gov); <http://www.hhs.gov/ocr>



**Advance Directives:** Advance directives allow a person to give instructions for how health care decisions are made. Advance directives include medical durable power of attorney, living wills, medical orders for scope of treatment, and CPR directives. Information on advance directives can be found at: <https://www.coloradohealthinstitute.org/research/last-word-advance-directives-colorado>. Forms are available to help you complete your advance directives at: <https://www.civhc.org/2018/10/19/most-form-available-on-civhc-org/>. Toolkits for how to start a conversation about advance care planning are available at: <https://theconversationproject.org/>.

**My signature affirms I have read, understand and agree to follow this information.**

**Client/Parent/Guardian Signature:** \_\_\_\_\_

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