



CLIENT/PATIENT RIGHTS & RESPONSIBILITIES

SOLVISTA HEALTH IS COMMITTED TO PROVIDING HIGH QUALITY CARE IN A SAFE, SUPPORTIVE AND THERAPEUTIC ENVIRONMENT AND IS COMMITTED TO ENSURING YOUR RIGHTS AND RESPONSIBILITIES.

YOUR RIGHTS INCLUDE

Respectful and Safe Care

- Be treated with respect, dignity, privacy, and cultural sensitivity
- Receive care and treatment that is respectful and is free from discrimination based on race, ethnicity, skin color, sex, age, gender identity, sexual orientation, medical diagnosis, language assistance needs, high-risk behaviors, use of drugs by injection, use of prescribed psychotropic medications, drug dependency, involuntarily committed to treatment pursuant to CRS 27-81-112 or 24-82-108, pregnancy status, presence of co-occurring psychiatric disorders, disability status, veteran status, socioeconomic status, religion, or level of education
- Receive continuing care by the same counselor, whenever possible.
- Be free from any form of restraint or seclusion unless otherwise limited via medical hold or certification
- Be aware of emergency procedures and contingencies Solvista Health has in place to avoid disruptions
- Obtain information on how to access family planning services
- Be free of abuse and neglect. Solvista shall develop and implement policies and procedures that prevent, detect, investigate, and respond to incidents of abuse or neglect.

Effective Communication and Participation

- individual rights shall be posted in prominent places frequented by individuals receiving services
- 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

- Give informed consent for all treatment and procedures.
- 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

- Confidentiality of all client records
- To receive Solvista Health's Notice of Privacy Practices, including how to request amendments to and request access to records



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 Health 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 hours a day, 7 days a week 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
CRISIS SERVICES**

**844-493-TALK (8255)
OR 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/Substance Use Disorder (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 Health, you agree to allow Solvista Health providers to communicate minimum information to provide the best coordinated services possible.

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Payment: Please pay any copays on the same day you receive services. 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.

Billing: available upon request

- Surprise Billing - prior to initiation of care or treatment Solvista Health may be asked to provide the estimated average charge to the client
- Solvista's general billing procedures
- An itemized bill that identifies treatment and services by date. Billing must include contact information, including a telephone number for billing inquiries.
- The itemized bill shall be made available either within 10 business days of the request, or 30 days after discharge, or 30 days after the service is rendered whichever is later.

Complaints and Grievances

You have the right to file a complaint at any time without fear of retaliation. We want to help you solve any problem that you may have with your health benefits or the care you have received from Solvista Health. You have the right to complain even if you are not asking for corrective actions. You can file a complaint in person, on the phone, by email, or by mail. If you want to file a complaint, please contact:

Solvista Health: Advocacy Office, 3225 Independence Road, Canon City, CO 81212; 719-276-5457 (email) advocacyoffice@solvistahealth.org (website) www.solvistahealth.org

Health First Colorado: 9925 Federal Drive Ste. 100, Colorado Springs, CO 80921; 800-804-5040 (website) healthfirstcolorado.com

Colorado Behavioral Health Administration: 710 S. Ash St. Suite C140, Denver, CO 80246 303-866-7400 (email) cdhs_bha_Compliant@state.co.us

Department of Regulatory Agencies, Mental Health Section, 1560 Broadway, Suite 1350, Denver, CO 80202; 303-894-7800 (website) <https://dora.colorado.gov>

Office for Civil Rights: 200 Independence Ave., SW Room 509 F, HHH Building, Washington, DC 20201 1-800-368-1019 (email) OCRMail@hhs.gov (website) <http://www.hhs.gov/ocr>

Diversus Health Network: 6208 Lehman Drive, Suite 104, Colorado Springs, CO 80918 719-572-6100 (website) <https://diversushealth.org>

Ombudsman: The Ombudsman for Health First Colorado Managed Care is a statewide program that advocates for Health First Colorado Members. You can contact them directly at: (toll free) 877-435-7123; 303-830-3560; (TTY) 888-876-8864

Email: help123@maximus.com

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 initials on the Client/Patient Acknowledgement & Consent to Treat document affirms I have read, understand and agree with the information above.

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