



SAN LUIS VALLEY BEHAVIORAL HEALTH GROUP

CLIENT INFORMATION

ADVANCE DIRECTIVES • CLIENT RIGHTS • COMPLAINTS & GRIEVANCES •
HIPPA PRIVACY POLICIES

CLIENT INFORMATION

Client advocacy aims to prevent rights violations, advocate for the provision of quality care, and review, investigate and resolve rights complaints or issues.

Our Client Advocate informs consumers of mental health services' rights, helps them speak for themselves, or may speak on their behalf. In addition, advocates assist consumers with complaints about rights and services and will help to resolve issues.

Call 719-589-3671 and ask to speak to our Client Advocate, Lea Chavez.

Advocates talk to clients, staff, or others as necessary to resolve complaints on behalf of the client or help with any challenges.

ADVANCE DIRECTIVES

You have the right to provide advance written instructions to healthcare workers about the type of healthcare you want or do not want.

Advanced, written instructions are essential to provide to your healthcare provider if you become so ill or injured that you cannot speak for yourself. These decisions are called Advance Directives. Advance Directives are legal papers you prepare while you are healthy. In Colorado, they include:

- **A Medical Durable Power of Attorney:** This names a person you trust to make decisions for you if you cannot speak for yourself.
- **A Living Will:** This tells your doctor what life-sustaining procedures you want and do not want.
- **A Cardiopulmonary Resuscitation (CPR) Directive:** This is also known as a "Do Not Resuscitate" Order. It tells medical people not to revive your heart or lungs if they stop

working.

For more information about Advance Directives, talk with your Primary Care Physician (PCP). Your PCP will have an Advance Directives form that you can fill out. In addition, the NBH Office of Member and Family Affairs or your local client advocates can give you information on making an Advance Directive.

Your mental health provider will ask you if you have an Advance Directive and if you want a copy in your mental health record. But you do not need an advance directive to get mental health care.

Suppose you think your providers are not following your Advance Directive. In that case, you can file a complaint with the Colorado Department of Public Health and Environment. They can be reached at:

Colorado Department of Public Health and Environment

4300 Cherry Creek Drive South

Denver, Colorado 80246-1530

(303) 692-2000

<https://www.healthcoloradorae.com/members/advance-directives-living-will/>

If you want more information on Advance Directives, you can go to the State of Colorado's website and read the [State law on Advance Directives](#). This link is provided for informational purposes only. It is not intended to give advice or suggest what you should do.

CREATING A MENTAL HEALTH CRISIS PLAN

Colorado does not have a law about mental health advance directives. However, it is a good idea to have a crisis plan. A crisis plan will help you have more control over decisions if you have a mental health crisis. Talk with your mental health provider or Care Coordinator about writing a crisis plan.

CLIENT RIGHTS

Please see the chart below to learn more about your rights and responsibilities and how to make complaints and access help.

YOUR RIGHTS IN BEHAVIORAL HEALTH TREATMENT:	YOUR RESPONSIBILITIES FOR GETTING THE BEST CARE	FILING COMPLAINTS ABOUT MENTAL HEALTH CARE	FILING COMPLAINTS ABOUT ALCOHOL AND DRUG ABUSE TREATMENT
<ol style="list-style-type: none"> To be treated with dignity and respect. To be treated equally, without discrimination based on race, religion, gender, age, disability, health status, or sexual orientation. To learn about the services we provide, our fees, and our payment plans in a way that is easy to understand. You may voice a preference for a counselor. To get culturally competent services. <ol style="list-style-type: none"> To have an interpreter if you, the client, do not speak English or need help due to a disability. To get medically necessary services, according to federal law. Urgent and emergency services are available 24 hours a day, seven (7) days a week, by calling 719-589-3671 or 911. To be involved in planning your care. We will tell you about your diagnosis, choices for treatment, how long treatment will take, and if the treatment has any risks. 	<ol style="list-style-type: none"> Give your counselor the information needed so we can provide good care. Arrive for your appointments on time, or call in if you will be late or need to reschedule. Learn about your rights, mental health benefits, and how to use them. Follow the treatment plan that was developed with your counselor. Take any prescribed medications that you agreed to take. Tell your counselor if you don't agree with the treatment plan or want to change it. Tell us whenever you change your address, phone, or insurance. Treat others with courtesy and respect. Please bring someone to watch your children while you are in therapy. 	<p>Please try to resolve complaints with your counselor or the Client Advocate. Call 719-589-3671 and ask for the Advocate, Lea Chavez. We cannot terminate services or retaliate against you for filing a complaint. The client may contact the Division of Mental Health at any time during the complaint process. If we cannot resolve the client's complaint, or if they want to talk to someone else, please contact one of the following:</p> <ul style="list-style-type: none"> Office of Behavioral Health (for non-Medicaid complaints) 3824 West Princeton Circle Denver, CO 80236 Main Number: 303-866-7400 TTY 303-866-7471 Ombudsman for Medicaid Managed Care (for Medicaid complaints) 877-435-7123 	<p>Please try to resolve complaints with your counselor or the Client Advocate. Call 719-589-3671 and ask for the Advocate, Lea Chavez. We cannot terminate services or retaliate against you for filing a complaint. The client may contact the Division of Mental Health at any time during the complaint process. If we cannot resolve the client's complaint, or if they want to talk to someone else, please contact one of the following:</p> <ul style="list-style-type: none"> Office of Behavioral Health 3824 West Princeton Circle Denver, CO 80236 Main Number: 303-866-7400 TTY 303-866-7471 Rocky Mountain Health Plans 1-800-421-6204 (TTY 711) rmhp_member_services@uhc.com

6. To get a second opinion. Colorado Health Partnerships will provide a second opinion for Medicaid clients. A second opinion for non-Medicaid clients will be provided by the Center's Medical Director or referred to an objective provider.
7. To refuse or stop treatment, except if the law requires it.
8. To be told if your counselor stops seeing clients or we stop providing a service you have been getting.
9. To be free from restraint or seclusion as a means of coercion, discipline, convenience, or retaliation.
10. To be free from sexual contact with any staff member. If this happens, a report will be made to the State Grievance Board.
11. To tell others what you think about your treatment. You may talk to regulatory agencies, the government, or the media without it affecting treatment.
12. To file a complaint without it affecting your treatment. You may request help from an advocate.
13. To get information about advance directives.
14. To learn about and use one's rights to privacy. The Privacy Notice tells you more about

outside of Denver
888-876-8864
(TTY) for hearing impaired

- **Dept of Regulatory Agencies Mental Health Section**
1560 Broadway,
Suite 1370
Denver, CO
80202
303-894-7766
- **Office for Civil Rights, US Dept. of HHS**
303-844 2024
- **Colorado Health Partnerships**
7150 Campus Drive, Suite 300
Colorado Springs, CO
80920
800-804-5008

HIPPA PRIVACY POLICY AND CLIENT RIGHTS

- HIPPA Privacy Policy and Client Rights - ENGLISH - available in the footer of www.slvhbg.org
- HIPPA Privacy Policy and Client Rights - SPANISH - available in the footer of www.slvhbg.org