

Responsibilities and Rights

Responsibilities

As a client of Diversus Health, you have the following responsibilities:

- To abide by the rules and regulations of Diversus Health, as they are made known to you.
- To be courteous and respect the rights and property of other clients, staff, and the facility.
- To participate in your service planning and in your treatment program.
- To arrive to your appointments on time or call if late or need to reschedule.
- To take medications agreed upon by you and your prescriber.
- To learn about your mental health benefits and how to use them.
- To protect your personal property.
- To update your address and phone information.
- To pay your bill, within your ability to do so.
- To familiarize yourself with your rights.
- To be a partner in your care including development of services and follow through on the treatment plan.
- To tell your therapist or doctor if you want to change your treatment plan or you do not understand or agree with the plan.
- Give your therapist or doctor the information he or she needs to give you good care

Rights

Individual Rights for all Diversus Health clients:

- The organization respects the rights of clients.
- The organization treats the client with respect, dignity and regard for their privacy.
- Clients are treated equally without discrimination based on race, religion, gender, age disability, health status or sexual orientation.
- Clients receive information about their rights.
- Clients receive information about your mental health benefits and how to use them.
- Clients receive medically necessary mental health care according to federal law.
- Clients are involved in decision about care, treatment, and services provided and receive services in accordance with the client agreement and service plan.
- Participate in social activities in accordance to the plan or care.
- Informed consent is obtained.
- Consent is obtained for recording or filming made for purposes other than the identification, diagnosis, or treatment of the clients.
- Clients receive adequate information about the person(s) responsible for the delivery of their care, treatment, and services. Treatment options are presented in a way that is easy to understand.
- Clients can ask that a specific provider be included to the network.
- Clients have the right to refuse care, treatment, and services in accordance with the law and regulation.
- Clients have the right to a second opinion regarding diagnosis and treatment.
- Clients have the right to access, request amendment to, and receive an accounting of disclosures regarding his or her own clinical/service information as permitted under applicable law.
- Clients and, when appropriate, their families are informed about the outcomes of care, treatment, and services that have been provided, including unanticipated outcomes.
- The organization respects the client's right to and need for effective communication.
- The organization addresses the resolution of complaints from clients and their families. Your client representative can be reached by calling 719-572-6100. This representative provides support/advocacy for any issues related to your treatment.
- The organization respects the needs of clients for confidentiality, privacy, and security.

Responsibilities and Rights

- Clients have the right to be free from mental, physical, sexual, and verbal abuse, neglect, and exploitation from their provider.
- Clients are free from sexual intimacy with a provider.
- Clients receive culturally appropriate/competent services including an interpreter if warranted.
- Clients are informed if there are changes in services, if their therapist stops seeing clients, or if Diversus Health stops providing a service you are receiving.
- Clients have the right to pain management.
- Clients have the right to access protective and independent advocacy services.
- Clients can tell others his or her opinion about Diversus Health services including regulatory agencies, the government, or the media without it affecting how we provide covered services.
- The organization protects research subjects and respects their rights during research, investigation, and clinical trials involving human subjects.
- In organizations that provide opportunities for work, a defined policy addresses situations in which clients work for and on behalf of the organization. To be reimbursed at an appropriate rate for work performed on the premises for the benefit of the director, staff, or other clients, in accordance with the client's service plan.
- Clients receiving vocational rehabilitation receive information about the organization providing vocational rehabilitation services.
- Clients have a right to exercise citizenship privileges.
- Exercise choice in attending and participating in religious activities.
- Clients have a right to care with or without advance directives. Advanced directive information is available to clients and include applicable state law.
- Clients are free to use all of his or her rights without it affecting their treatment.
- Clients need to cooperate with the BHO when choosing or seeing a provider.

Acute Treatment Rights

- Clients are informed about Diversus Health's policies regarding the handling of medical emergencies.
- If a client is disoriented or in any state that impairs cognition at the time of entry, he or she is informed of his or her rights at an appropriate time during care, treatment, and services.
- Clients are informed of the program rules.
- Clients have the right to receive and send sealed correspondence. No incoming or outgoing correspondence shall be opened, delayed, held or censored by the personnel of the facility.
- Clients have the right to have access to letter writing materials, including postage, and to have staff members of the facility assist him/her if unable to write, prepare and mail correspondence.
- To have reasonable and frequent access to use the telephone, both to make and receive calls in privacy.
- Full use of the facility common areas, in compliance with the documented house rules.
- Expectation of cooperation of the facility in achieving the maximum degree of benefit from those services which are made available by the facility.
- To have frequent and convenient opportunities to meet with visitors. The facility may not deny visits by the client's attorney, religious representative or physician, at any reasonable time and to have privacy to maintain confidentiality of communication between a patient and spouse or significant other, family member(s), staff member(s), attorney, physician, certified public accountant and/or religious representative.
- To wear his/her own clothing, keep and use his/her own personal possessions within reason and keep and be allowed to spend a reasonable sum of his/her own money.
- To refuse to take psychiatric medications, unless the person is an imminent danger to self or others or the court has ordered such medications.
- To not be fingerprinted unless required by law.
- To refuse to be photographed except for facility identification purposes.

Responsibilities and Rights

- For persons who are under certification for care and treatment, to receive twenty-four (24) hour notice before being transferred to another designated or placement facility unless an emergency exists, the right to protest any transfer to the court, and the right to have the transferring facility notify someone chosen by the client about the transfer.
- To be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation.
- To privacy and confidentiality of treatment records except as required by law.
- To accept treatment voluntarily, unless reasonable grounds exist to believe the person will not remain in treatment on this basis.
- To receive medical and psychiatric care and treatment in the least restrictive treatment setting possible, suited to meet the person's individual needs and subject to available resources.
- To request to see their medical records, to see the records at reasonable times, and if denied access, to be given the legal reasons upon which the request was denied and have documentation of such placed in the clinical record.
- To retain and consult with an attorney at any reasonable time.
- Every person who is eighteen (18) years of age or older shall be given the opportunity to exercise his/her right to vote in primary and general elections. The staff of the designated or placement facility shall assist each person in obtaining voter registration forms and applications for absentee or mail ballots, and in complying with any other prerequisite for voting.

Acute Treatment Rights Restrictions

- Except as otherwise provided, each denial of a person's right shall be made on a case by case basis and the reason for denying the right shall be documented in the clinical record and shall be made available, upon request, to the person or his/her attorney.
- No safety or security policy may limit a patient's ability to send or receive sealed correspondence. However, to prevent the introduction of contraband into the secure facility, the policy may provide that the patient open the correspondence in the presence of unit staff.
- No safety or security policy may limit a patient's right to see his or her attorney, clergy, or physician. However, the safety and security policy may provide that advance notice be given to the secure facility for such visits so that the secure facility can adequately staff for the private visit.
- A person's rights may be limited or denied under court order by an imposition of legal disability or deprivation of a right.
- Information pertaining to the denial of any right shall be made available, upon request, to the person or his/her attorney.

Foster Care Only

- The child's rights are respected.
- The rights of the family of origin are respected.
- The foster family's rights are respected.
- Clients are given information about their responsibilities while receiving care, treatment, and services.

Mental health professionals are required to maintain records of the people they serve, 18 years of age and older, for a period of seven (7) years from the date of termination of services. Under Colorado law (C.R.S. 12-43-224), if you feel we have violated the law regarding maintenance of records for an individual 18 years of age and older, you must file your complaint or other notice with the Division of Professions and Occupations within seven (7) years after you discover or reasonably should have discovered the violation. All records will be maintained as required under Colorado law. Please be advised that records for an individual 18 years of age and older may not be maintained after the seven-year period.

Responsibilities and Rights

Colorado Department of Human Services (main information)	303-866-5700
Colorado Department of Human Services Office of Behavioral Health	303-866-7400
Colorado Legal Services	719-471-0380
District Attorney Neighborhood Justice Center	719-520-6016
Colorado Department of Human Services Office of Behavioral Health –Drug and Alcohol	303-866-7480