



No-Show, Late Cancellations, Discharge Policy

Diversus Health prides itself in the delivery of quality mental and behavioral health care and is in partnership with each client it serves. This partnership has two key components:

1. Providers dedicate each slot to one client at a time in order to provide top-notch care.
2. Clients show up for their appointments in order to receive proper care.

Diversus Health aims to provide compassionate, prompt, and reliable mental health care. We also aim to improve the mental health of each client through the integration of psychotherapy, psychopharmacology, and mental wellness education.

By setting an appointment, we are reserving dedicated time for our clients to experience the benefits of care. We ask our clients to take pride in receiving these services by showing up and contributing in order to get the best possible outcome. We hold our providers responsible for showing up to clinics in a timely fashion and ask our clients to do the same.

Definitions:

Late Cancellation: Cancellation of an appointment less than 48 hours prior to the time of a scheduled appointment.

Late Arrival by client: Arrival of 15 minutes or later to a scheduled appt. (It will be up to the provider to determine if there is enough time remaining to be seen.)

No-Show: Client fails to appear for a scheduled appointment without prior notification. (This type of cancellation is tracked to determine continued services with Diversus Health.)

Discharge: Clients can be administratively discharged from an individual service line (therapy, medical or group) and still receive other care at Diversus Health. Once administratively discharged from a service line, client will not be allowed to receive services for that specific service at Diversus Health.

Service Line Policies:

Initial/Psychiatric Diagnostic Evaluation: Clients who miss an Initial Diagnostic Evaluation, will not be granted another scheduled appointment. Instead, clients will be offered our Standby Lobby (virtual waiting room).

Therapy (includes Case Management and Skills Development)

- 3 missed therapy appointments in 3 months = Discharge from Therapy Services
- 6 therapy late cancellations in 3 months = Discharge from Therapy Services

Medication Management

- 3 missed medication management appointments in 3 months = Discharge from Medical Services
- 6 medication management late cancellations in 3 months = Discharge from Medical Services

Group Therapy

- 6 missed group appointments in 3 months = Discharge from Group Services per group type (i.e. DBT, SUD, ACT, etc.)

Crisis Center: Clients can always access crisis services if they have a crisis regardless of late cancellations or no-shows (*Medications will not be filled for clients via the crisis center*)



Emergency Response Procedures for On-Site Services

- If you have questions regarding if Diversus Health is open due to weather or other significant circumstances, please call 719-637-8989 to determine if there are delayed openings or closures of facilities.
- If you or others are experiencing a medical emergency, 911 will be called to respond.
- If there are facility issues such as a fire, flooding, or other significant facility problems identified, please follow staff guidance on what actions to take, particularly if asked to evacuate the building.

Client Safety Rules for On-Site Services

- Clients who are less than 12 years old must be checked in by the parent/guardian at each scheduled appointment.
- It is required that a parent/guardian of a child/client who is less than 12 years old, remain in the building where services are being provided. Any exceptions, including remaining in the parking lot, must be approved in advance by the Diversus health staff providing services at each scheduled appointment.
- Parent/Guardian must attend all medical appointments.
- The parent/guardian of a client who is at least 12 years old, but less than 15 years old may leave the premises where therapy are being rendered only upon approval by the staff providing services, per scheduled appointment.
- Clients who are at least 12 years old may receive therapy services without a parent/guardian on the premises where services are being rendered. In some cases, the Diversus health staff may elect to require the parent/guardian to be present while services are being rendered if clinically indicated.
- It is required that a child/client who is less than 12 years old be under adult supervision by parent/guardian at all times on any Diversus Health campus. The parent/guardian must accompany the child/client while occupying restrooms, waiting areas, etc., unless the child/client is under the direct supervision of Diversus Health staff.



We welcome all ADA Approved Service Animals



To serve the needs of all our clients and guests, you may be asked by an employee if the animal is required because of a disability and/or what the animal has been trained to perform according to ADA compliance requirements.



The ADA **does not** recognize animals whose sole function is to provide comfort or emotional support. Visit: www.ada.gov/service_animals_2010.pdf

Under Colorado state law HB16-1426 (effective January 2017), it is a crime to knowingly misrepresent an animal as a service animal. For example, indicating a non-service animal is a service animal to bring it into a public business that generally would not allow animals on the premises.

Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices.



There are situations where we may ask that an ADA Service Animal be removed from the premises:

- The animal is out of control and the handler does not take effective action to control it.
- The animal is not housebroken.

Please ask to speak to a supervisor if you have questions about Diversus Health's animal policy.



Psychiatric Advance Directive (PAD) FAQ

- 1. What Is a Psychiatric Advanced Directive?** - A psychiatric advanced directive is not too different from a medical advanced directive, which allows you to express your preferences insofar as your care goes. This can be particularly important if you become incapacitated or incompetent for any reason. While we cannot guarantee that such wishes will be followed, it can help you have greater control over your overall mental health care, especially in emergency situations. For instance, if there is a particular hospital you would want to utilize for inpatient mental health services, you can specify this within the advance directive.
- 2. Can I write advance instructions regarding psychiatric medications and/or hospitalization?** - Yes. If you want to specify instructions about medications or hospitalization, including refusals of either, they must take the form of instructions to your agent and include them on the Diversus Health PAD form; you should also thoroughly discuss your wishes with your agent.
- 3. Can I appoint an agent to make mental health decisions for me if I become incompetent?** - Yes. This is accomplished by completing Part 3 of the Diversus Health PAD document.
- 4. Does anyone have to approve my advance instructions at the time I make them?** - If you designate an agent under Part 3 of the Diversus Health PAD document, that individual will need to agree to and sign the PAD document in the designated location.
- 5. If I become incompetent, can my agent make decisions for me about medications, and/or hospitalization?** - Yes, subject to the exceptions discussed under question 6 below. In general, if you are determined to be incompetent, your agent may make decisions about any health care issue that you could decide on if you were competent. However, you may choose to limit your agent's authority to a certain type, or types, of decision. If you wish to do this, you should document it clearly on the Diversus Health PAD form and discuss it thoroughly with your agent.
- 6. Does the statute say anything about when my mental health providers may decline to follow my PAD?**
 - Yes. There are two important exceptions to the general rule that your providers must follow your agent's instructions. First, if you become subject to involuntary treatment or hospitalization under Colorado law, your providers are no longer required to follow your agent's instructions. Second, your provider must treat you in a "medically appropriate" way at all times. Therefore, if your agent's instructions were not considered "medically appropriate", your provider could decline to follow them.
- 7. Does my agent have to make decisions as he/she thinks I would make them (known as "substituted judgment"), or does he/she have to make them in my "best interests"?** - Your agent must exercise substituted judgment to the extent that he or she can do so, based on your advance instructions and/or on your preferences as known by the agent. If it is not possible to make a decision in that way, your agent must make the decision in your best interests.
- 8. Is there any rule that says that I can only make advanced instructions, only appoint an agent, or that I must do both?**
 - Yes. As described above, the Colorado statutes do not allow consumers to make instructions alone, with the important exception of decisions about life sustaining treatment. Mental health consumers must appoint an agent in order to engage in advance decision making.
- 9. Before following my PAD, would my mental health care providers need a court to determine I am not competent to make a certain decision?** - No. The statute does not specify how incompetence is to be assessed; in practice, your agent's authority would normally begin at the point your treating provider determines that you are not able to make your own mental health care decisions. If you wish your agent's authority to begin at a different point, you may specify that on Diversus Health PAD document.
- 10. How Long does my PAD remain valid?** - Your Diversus Health PAD is valid for 2 years from when signed if you do not revoke it before that time. You may revoke it at any time; your agent may also decide to cease acting for you at any time. Your Power of Attorney automatically becomes invalid in the event of a legal separation or divorce if your spouse is named as your agent.