

Requests and Policies

Medical Records

We are required by law to keep complete medical records. Your medical records will be electronic and secure. Any written records including the initial consent forms, letters or anything outside of medical records will be kept in a secure location.

You have the right to request that a copy of your medical records be made available to any other health care provider at your written request. You are also entitled to review your medical record at any time unless we feel that by viewing your records your emotional or physical well-being will be jeopardized. If you wish to view your records, we recommend that you review them together with your provider to minimize any confusion or misinterpretation of medical terms. Time spent collecting, printing, copying and summarizing the medical record will be charged the appropriate fees (see fees). If medical records/progress notes are required for court documentation, copies will only be provided with a court ordered subpoena. Any other paperwork completion request besides medical records, requires a minimum of four visits.

Patient Rights and Grievance policy

Mile High Psychiatry aims to alleviate patient concerns and issues by establishing the ideal avenues to express grievances. Mile High Psychiatry patients will be supported. Any patient of MHP who shares concerns will be assisted in a timely and efficient manner, with solutions offered to their grievances. Patients who would like to share direct feedback and/or express any concerns they may be facing regarding their care- please call Mile High Psychiatry directly at (720) 507-4779. Patients may also email our administrative team at aurora@milehighpsychiatry.com. Another way to contact us directly regarding a grievance is to visit our website and submit a fillable form at <https://milehighpsychiatry.com/>.

Refusal of Treatment

As a patient of Mile High Psychiatry, you have the right to refuse treatment. You will be advised of your provider's full recommendation for treatment and have the opportunity to deny such recommendations. Mile High Psychiatry providers will fully explain the nature, purpose, risks and benefits of the proposed treatment, the possible alternatives thereto, and the risks and consequences of not proceeding. As a patient, you will have the opportunity to ask questions and have all of your questions answered satisfactorily. Should you refuse and deny medication

management treatment from Mile High Psychiatry providers, you are releasing the practice, its employees and the attempting physician from any liability for all ill effects that may result from your decision to refuse to consent to the proposed treatment.

Confidentiality

The security of your sensitive information is of the utmost importance to us. We are bound by law to protect your confidentiality. Any disclosure of your treatment to others will require your explicit written consent. As described above, basic information about your treatment may be disclosed to your insurance company for purposes of prior authorization if necessary.

We are required to follow the regulations set forth by HIPAA. We strictly adhere to these regulations and cannot disclose any information without first verifying your name, date of birth and social security number. Your session may be video or audio recorded for training and quality improvement. Mile High Psychiatry staff and providers do NOT allow permission to be filmed or audio recorded during any session, within the premises, on the phone, video conference or any form of interoffice communication.

There are exceptions to this confidentiality where disclosure is mandatory. These include the following:

- If there is a threat to the safety of others we will be required by law to take protective measures; including reporting the threat to the potential victim, notifying the police and seeking hospitalization
- When there is a threat of harm to yourself, we are required to seek immediate hospitalization and will likely seek the aid of family members or friends to ensure your safety
- In legal hearings you do have the right to refuse involvement in the hearing. There are rare circumstances however, in which we will be required by a judge to testify on your emotional or cognitive condition
- In situations where a dementing illness, epilepsy or other cognitive dysfunction prevents you from operating a motor vehicle in a safe manner, we will be required to report this to the DMV
- If mental illness prevents you from providing for your own basic needs; such as food, water or shelter we will be required to disclose information to seek hospitalization.

These situations rarely occur in an outpatient setting. If they do arise, we will do our best to discuss the situation with you before taking action. In rare circumstances, we may find it helpful to consult with other professionals specialized in such situations (without disclosing your identity to them).

Our Practice

If you see one of our providers for psychotherapy or if you are referred to another community therapist or physician, we may find it helpful to collaborate and coordinate your care. This will require written consent and release of information. Any clinician to whom we refer you will be responsible for the care that they provide you.

Contact Information

If you or someone you know is experiencing a Medical or Psychiatric emergency, please call 9-1-1 or proceed to the nearest hospital. Our voicemail at (720) 507-4779 is the best way to contact us outside of our regular office hours. When you leave a message please state your name clearly, your phone number (even if you think we have it), the reason for calling and the best time to contact you. For non-urgent matters, please allow 24 business hours for a response. Messages left late in the day, on weekends or holidays may not be returned until the next business day.