



# Behavioral Health Privacy and Visiting Guidelines

Behavioral Health Services  
Porter Adventist Hospital



Dear Family and Friends,

Welcome to Porter Adventist Hospital, a Centura Hospital where we provide Emergency, Inpatient and Outpatient Behavioral Health Services.

We understand that this is a very difficult and stressful time for you and have prepared this guide to help you become better acquainted with Porter and our behavioral health services, patient privacy and laws regarding behavioral health patients.

All members of the behavioral health team are dedicated to providing quality and comprehensive treatment. When a patient is admitted, please be assured that we are recommending that they contact their loved ones and to let them know where they are as well as asking for them to sign releases. We encourage family involvement knowing that patients recover faster by having the support and understanding from their loved ones.

**Please contact us:**

**Emergency Department: 303-778-5666**

**Adult Inpatient Unit: 303-778-5811**

**Senior Inpatient Unit: 303-765-6409**

Sincerely,

Porter Adventist Behavioral Health Care Team

## *Locating Your Loved One*

Please know that our staff encourages patients to contact their loved ones to let them know their location and if they have been admitted to the hospital or being transferred to another facility or discharged.

However, all of our patients are protected under the Health Insurance Portability and Accountability Act of 1996, commonly known as the HIPAA law.

If your loved one is here and has not given us permission to release their information, we must respect their privacy and will therefore neither confirm nor deny their presence here at Porter Adventist Hospital.

Even if you know that your loved one is here, we cannot provide any information until the patient signs an authorization allowing us to do so.

**Please note that our Volunteers assigned to the Hospital Information Desk, do not have access to any information regarding confidential patients.**



## ***Patient Rights (HIPAA)***

All of our patients are protected under the Health Insurance Portability and Accountability Act of 1996, commonly known as the HIPAA law.

We provide our behavioral health patients with a Location Release that allows us to know who we can share information with and allow to visit.

If you have legal documents such as Power of Attorney for Healthcare and/or Guardianship papers, please let us know and have them with you so that we can add them to the patient's medical record.

**For more information about HIPAA: <https://www.hhs.gov/hipaa>**

## ***Porter Adventist Hospital's Behavioral Health Services***

### **Emergency Department**

Porter Adventist Hospital's Emergency Department (ED) has a safe and secure area where our team provides behavioral health evaluations, referrals to inpatient treatment facilities, crisis intervention and mental health and substance abuse treatment referral information to those who are in crisis or are experiencing a behavioral health emergency.

If your loved one is in our ER, they have usually arrived at our hospital because they are exhibiting severe symptoms of mental illness and are under a “Mental Health Hold” (M1 Hold).

Sometimes a friend or family member brings an individual voluntarily to the ER because they are concerned about the person’s safety for a variety of reasons, including severe depression, extreme agitation or severe intoxication or impairment due to substance abuse. In these cases the ER personnel may place the person on an M1 Hold.



### **M1 Hold / 27-65-101 Care and Treatment of Persons with Mental Illness**

An M1 Hold is placed when an individual is deemed to be in imminent danger of harming him or herself or someone else or is “gravely disabled”. An M1 Hold relies on Colorado Statute 27-65-101 Care and Treatment of Persons with Mental Illness. When a person is placed on a mental health hold, it means that they can be held for up to 72 hours for a psychiatric evaluation.

**For more information about M1 Holds (2765 Statute), go to:**  
**<https://www.colorado.gov/> and search for “involuntary commitment”**

## **Behavioral Health Evaluations**

In our Emergency Department, we have a safe and secure area where patients needing a behavioral health evaluation are observed and monitored. Prior to starting a behavioral health evaluation, the ER must make sure that the individual is “medically cleared” (lab work) and is not under the influence of drugs or alcohol (drug screen) which depending on the complexity of the patient can take several hours.

Once medically cleared, our behavioral health team will interview the patient, collect collateral, consult with other professionals who are involved with the patient and then determine the appropriate disposition (admit or discharge).

**During this time of collecting collateral, 27/65 rules allow us for “collateral contact” so we can listen to what you have to say about your concerns for your loved one, previous hospitalizations and suicide attempts, history of behavior and other relevant information.**

The evaluator is trying to get a complete understanding of the situation in order to determine the most appropriate disposition.

If hospital care is recommended or required, we do not guarantee that care will be provided at Porter Adventist Hospital since we have very few inpatient psychiatric beds and do not have any adolescent beds. Therefore, many of the patients seen at our ED who require hospitalization may be transferred to an inpatient psychiatric hospital for admission.

**To inquire about patient’s in the Emergency Department, please call 303-778-5666.**



## Porter Adult and Senior Acute Care Hospitals



There are two (2) inpatient psychiatric units at Porter Adventist Hospital; an Adult Acute Care Unit (1 South) and a Senior Acute Care Unit (2 South). Both of these units are locked and no one is admitted onto the unit without the patient's permission and signed release.

It can take time for a newly admitted patient to be transferred from our ED to the unit or transported from another hospital to the unit. Once they arrive they will need to sign paperwork and get settled. This is a critical time and your loved one may or may not be willing to call or give permission for anyone to see them yet.

**Adult Acute Care: 303-778-5811    Senior Acute Care: 303-765-6409**

## Minors

We do not have an inpatient behavioral health hospital for minors so they would only be seen in our Emergency Department for an evaluation. To inquire about a minor patient, please go to the Emergency Department or call 303-778-5666.

Minors 15 years of age and older have the same privacy rights as an adult regarding their mental health. We cannot share information about their mental health care without an authorization from the patient.



More information about the privacy rights of minor behavioral health patients can be found at: <https://www.cde.state.co.us/> and search “HIPAA for minor”

Please know that we are encouraging your minor child to sign authorizations and to communicate with their loved ones.

If it is determined that they need to go to an inpatient behavioral health hospital, our staff will work to find an appropriate bed. This process can be lengthy. Every attempt is made to keep patients close to their home, but due to the small number of inpatient beds, patients may need to be transferred outside of the metro area. Once placement is found, hospital personnel will arrange transport.

Patients are encouraged to contact family members prior to transport.

### **Discharged or Transferred Patients**



Once your loved one is discharged from the ED or transferred to another facility, they are no longer our patient. We cannot share any information, or confirm that they were a patient here.

To get further information, you would need to contact Medical Records at (303) 778-5614. The Health Information Management Department is open Monday through Friday, 8:00am to 4:30pm, with holiday exceptions.

**For more information about our behavioral health services, please visit us at [www.porterhospital.org/behavioralhealth](http://www.porterhospital.org/behavioralhealth)**

**If you have any questions or concerns, please contact the numbers below:**

**Emergency Department: 303-778-5666**

**Adult Inpatient Unit: 303-778-5811**

**Senior Inpatient Unit: 303-765-6409**

**Porter Adventist Hospital: 303-778-1955**

# Behavioral Health Services Porter Adventist Hospital



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