

TREATMENT AGREEMENT, CONSENT & ACKNOWLEDGEMENT

What to expect:

First appointment: Your first visit will be with an admissions therapist who will provide a behavioral health assessment. At the end of this assessment, you and the therapist will discuss what services make sense. You will be assigned to a clinical provider who will be your <u>clinical care coordinator</u>. Your next appointment will be scheduled before you leave. You are welcome and encouraged to include friends and/or family at any point in your treatment process (with your written permission).

- •Clinical care coordinator: This professional could be a therapist, a case manager, or other clinical provider, based on the level of care you need and agree to. You will participate in the development of your treatment plan with your clinical care coordinator. This treatment plan is your "map of care" that includes specific goals and milestones that you want to accomplish. This will also include clinical advice on when you can expect treatment to be complete. You will discuss what types of services will help you reach your goals. Your clinical care coordinator may also refer you for an appointment with a psychiatrist or a clinical nurse specialist at AllHealth Network to discuss medication.
- •Medical services: As a health care agency, AllHealth Network expects frequent coordination with your primary care physician. In addition, if the psychiatrist or advanced practice nurse prescribes medications, there will be close monitoring and communication between you, the clinical care coordinator and our medical staff.
- •Completing treatment: Our goal is for you to succeed in your treatment. When you and your care team determine that you have met your treatment goals and treatment is no longer indicated, your clinical care coordinator will discharge you from AllHealth Network care and provide referrals for aftercare if needed.
- •Scheduling: AllHealth Network offers services at various locations and hours. We work to accommodate your scheduling needs to the best of our ability; however, your appointment may be during school or work hours. Please contact 303-730-8858 at least 2 business days in advance if you need to cancel or reschedule an appointment so that we can schedule another client.
- •Missed appointment: Please call to cancel any appointments you are unable to keep. If you don't attend a scheduled appointment, we will call you to follow up. We want to know what the situation was that kept you from attending and work with you to solve problems, remove barriers, address your concerns, and attend to your recovery goals quickly and with exceptional care.
- •Exceptional care and staying in touch: Please notify AllHealth Network of any changes in your telephone number, address, and/or your insurance coverage immediately, by calling 303-730-8858. If you are unhappy with services, please communicate this to any of your providers so we can find solutions to your concerns. You may also call the AllHealth Network Client Representative at 303-347-6405, who will work with you to resolve any concerns that you may have.
- •Client decision to stop treatment: If you decide to stop treatment before your goals are met, please contact us so we can close your chart. If you stop treatment without contacting us, we will notify you by letter that we are discharging you and provide information about resources outside of AllHealth Network .With your written permission, we will send your records to a new provider. If you are being prescribed medications, we can provide a plan for safely stopping medications. You may contact us to request a limited prescription (generally 30 days) while you find another provider. Your primary care physician may be able to continue to provide you with medication services. Discharging from AllHealth Network means you will not be able to receive any further behavioral health treatment or medication. If you would like to start treatment again please call our Admissions Department at 303-730-8858.

Form #240 (5/14)



Client ID:		
CHEIL ID.		

Advance Directives

What is an Advance Directive?

According to CMS-2104-F, Section 438.6(i)(1) and Colorado State law CRS 15-18.101-113, every competent adult has the right to make determinations on medical treatments, including the right to accept or refuse medical care and to exercise an Advance Directive. Advance directives are instructions written by you that inform your physician of your preferred treatment in the event of your incapacitation. It also allows you to designate a medical decision maker to make choices for you in the event that you are unable.

These laws require us to ask if you have an Advance Directive. While we are not able to assist you with completing advance directives, we will provide you with information and resources to support your decision making process.

Colorado Recognizes These Advance Directives:

Living will – (also known as Declaration as to Medical Treatment) This document tells your doctor how to proceed with life sustaining measures if you have a terminal illness or are in a persistent vegetative state and are unable to communicate your wishes. A living will also allow you to designate organ donation and the designation of your remains in the event of your passing.

CPR Directive –Allows for you to make your wishes known as to which methods, if any, you would like performed in the event your heart or breathing stops.

Medical Durable Power of Attorney – Allows for you to appoint a decision maker in the event you are terminally ill and unable to make your wishes known. The appointed decision maker would be designated as your "agent" and is expected to make decisions about your care when you are no longer able. Proxy Decision Maker – Allows for the appointment of a designated decision maker if one has not already been appointed in the event you are unable to make decisions for yourself.

AllHealth Network and Advance Directives

Advance directives are not a requirement for you to receive care at AllHealth Network. It is your responsibility to provide your advance directive to AllHealth Network. If you provide us with your advance directive, AllHealth Network will provide care according to your written wishes, except as recognized in the Colorado Medical Treatment Decision Act (C.R.S. 15-18-102). You may amend or revoke an advance directive by informing the AllHealth Network privacy officer in writing to 155 Inverness Drive West, Englewood CO 80221.

If your provider refuses to honor your advance directives you can:

- Call Behavioral Health Administration: 303-866-7400
- Call the Colorado Department of Public Health and Environment at: (303) 692-2980
- Or write to: Colorado Department of Public Health and Environment 4300 Cherry Creek Drive South Denver CO 80246-1530 or go to this website: http://www.colorado.gov/cs/Satellite/CDPHE-EM/CBON/1251589738636

This document is for your information only. It is not legal advice about advance directives. If you have questions, please consult an attorney who has experience with advance directives. You can visit www.coloradoadvancedirectives.com for additional information on creating advance directives.



Client ID:		

FEE/BILLING POLICY

Thank you for choosing AllHealth Network as your behavioral health care provider. We are committed to providing you with outstanding care at the most affordable cost. In order to achieve these goals, we need your assistance and understanding of our financial policy.

ALL CO-PAYMENTS, CO-INSURANCE, DEDUCTIBLES AND/OR NON-COVERED SERVICES ARE DUE AT THE TIME OF SERVICE. WE ACCEPT CASH, CHECK AND MAJOR CREDIT CARDS.

- I understand that responsibility for payment of services for myself and my dependents is mine; due and payable at the time services are rendered, unless financial arrangements have been pre-made.
- As a courtesy, upon presentation of your current valid insurance card we will bill your insurance carrier.
 However, the entire balance is your responsibility whether the insurance company pays or not. Your
 insurance policy is a contract between you and your insurance company. We are not party to that
 contract.
- You are responsible to know what services your insurance covers. You understand that should your insurance not cover specific services you <u>may</u> be responsible for the cost of those services.
- Financial assistance is available for qualified clients who are lawfully present in the United States and who can provide current proof of income, dependent(s) and address. A list of appropriate documents is available upon request.
- It is your responsibility to make sure that the insurance card provided is the most current and that all the personal information is correct including your name, date of birth, address and telephone number along with your primary care physician (if applicable). In the event that your insurance coverage changes to a plan in which we are a non-participating provider, you are responsible for payment in full at the time service is rendered.
- AllHealth Network is authorized to receive direct payment from your insurance carrier for any behavioral health and/or medical benefit services being rendered.
- AllHealth Network reserves the right to charge a \$35.00 Insufficient Funds Fee for any returned items (checks and/or credit/debit card transactions).
- AllHealth Network reserves the right to charge a \$30.00 No-Show Fee for all appointments cancelled without 24 hours advanced notice
- AllHealth Network reserves the right to add up to 25% of the total delinquent amount if your account is to be sent to an outside collection agency. You understand that you are responsible for all costs of collection including attorney fees, collection fees of 30%, and any additional court costs.
- Review of this financial policy and the completion of a financial intake are required annually.

Consent

I understand that by signing this fee agreement, I agree to treatment and commit to regular on-time attendance for all of my appointments. I understand that attending sessions will help me reach my treatment goals. I further understand and agree that two missed appointments or late cancellations in 90 days, failure to pay required co-payments or any combination thereof, could result in my care being moved to an alternative level of care, outreach attempts, or discharging me as a client if I don't respond. I understand that payment is due at the time of service. I understand that outstanding fees must be paid in order for me to be considered for re-admission. I am welcome to call admissions at 303-730-8858 to be considered for future services. I have been offered a copy of this agreement for my records.

Client Signature	Date	AllHealth Network Representative	Date



City State Zip Responsible Party's Date of Birth Responsible Party's Responsible Party's Home Phone Responsible Party's Responsible Party's Relationship to Client (Circle One) Self Spouse RIMARY INSURANCE POLICY HOLDER Policy Holder's Last Name First Name Policy Holders SSN Policy Holder's Date Policy Holder's Employer Policy Holder's Employer Policy # Group # ECONDARY INSURANCE (ONLY COMPLETE IF YOU HAVE A SECOND INSU		
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Policy # Group # ECONDARY INSURANCE (ONLY COMPLETE IF YOU HAVE A SECOND INSU	Insurance Company Phone	
ECONDARY INSURANCE (ONLY COMPLETE IF YOU HAVE A SECOND INSU		
First Name	Insurance Type (Please Circle) I = Individual F = Family O = Other	
Policy Holder's Last Name First Name		
oney florder 3 East Name	M.I.	
Policy Holder's Date	of Birth	
Insurance Company Name	Insurance Company Phone	
Policy Holder's Employer	l	
Policy # Group #	Insurance Type (Please Circle) I = Individual F = Family O = Other	

Client Signature

Date

AllHealth Network Representative Date



lient ID: IIHEALTH NETWORI	K CONSENT	
YesNo	Consent for treatment: I voluntarily consent to evaluation and treatment for myself, or my minor child or ward, by qualified health care providers at AllHealth Network. I am aware that care and treatment is not an exact science and acknowledge that no guarantees have been made to me as to the result of treatment. I understand that I have the right to consent to, or refuse to consent to, a proposed treatment and have the right to a second opinion regarding my diagnoses and my individualized course of treatment.	th
YesNo (Consent for follow-up contact: I grant permission to the staff of AllHealth Network to contact me after my discharge from your services to obtain information for follow-up purposes only. All information obtained by AllHealth will be confidential, as defined by state and federal laws and regulations.	Network
YesNo (Consent for telepsychiatry services: Should I need psychiatric services at an AllHealth Network site where a prescriber is not at the same location, I grant per to the staff at AllHealth Network to utilize telepsychiatry services. Telepsychiatry delivery of psychiatric services using interactive audio and visual electronic systems where the psychiatrist and the client are not in the same physical location. The interactive electronic systems used in telepsychiatry incorporate network and security to protect the confidentiality of client information and audio and visual have the right to withhold or withdraw my consent to the use of telepsychiatry the course of my care at any time. I understand that the laws that protect the pand confidentiality of medical information also apply to telepsychiatry. I understand the technology used by the prescriber is encrypted to prevent the unauthorized to my private medical information. I understand that my withdrawal of consent affect any future care or treatment. I understand that the prescriber has the rigwithhold or withdraw their consent for the use of telepsychiatry during the course at any time as well.	ry is the tems software al data. It during privacy stand that access twill not ght to
YesNo [Do you have an advance directive? Advance directives are written instruction that express your wishes about the kinds of medical care you want to receive i an emergency. If you wish, we can put a copy of your advance directives into your medical file. If you do not, you are welcome to talk with your primary car provider or call your insurance or Medicaid organization.	n
By initialing below I an	m acknowledging that I have been given/offered a copy of the following	:
Treatment Agro	vork Grievance information and copies of all signed documents reement, Consent & Acknowledgement acy Rights, including Confidentiality of Alcohol and Drug Use Information and Policy	
Client/Guardian Signature	Client Date of Birth Printed Name D	ate Signed
Witness	s of AllHealth Network Representative	Date



Client ID:		
CHELL ID.		

DEMOGRAPHICS FORM - By answering these questions, you will help AllHealth Network better serve you. Your responses will allow us to provide more tailored programs and services to ensure that all clients receive the best care possible by meeting the diverse needs of our community. Your responses will be kept confidential and secure. Your uniqueness is valuable to our organization, please answer to the best of your ability.

Client name:	Client	Date of Birth:/
How do you describe your gender? (please select one) ☐ Female ☐ Male	What is your sex assigned at birth? ☐ Female ☐ Male	What are your pronouns? (please select one) ☐ He/Him/His ☐ She/Her/Hers
☐ Non-Binary, Genderqueer☐ Transgender man☐ Transgender woman☐ Prefer not to answer	What is your sexual orientation? (please select one) ☐ Straight or Heterosexual ☐ Gay/Lesbian	☐ He/Him/They/Them☐ They/Them/Theirs☐ She/Her/They/Them☐ Prefer not to answer
Marital Status: (please select one) ☐ Never Married ☐ Married ☐ Married, separated	☐ Bisexual☐ Queer☐ Pansexual☐ Prefer not to answer	Does the client have a history of trauma? ☐ Yes ☐ No ☐ Unsure
☐ Divorced ☐ Widowed	Place of Residence: (please select one) ☐Independent living (alone or w/ far	mily) Residential/treatment
Living Arrangement (select all that apply): ☐ Alone ☐ With mother ☐ With father ☐ With sibling(s) ☐ With guardian	group Inpatient Homeless Nursin Halfway house ATU (Adults o Boarding home (adult) Gro Foster home (youth) Oth Residential facility (MH adult) Supported housing	nly) □ Sober Living oup home (Adult only)
 □ With relatives □ With partner/significant other □ With spouse □ With children □ With unrelated person(s) □ Foster parent(s) 	Current Primary Role: (please know these are state designated categories, select one) □ Employed (Full time 35+ hours/week) □ Employed (part time ≤ 35 hours/week) □ Unemployed □ Military □ Retired □ Supported Employment □ Student (applies to age 0-18 only) □ Volunteer □ Homemaker □ Disabled □ Inmate	
Emergency contact Name: Re	lationship: Phone	number:

#110 / Demographics Form / Administration



Client ID: Gross annual household income: \$ Does the client received Disabilities: (select all that Number of individuals supported by this income: ___ disability benefits?: apply) Number of dependent children supported by income: (select one) ☐ None ☐ Yes, SSDI ☐ Deaf/severe hearing loss Number of arrests in the Is the client a veteran? ☐ Yes, SSI ☐ Blind/severe vision loss last 30 days: ☐ Yes ☐ No □ Neither ☐ Traumatic Brain Injury ☐ Learning disability **Educational Status:** (please select the option last completed) ☐ Developmental disability ☐ Pre-Kindergarten ☐ Kindergarten ☐ Grade 1 ☐ Grade 2 ☐ Grade 3 ☐ Grade 4 ☐ Grade 5 ☐ Grade 6 ☐ Grade 7 Tobacco Status: (please select ☐ Grade 8 ☐ Grade 9 ☐ Grade 10 ☐ Grade 11 ☐ Grade 12 or GED ☐ Some college ☐ College Degree ☐ Master's Degree ☐ Doctoral Degree ☐ Current smoker/tobacco user- Every day **School information if currently in school:** ☐ Current smoker/tobacco user- Periodically Name of school: ☐ Smoker/tobacco user-Current status unknown School Address: ☐ Former smoker/tobacco user **History of Mental Health** Tell us what you think contributed to presenting ☐ Never a smoker/tobacco **Services:** (select all that apply) problem: (select all that apply) user ☐ Inpatient ☐ Parental/family history/relationship ☐ Unknown if ever Number of ☐ Discrimination (any form) ☐ Genetics smoked/used tobacco inpatient stays: ☐ Isolation/disconnection ☐ Trauma **Previous or Concurrent** ☐ Substance use ☐ Spirituality/Religion **Services:** (select all that apply): ☐ Outpatient ☐ Physical, emotional abuse and/or bullying ☐ Juvenile Justice ☐ Other 24- hour care ☐ Employment ☐ Financial struggles ☐ Adult Corrections ☐ Partial Care ☐ Romantic relationship/partnership ☐ Developmental ☐ None ☐ Chronic physical illness ☐ School Disabilities ☐ Legal/Department of Human Services involvement ☐ Special Education Presence of mental health □ Other: _____ ☐ Child Welfare problem: (please select one) ☐ Longer than 1 year ☐ Substance Use ☐ None ☐ One year or less Family Members in the home: DOB: Name: Relationship:



Client ID:		
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What is your race or ethnicity? (please select all that apply AND enter additional details in the space below)
☐ Decline to provide information
☐ White
☐ German ☐ Irish ☐ English ☐ Italian ☐ Polish ☐ French ☐ Other:
☐ Decline to provide additional detail
☐ Hispanic or Latino
☐ Mexican or Mexican American ☐ Puerto Rican ☐ Cuban ☐ Salvadoran ☐ Dominican ☐ Columbian
☐ Other: ☐ Decline to provide additional detail
☐ Black or African American
☐ African American ☐ Jamaican ☐ Haitian ☐ Nigerian ☐ Ethiopian ☐ Somali
☐ Other: ☐ Decline to provide additional detail
☐ Asian
☐ Chinese ☐ Filipino ☐ Asian Indian ☐ Vietnamese ☐ Korean ☐ Japanese
☐ Other: ☐ Decline to provide additional detail
☐ American Indian or Alaskan Native
☐ Enter, for example, Navajo Nation, Blackfeet Tribe, Mayan Aztec, etc:
☐ Decline to provide additional detail
☐ Middle Eastern or North African
☐ Lebanese ☐ Iranian ☐ Egyptian ☐ Syrian ☐ Moroccan ☐ Israeli
☐ Other: ☐ Decline to provide additional detail
□ Native Hawaiian or Pacific Islander
☐ Native Hawaiian ☐ Samoan ☐ Chamorro ☐ Tongan ☐ Fijian ☐ Marshallese
☐ Other: ☐ Decline to provide additional detail

#110 / Demographics Form / Administration



Social Determinants of Health Questionnaire

We would like to have a better understanding of environmental needs that may be negatively impacting your mental health. Please respond to the questions below in regards to the client we will be seeing and your clinician can discuss appropriate resources, if needed.

1.	In the last 12 months did you ever eat less than you felt you should because there was not
	enough money for food? Yes No
2.	Are you worried that in the next 2 months you may not have stable housing?
	☐ Yes ☐ No
3.	Do you have any physical health concerns for which you are not receiving adequate care?
	☐ Yes ☐ No
4.	Do you have access to health care services, including preventative health care?
	☐ Yes ☐ No
5.	Do you feel safe in your current living environment? ☐ Yes ☐ No



Client ID:	
First Name:	Date:

Complete if 18 yrs. or older PHQ-9							
Over the last 2 weeks, how often have you been bothered by any of the following problems? (Use "\sqrt{"}" to indicate your answer)	Not At All	Several Days	More Than Half The Days	Nearly Every Day			
1. Little interest or pleasure in doing things?							
2. Feeling down, depressed, or hopeless?							
3. Trouble falling or staying asleep, or sleeping too much?							
4. Feeling tired or having little energy?							
5. Poor appetite or overeating?							
6. Feeling bad about yourself — or that you are a failure or have let yourself or your family down?							
7. Trouble concentrating on things, such as reading the newspaper or watching television?							
8. Moving or speaking so slowly that other people could have noticed? Or the opposite — being so fidgety or restless that you have been moving around a lot more than usual?							
9 . Thoughts that you would be better off dead or of hurting yourself in some way?							
10. If you checked off any problems, how difficult have these problems made it for you to do your work, take care of things at home, or get along with other people? (Circle One)	Not Difficult At All	Somewhat Difficult	Very Difficult	Extremely Difficult			

Complete if 11 yrs. or older GAD-7				
Over the last 2 weeks, how often have you been bothered by the following problems? (Use "\sqrt{"}" to indicate your answer)	Not at	Several Days	Over Half of the Days	Nearly Every Day
1. Feeling nervous, anxious, or on edge?	4			
2. Not being able to stop or control worrying?				
3. Worrying too much about different things?				
4. Trouble relaxing?				
5. Being so restless that it's hard to sit still?				
6. Becoming easily annoyed or irritable?				
7. Feeling afraid as if something awful might happen?				
8. How difficult have these problems made it for you to do your work, take care of things at home, or get along with with other people?	Not at all	Somewhat difficult	Very difficult	Extremely difficult



Client ID:		
CIICIIL ID.		

Client Medical Information

				Client Date of Birth:			
		lowing questions rela	•	ealth:			
•	•	ast annual physical exa					
		□ 0-12 Months □		☐ 5+ years	⊔ Unknown		
•		ast dental appointmen		_			
		□ 0-12 Months	,	□ 5+ years	⊔ Unknown		
•	•	ring aids? ☐ Yes ☐ No					
•	Do you wear glass	ses or contacts? Yes	s □ No				
•	Are your immuniz	rations up to date?	Yes □ No [□ Unknown			
•	Are you currently	pregnant? ☐ Yes ☐ N	No □ N/A				
•	Is there a desire t	o become pregnant w	ithin the nex	t 12 months?	□ Yes □ No □ N/A		
•	Do you want reso	urces for contraceptiv	e/family plar	nning care? \Box	Yes □ No		
•	Have you given b	irth in the last 12 mon	ths? □ Yes □	∃No □N/A			
	ime	Dosage	Fre	allency	Prescriped by		
	me	Dosage		quency	Prescribed by		
					•		
	ovider information	1:					
	ovider information	1:	ncy:				
	ovider information Name of Primary Phone number:	n:	ncy:				
	ovider information Name of Primary Phone number:	n: · Care Physician/Ager	ncy:				

#160/Medical History/Medic



	NETWORK
Client ID:AllHealth Network - 155	_ Inverness Drive West Englewood CO 80112
	ON OR AUTHORIZATION FOR 42 C.F.R. PART 2
, Consumer's First Name Middle Initial Las	t Name Consumer's Date of Birth
Authorize the AllHealth Network to obtain infornsurance company including Medicaid or Medi	mation from, and share information with: My identified health care.
Information related to Substan	ce Abuse may include:
 Assessment/Diagnosis/Family History Treatment Summary and Recomment Psychological Testing/Consultation 	
ubmitting claims for payment to my insurance consumer refuses to sign.) I understand that information to be released/a	I and/or drug abuse, for the purpose of AllHealth Network company. (Services may not be conditioned or refused if uthorized may include information regarding the following
condition(s): Drug Abuse	Psychiatric Conditions/Treatment
Alcoholism or Alcohol Abuse	HIV/Auto Immune Deficiency Syndrome (AIDS)
whether I sign or not. If the information to be released/authorized pert	dition treatment, payment, enrollment or eligibility for benefits on ains to the diagnosis and treatment of alcoholism and drug abuse, I
Network, except to the extent that action has alrease/authorization will expire on/	rization at any time by giving verbal or written notice to AllHealth eady been taken in reliance on it. Without such revocation, this
I understand that I have the right to refuse to sign to a copy of the signed form.	this form subject to the conditions noted above or if I sign I am entitled
Signature of Consumer/Parent/Legal Repre	sentative Relationship to Consumer

Witness

Date

#200/SUD-ROI/SC-ROI



Client ID: ______ Revised November 2022



Form Must be Complete & Legible, or it will be returned. This document is required to complete the Application for Treatment.

Client Questionnaire

The following questionnaire must be completed by all adult clients seeking admission to this program for any education or treatment, as required by Colorado law. Refusal to cooperate or failure to provide complete or accurate information, including failure to sign a release of information to the referring criminal justice agency, will result in a denial to attend the treatment program and notification to authorities, in accordance with the requirements in C.R.S 17-27-1-101.

Client Nar	ne:_					
DOB:	_/	_/	Place of Birth:	SSN:		-
Signature:					Dat	e:
1. Are you Colorado?		will you	be under the supervision	of a Probation or Parole Offi	cer in	YES or NO
purpose of	f rest	oring yo	our driving privileges as th	ncation or treatment for the some result of an alcohol or drug not under court order to do so	g	YES or NO
	nt of	Correct	ions, Parole, Probation, A	gress or completion to any Co dult Diversion Program or D		YES or NO
4. Do you other state		any pe	nding cases, Probation/Pa	role supervision, or warrants	in any	YES or NO
Form B, a	Pro	viders	Release of Information,	er the following questions(5 along with any court or div partment of Corrections In	ersion (order. Submit all
5. In what	state	was th	e crime committed?			
			ort the treatment to?Probation or Parole officer,	etc.)		
Probation	Offic on of	er, Pare	phone number of your ole Officer, Judge, no oversees your			

OF CO/OP



Client ID:			

Notice of Client Rights

As a client at AllHealth Network, you have certain rights. It is important you know what those rights are. If you have questions about these rights, please call 303-347-6405. We want to help you understand your rights. We want to make sure you are being treated fairly.

You have the right to:

- Be treated with respect and due consideration for your dignity and privacy
- Be treated equally without discrimination based on race, color, national origin, religion, age, sex, gender, financial status, political affiliation, sexual orientation, or disability
- Get culturally appropriate and competent services from AllHealth Network providers
- Get services from a provider who speaks your language or get interpretation services in any language needed
- Get information in a way that you can easily understand
- Be a part of discussions about what you need and make decisions about your care with your providers
- Have an individual plan for services and be a part of developing it.
- Get a full explanation from us about:
 - You or your child's diagnosis and condition,
 - Different kinds of treatment that may be available,
 - What treatment and/or medication might work best, and
 - What you can expect
- Be free from any form of restraint or seclusion used as a means of convincing you to do something you may not want to do, as a punishment, or for convenience of staff
- Know about any fees you may be charged
- To request a change in the people providing your care.
- Be notified quickly of any changes in services or providers
- Get written information on advance medical directives
- Get a second opinion if you have a question or disagreement about your treatment
- Make a grievance (complaint) about your treatment to AllHealth Network without retaliation. You may choose someone else to represent you when you make a complaint.
- Get information about and help with grievances and appeals
- Have an independent advocate help with any questions, problems, or concerns about the mental health system
- Express an opinion about AllHealth Network services to state agencies, legislative bodies, or the media without your services being affected
- Exercise your rights without any change in the way AllHealth Network providers treat you
- Have your privacy respected. Your personal information can only be released to others when you give your permission or when allowed by law. There are exceptions to this that can be found in the Notice of Privacy Practices.
- Know about the records kept on you while you are in treatment and who may have access to your records
- Get copies of your treatment records and service plans and ask AllHealth Network to change your records if you believe they are incorrect or incomplete
- To know the names, professional status, and experience of the staff that are providing services
- Any other rights guaranteed by statute or regulation (the law)
- To receive services in the least restrictive environment, as allowable
- To know that sexual intimacy in a professional relationship is never appropriate. You should report this to the Department of Regulatory Agencies.
- Have an advance directive and have AllHealth Network comply with it.



Client ID:					

Additional Rights

If you are receiving treatment at AllHealth Network's Acute Treatment Unit (ATU) or Crisis Stabilization Unit (CSU), you have these additional rights:

- To receive and send mail; no incoming or outgoing mail will be opened, delayed, held, or censored by AllHealth Network
- To have access to letter writing materials including postage, and to have staff members help write and mail letters
- To have access to a telephone, both to make and receive calls in privacy
- To be able to meet with visitors
- To wear your own clothing that meets safety guidelines for the unit
- To refuse to take psychiatric medications, unless medications are ordered for you by the court or you are an imminent danger to self or others
- To not be fingerprinted unless required by law
- To refuse to be photographed except for facility identification and the administrative purposes of the facility
- To receive 24 hour notice before being transferred to another facility unless there is an emergency, and to have AllHealth Network notify someone of your choosing about the transfer
- To retain and consult with an attorney
- To have the opportunity to vote in primary and general elections

How to Complain about your Services

If you are unhappy with AllHealth Network you can talk to a Client Representative at AllHealth Network. We will try to make things better and help you fix any issues you may have. To file a complaint, please call 303-347-6405. We will call you back within 2 business days. We will work hard to resolve your complaint quickly; you will hear from us again in no more than 15 working days from the date you complained.

To make a complaint in writing, please contact:

AllHealth Network Attn: Client Representative 155 Inverness Dr. W.; Suite 200 Englewood, CO 80112

Other Important Numbers

You have the right to contact people outside AllHealth Network about your concerns. These are some places you may wish to contact.

- Department of Regulatory Agencies (DORA) at 303-894-7855 or 800-886-7675 or www.colorado.gov/dora or at 1560 Broadway Suite 110, Denver, CO 80202
- Signal at 303-639-9320 or 6130 Greenwood Plaza Blvd., Greenwood Village, CO 80111
- Behavioral Health Administration: 303-866-7400 or 710 S. Ash St. Suite C140, Denver, CO 80243.
- Access Behavioral Health Care at 303-751-9030 or 1-800-984-9133
- Department of Health Care Policy and Financing (HCPF) by calling (303) 866-3513, toll-free at 1 (800) 221-3943, or at 1570 Grant Street, Denver, Colorado 80203
- Ombudsman for Medicaid Managed Care at (303) 830-3560, toll-free at 1 (877) 435-7123, or TTY at 1 (888) 876-8864
- Your insurance company (often complaints can be accepted online or by calling the member services department)