
WELCOME TO AXIS HEALTH SYSTEM

We are pleased that you have chosen Axis Health System (Axis) as a partner in supporting your health. Our staff is dedicated to providing you with comprehensive quality healthcare and we look forward to working together. We believe that your active participation in your healthcare assists us in providing you with the best possible care and health outcomes.

The following information is provided to support your successful and meaningful engagement with our healthcare teams to respond to your health needs and achieve your health goals:

AXIS HEALTH SYSTEM CARE LOCATIONS:

Integrated Care:

Cortez Integrated Healthcare	(970) 565-7946
Dove Creek Integrated Healthcare	(970) 677-2291
Durango Integrated Healthcare	(970) 335-2422
Pagosa Springs Integrated Healthcare	(970) 264-2104

Behavioral Healthcare:

Crested Butte	(970) 252-3200
Delta	(970) 252-3200
Gunnison	(970) 252-3200
Hotchkiss	(970) 252-3200
Montrose	(970) 252-3200
Norwood	(970) 252-3200
Regional Crisis Center - Durango	(970) 403-0180
Regional Crisis Center - Montrose	(970) 252-3203
Telluride	(970) 252-3200

AXIS HEALTH SYSTEM PROFESSIONALS:

Axis employs a wide variety of healthcare professionals across five counties of Southwest Colorado and six counties of Midwest Colorado. While all the professionals listed may not be a part of your direct care team, they are part of the larger system and in some instances, they can provide consultation to the providers you are working with. Axis employs many types of healthcare professionals to provide a broad spectrum of comprehensive primary health services to you:

- Advanced Practice Registered Nurses (APRN);
- Licensed Clinical Social Workers (LCSW);
- Licensed Marriage and Family Therapists (LMFT);
- Licensed Professional Counselors (LPC);
- Licensed Addiction Counselor (LAC);
- Psychologists (PhD/PsyD);
- Medical Assistants (MA/CMA);
- Registered Nurses (RN);
- Physician Assistants (PA);
- Nurse Practitioners (NP);
- Pediatricians (MD);
- Primary Care Physicians (MD/DO);
- Psychiatrists (MD/DO);
- Dentists (DDS/DMD)



- Dental Hygienist;
- Dental Assistants and,
- Other Mental Health and Medical Professionals

APPOINTMENT POLICY:

Time is valuable - both ours and yours. In order to ensure quality services are available to the broadest number of patients, please let us know of changes you may need to make to ensure your scheduled appointment time works for you.

1. Appointment changes can be made by calling the care location (listed above) where your appointment is scheduled. It is important for you to know:
 - Appointments cancelled with less than 24 hours' notice may result in a "no-show" charge; and
 - Two consecutive "no show" appointments may result in appointment restrictions or discharge from our care.
2. When scheduling an appointment, it is important to let us know if there is a need for language translation, transportation, or other accommodations so that we can identify the appropriate assistance and ensure it is available.
3. **Late Arrival** is when you arrive more than 10 minutes after your scheduled appointment time. In these events, every effort is made to work you into the schedule. If this is not possible that day due to your preference or provider schedule limitations, the appointment is recorded as patient did not show and you have the option to be rescheduled. If you are waiting to be seen more than 10 minutes after your scheduled appointment time, you may choose to reschedule the appointment.
4. Children must not be left unattended at an Axis clinic while their parent or guardian is in a care appointment.
5. If someone other than the identified parent or guardian will be accompanying your child for a scheduled Axis appointment, a signed copy of Axis' *Permission for Minors to Attend Appointments without Parent Form* must be signed and witnessed by Axis staff in advance of appointment.

TRANSPORTATION POLICY:

If transportation is a barrier to an appointment, staff may be able to assist you in coordinating transportation assistance to and from appointments at Axis locations.

GRIEVANCE POLICY:

If you have concerns about how you have been treated or believe your rights as a patient have been violated, Axis has an established grievance process to support improvements and resolution. The grievance protocol is:

1. We request that you first attempt to solve the problem by talking directly to either the staff member and/or their supervisor; and
2. If you are not fully satisfied with the solution after discussing with the involved staff, you may:
 - a. Call your care location and request the Grievance Supervisor for additional assistance;or

- b. Submit a written *Grievance Form*, which is available at all Axis locations and will be given to the Grievance Supervisor who will acknowledge having received your grievance within 24 hours and complete an investigation and provide resolution within the required timeframe.

PRIVACY POLICY:

Access to use and/or disclosure of your health information is protected under various federal regulations and state statutes. **Please refer to our *Notice of Privacy Practices* (contained within this document) for a complete explanation of patient rights and how healthcare information will be handled.** Please discuss any questions you may have regarding your privacy and care with Axis staff.

MEDICAL EMERGENCIES:

In the event of a Medical Emergency, **dial 911 or go to the closest Emergency Department or Hospital**. Please remember to inform the emergency department or hospital that you are an Axis patient and request that your medical records are sent to Axis in order to coordinate your discharge plan and follow-up care.

AFTER-HOURS MEDICAL CONSULTATION:

If you are a patient at, Cortez Integrated Healthcare, Dove Creek Integrated Healthcare, Durango Integrated Healthcare, Pagosa Springs Integrated Healthcare, or the Regional Crisis Center - Durango and have a physical health concern (that is not a medical emergency) after normal business hours you can call **970-247-5245** for consultation with a Registered Nurse (RN).

CRISIS INTERVENTION SERVICES:

If you are an Axis patient from any of our locations and are in need of immediate behavioral health support: these services are available locally 24/7 by calling **970-247-5245** or throughout the State at **844-943-8255** or text **"TALK"** to **38255**.

HOW DO I CHOOSE A MEDICAL HEALTHCARE PROVIDER?

We have a Care Team approach to providing your healthcare at our integrated clinics in Durango, Cortez, Dove Creek and Pagosa. We provide patients with options in choosing a medical healthcare provider based on personal preference, medical needs and provider expertise. You may choose any medical healthcare provider accepting new patients to be your primary care provider (PCP) at our integrated clinics. Your PCP could be a physician (MD or DO), physician assistant or nurse practitioner. The Care Teams consist of a registered nurse, medical assistant, behavioral health provider, patient services specialist, PCP and may include additional support staff, as needed. You may also have a nutritionist/dietician and/or oral health provider as part of your team. To learn more about our providers and to receive help selecting your own primary care provider, call the clinic where you are enrolling.

PATIENT RIGHTS AND RESPONSIBILITIES



As a partner in your healthcare, Axis wants you to know your rights as well as your responsibilities. Axis will protect and maintain the rights of patients to support fundamental human dignity while complying with the civil, constitutional and statutory requirements that apply to the services and care Axis provides. Details of both your rights and responsibilities are noted below:

YOUR RIGHTS AS A PATIENT:

YOU HAVE THE RIGHT to be treated with respect and dignity and to receive considerate, compassionate care regardless of your age, gender, race, national origin, religion, sexual orientation, income, gender identity or disabilities. Axis will not refuse services due to residence, homelessness, or lack of a permanent address.

YOU HAVE THE RIGHT to receive care in a safe and clean environment free from all forms of abuse, neglect or mistreatment.

YOU HAVE THE RIGHT to be told the names of all healthcare providers involved in your care.

YOU HAVE THE RIGHT to have someone with you during your appointment, unless your visitor's presence compromises anyone's rights, safety or health.

YOU HAVE THE RIGHT to receive information about your diagnoses and possible prognoses, benefits and risks of treatment, estimated length of treatment, alternative treatments and the expected outcome of treatment, including any unexpected outcomes.

YOU HAVE THE RIGHT to receive information on medications that will be used and/or prescribed, associated benefits and risks and possible side effects of those medications.

YOU HAVE THE RIGHT to give written informed consent before any non-emergency procedure, and to be informed regarding the level of emergency services provided by the BHA, and how to access those services.

YOU HAVE THE RIGHT where appropriate, to have your pain assessed and to be involved in decisions about treating your pain.

YOU HAVE THE RIGHT to culturally appropriate and competent services, including interpreter services for communication disabilities and non-English speaking needs.

YOU HAVE THE RIGHT to be treated in the least restrictive setting available and to be treated in a manner that is free from restraints and/or seclusion unless medically required.

YOU HAVE THE RIGHT to receive information regarding fees and financial policies and your expected responsibility for payment.

YOU HAVE THE RIGHT to expect that Axis will uphold your rights regarding access, use or disclosure of your health information in all communication and records unless release is permitted or required by law.

YOU HAVE THE RIGHT to see or obtain a copy of your medical records; ask to modify your medical records; and/or request a list of people to whom your health information was disclosed.

YOU HAVE THE RIGHT to receive protective and advocacy services in cases of abuse and neglect and Axis will provide a list of those resources as appropriate or upon request.

YOU HAVE THE RIGHT to agree or refuse to take part in medical research studies and you may withdraw from any such studies at any time without impacting your access to standard care.

YOU HAVE THE RIGHT to refuse services and/or terminate your care with Axis unless an emergency exists or as provided by law. Any refusal of recommended service or care will be documented in your medical record.

YOU HAVE THE RIGHT to have Advance Directive(s) and appoint someone to make healthcare decisions for you if you are unable.

YOU HAVE THE RIGHT to participate in developing and reviewing your care plan according to state and federal requirements.

YOU HAVE THE RIGHT to a second opinion from an appropriately qualified healthcare provider which may or may not be covered by your insurance benefits.

YOU HAVE THE RIGHT to receive continuing care by the same practitioner, whenever possible.

YOU HAVE THE RIGHT to request and receive a copy of Axis' *Notice of Privacy Practices* at any time.

YOU HAVE THE RIGHT to voice concerns about the care you are receiving to Axis staff without retribution from Axis. In such instances, Axis encourages you to discuss your concerns with your healthcare provider, their supervisor or request assistance from the Grievance Supervisor to support the most immediate resolution.

YOU HAVE THE RIGHT to be informed that sexual intimacy is never appropriate in a professional healthcare relationship. Reporting instances of this nature should be done to both Axis' Grievance Supervisor and the Colorado Department of Regulatory Agencies (DORA) at 303-894-7855 or (800-886-7675).

YOU HAVE THE RIGHT to have an independent patient advocate, personal representative, legal guardian or independent legal counsel (at your expense) participate in resolution if you feel your rights have been violated.

YOU HAVE THE RIGHT to have appropriate services available and accessible, including urgent and emergent care, medical care consultation and 24/7 crisis intervention services.

YOU HAVE THE RIGHT to have assistance in filing a grievance related to your care at Axis from our Grievance Supervisor, who is available to you to assist in addressing complaints or concerns.

You are entitled to receive information from your therapist about the methods of therapy, the techniques used, the duration of your therapy (if known) and the fee structure. You can seek a second opinion from another therapist or terminate therapy at any time. In a professional relationship, sexual intimacy is never appropriate and should be reported to the Board that registers, certifies or licenses the registrant, certificate holder or licensee.

Generally speaking, the information provided by and to the patient during therapy sessions is legally confidential and cannot be released without the patient's consent. There are exceptions to this confidentiality, some of which are listed in Section 12-43-218 of the Colorado Revised Statutes as well as other exceptions in Colorado and federal law. For example, mental health professionals are required to report child abuse to authorities. If a legal exception to confidentiality arises during therapy, if feasible, you will be informed accordingly.

Your alcohol and/or drug treatment records are protected under the Federal Confidentiality Regulation, 42 C. F. R., Part 2, governing Confidentiality of Alcohol and Drug Abuse Patient Records. Confidential information cannot be disclosed without your written permission unless otherwise provided for by the regulations.

ADDITIONAL RIGHTS FOR MEDICAID MEMBERS (Behavioral Health Services only):

YOU HAVE THE RIGHT to receive written information about available services and other providers of that service that are in the Medicaid network.

YOU HAVE THE RIGHT to choose any provider from the provider network and to request that a particular provider be considered for inclusion in the network.

YOU HAVE THE RIGHT to receive a covered service out of network at no cost to you if the covered service is not available or not available in a timely fashion at Axis.

YOU HAVE THE RIGHT to request a specific provider be included in our network.

YOU HAVE THE RIGHT to be told if your Axis provider stops seeing Medicaid members or has changes in services.

YOU HAVE THE RIGHT to freely exercise all of these rights, and the exercise of rights shall not adversely affect the way you are treated by Axis, Rocky Mountain Health Plan, the Colorado Department of Health Care Policy and Finance or any other regulatory, oversight or contracting agency.

YOUR RESPONSIBILITIES AS A PATIENT:

YOU HAVE THE RESPONSIBILITY to provide complete and accurate demographic information for creating a medical record that may include but not be limited to your full name, address, a reliable telephone number you can be reached at, date of birth, race/ethnicity and Social Security number.

YOU HAVE THE RESPONSIBILITY to provide complete and accurate information about your health insurance carrier, coverage, employer (if applicable) and to pay any patient responsibility amounts due to Axis for services rendered in a timely manner.

YOU HAVE THE RESPONSIBILITY to learn about your insurance benefits and how to use them effectively. Assistance in screening for coverage for Medicaid or other plans under Connect for Health Colorado may be available, so please ask.

YOU HAVE THE RESPONSIBILITY to provide complete and accurate information about your health,



medical history, present condition, past illnesses, hospital stays, medicines, vitamins, herbal products, use of legal or illegal substances and any other information related to your health, including safety risks that you face. Releases of Information to other providers may be required so your care can be properly coordinated and managed by Axis.

YOU HAVE THE RESPONSIBILITY to ask questions when you do not understand information or instructions and if you believe you cannot follow through with elements of your care plan or you want to change your care plan - you are responsible for discussing this with your provider.

YOU HAVE THE RESPONSIBILITY to actively participate in your care plan and to keep your providers informed of the effectiveness of your treatment as designed.

YOU HAVE THE RESPONSIBILITY to be a partner in your care: following the plan you and your provider have agreed on, participating in your treatment, working toward the goals in your care plan and taking medications as agreed upon between you and your provider.

YOU HAVE THE RESPONSIBILITY to keep appointments, to be on time and to call and reschedule or cancel if you cannot keep your appointments.

YOU HAVE THE RESPONSIBILITY to provide us with a copy of your Advance Directive(s).

YOU HAVE THE RESPONSIBILITY to treat all Axis staff, other patients and visitors with courtesy and respect at all times.

YOU HAVE THE RESPONSIBILITY to cooperate with Rocky Mountain Health Plan, the Health First Colorado contractor that works with your provider. You may call Rocky Mountain Health Plan at 1-800-221-3943 for questions about choosing a provider or making your first appointment.

YOU HAVE THE RESPONSIBILITY to provide information on any mental health issues that were found in your child's last medical visit or well-child exam for patients under the age of 21 that are being seen for a Well Child Exam (EPSDT). We want to address the issues that were found and coordinate care with your primary care physician (PCP). Your provider will ask you to sign a release of information if required. If your child has not had a well-child exam within the last year, your therapist will suggest that you schedule an appointment. If you do not have a PCP or you want a new PCP, you may schedule an appointment at one of Axis' Integrated Clinics or call Health Colorado. For help in Denver, call 303-839-2120; outside of Denver, call 1-888-367-6557 (the call is free). TTY 1-888-876-8864.

NOTICE OF PRIVACY PRACTICES

The protection of and access to health information is dictated by federal regulation and state statute and can be complicated to understand. The Axis Notice of Privacy Practices (Notice) describes how your health information may be protected, used or disclosed and how you can gain access to this information about you or someone who has authorized you to obtain their information. Please review it carefully and note that not all services detailed in this Notice are available at every Axis Health System (Axis) location. Should you have any questions related to healthcare privacy and associated protections, please ask your provider who will clarify this information, or refer you to the appropriate AHS staff for further



support. AHS is committed to ensuring that patients have quick and easy access to their healthcare information.

PRIVACY PRACTICES EFFECTIVE DATE AS OF JULY 1, 2022:

Axis understands that healthcare information is personal and private. Healthcare information obtained by Axis during your treatment and care will be treated as confidential and protected to the fullest extent allowed under law. Axis creates a record of demographics, care and services provided, and other relevant documents for each patient in an electronic healthcare record (EHR). As a healthcare provider, Axis is required to:

- Keep your healthcare information private under the terms of the law
- Inform you of Axis' legal duties and privacy practices with respect your information
- Follow the terms of the Axis Notice that is currently in effect

HOW WE MAY USE OR DISCLOSE HEALTHCARE INFORMATION ABOUT YOU:

Axis uses and discloses healthcare information in ways that are allowed under the law. Allowable use and disclosure of protected healthcare information (PHI) is appropriate and allowed under the following circumstances:

TREATMENT: to provide the healthcare treatment services you seek/need, to healthcare professionals involved in your care.

PAYMENT: to support billing and collection from appropriate payers. Axis may need to disclose PHI to your insurance company for payment of the associated claim or to tell your payer about recommended or planned services to obtain required prior authorization.

OPERATIONS: activities necessary to support mandated quality of care standards, such as monitoring service quality, staff training and evaluation, required reporting to state or federal agencies, medical reviews, legal actions, auditing functions, compliance programs, accreditation, certification, licensing and credentialing activities.

APPOINTMENT REMINDERS: to contact you for appointment or for care follow up, based upon the contact preferences you provide us.

HEALTH RELATED INFORMATION OR RESOURCES: to your physician or other health care providers to recommend treatment options or alternatives, or to tell them about potential drug interactions, dosing issues, side effects and issues related to your treatment.

FUNDRAISING: for Axis fundraising efforts. Before doing so, Axis will contact you to obtain your permission.

PROTECTED ACCESS AND ASSOCIATED DISCLOSURE LIMITATIONS:

There are limitations on access and disclosures that are based on the type of treatment and/or the age of the patient. PHI for the patient is protected differently in the following circumstances:

SUBSTANCE USE TREATMENT: The confidentiality of alcohol and drug use patient records maintained by any substance use (SUD) program is protected by Federal law and regulations. This includes the diagnosis, treatment, referral for treatment or prevention of alcohol or drug use (42 U.S.C. 290dd-3 and 42 U.S.C. 290ee-3 for Federal laws and 42 C.F.R. part 2 for Federal regulations). Violation of 42 CFR Part 2 is a crime. Suspected violations may be reported to appropriate authorities in accordance with Federal regulations. Axis Part 2 Programs include: Substance Use Outpatient Program (SUOP), Withdrawal Management ("Detox") Program, Substance Use Intensive Outpatient Program (IOP), and Integrated Dual Diagnosis Treatment (IDDT) Program.

ALL AGES: Axis may not disclose to anyone outside Axis that you are a patient in any part 2 program or disclose any information identifying you as an alcohol or drug user, unless Axis:

- Has your written consent
- Is allowed under an appropriate court order
- For mandatory reports of suspected child abuse and neglect
- Is made to medical personnel in a medical emergency or to qualified personnel for research audit or program evaluation
- Is due to a threat you make to commit a crime at Axis or against Axis staff

MINORS: Minor patients can consent to Axis substance use treatment regardless of whether the consent of a parent or guardian has also been obtained. Parents or legal guardians of these patients may not have access to their child's SUD information without written authorization from the patient.

There is an exception, however, permitting the communication of relevant facts to the parents if the program director determines that a minor applicant for services lacks capacity because of extreme youth or mental or physical condition to make a rational decision whether to consent to a disclosure to the parents **AND** there is a substantial threat to the life or physical well-being of the minor applicant or another individual, and the disclosure of relevant facts to the parents may reduce that threat 42 C.F.R. §2.14.

OUTPATIENT MENTAL HEALTH TREATMENT (MINOR CONSENTING):

MINORS 12 YEARS OR OLDER: can consent to Axis outpatient mental health services, if the mental health professional determines that: (1) the minor is knowingly and voluntarily seeking such services, and (2) the provision of psychotherapy services is clinically indicated and necessary to the minor's well-being C.R.S. §. 12-45-203.5. Notification to the minor's parent or legal guardian of the psychotherapy services given or needed, with the minor's consent, or, with the consent of the individual who a court has ordered holds the minor's therapeutic privilege, is permissible unless notifying the parent or legal guardian would be inappropriate or detrimental to the minor's care and treatment. It is also permissible if the mental health professional determines that the minor is unable to manage their care or treatment. The mental health professional shall engage the minor in a discussion about the importance of involving and notifying the minor's parent or legal guardian and shall encourage such notification to help support the minor's care and treatment.

MINORS 15 YEARS OR OLDER: can consent to Axis outpatient mental health services. When a minor consents, HIPAA states that a parent or guardian's right to inspect the related medical records depends on state and other federal law 45 C.F.R. § 164.502(g)(3)(ii).

HIV INFORMATION: All Ages: All PHI regarding HIV is kept strictly confidential and released only in conformance with the requirements of Colorado state law 25-4-1404. Disclosure of any PHI referencing a patient's HIV status may only be made with a patient's written authorization specific to this status.

FAMILY PLANNING SERVICES: All Ages: Minors of any age can consent to Axis Family Planning services (contraception, prenatal, delivery, postnatal care, prevention, diagnosis and treatment for sexually



transmitted infections, etc.) regardless of whether the consent of a parent or guardian has also been obtained. If the services are under Title X family planning program, parents or legal guardians of these patients may not have access to their child's family planning or obtain information about their minor child's Title X services without their child's written permission (HIPAA 45 C.F.R. § 164.502(g)(3)(ii) and Title X 42 C.F.R. § 59.11).

Prevention, Diagnosis and Treatment for Sexually Transmitted Infections: Health care provided to a minor is confidential; except that the reporting required (Child Protection Act of 1987, part 3 of article 3 of title 19) still applies. If the minor is thirteen years of age or younger, the health care provider may involve the minor's parent or legal guardian. A health care provider shall counsel the minor on the importance of bringing the minor's parent or legal guardian into the minor's confidence regarding the consultation, exam, or treatment CRS § 25-4-409.

MINOR, 15 YEARS OR OLDER, LIVING SEPARATE AND APART: A minor fifteen years of age or older who is living separate and apart from his or her parent, parents, or legal guardian, with or without the consent of his or her parent, parents, or legal guardian, and is managing his or her own financial affairs, regardless of the source of his or her income, may give consent to organ or tissue donation or the furnishing of hospital, medical, dental, emergency health, and surgical care to himself or herself. C.R.S. § 13-22-103(1).

ALLOWABLE PARENT/GUARDIAN ACCESS TO A MINOR CHILD'S HEALTH INFORMATION: If a minor does not consent to applicable services independently and a parent or legal guardian is the signer of these forms, the consenting person has a right to access the patient's PHI.

PERMITTED DISCLOSURES MADE WITHOUT PATIENT AUTHORIZATION: Federal and state laws allow and/or require Axis to disclose identifying health information (except for substance abuse or HIV information) about you without your authorization under certain situations as follows:

PUBLIC HEALTH RISKS: to prevent a serious threat to the health/ and/or safety of you, another person or the public.

HEALTH OVERSIGHT ACTIVITIES: to a health oversight agency as authorized or required by law. These oversight activities may include audits, investigations, inspections and licensing and are necessary for the government to monitor care and compliance with civil rights laws.

LAWSUITS AND DISPUTES: in response to a court or administrative order, a subpoena, a discovery request or other lawful process by someone else involved in the dispute if you are involved in the lawsuit or legal action.

LAW ENFORCEMENT: for law enforcement purposes as required by law or in response to a court order and in certain conditions, a subpoena, warrant, summons or similar process; to identify or locate a suspect, fugitive, material witness or missing person; about a death resulting from criminal conduct; about crimes on the premises or against a member of our workforce; and in emergency circumstances, to report a crime, the location, victims, or the identity, description, or location of the perpetrator of a crime.

CORONERS, MEDICAL EXAMINERS AND FUNERAL DIRECTORS: to a coroner or medical examiner to assist in identifying a deceased person or determining the cause of death or to funeral directors as necessary to carry out their duties.



INTELLIGENCE AND NATIONAL SECURITY: when required to do so under the law for intelligence, counterintelligence and other national security activities; or the protection to the President, other authorized persons or foreign heads of state.

EMERGENCY SERVICES: when deemed appropriate in the case of an emergency.

AS REQUIRED BY LAW: when required to do so by federal, state or local law. NOTE: State and federal law requires Axis to report suspected child abuse or neglect to appropriate authorities.

YOUR RIGHTS REGARDING HEALTH INFORMATION ABOUT YOU: Federal and state laws allow the patient the following rights related to their PHI:

RIGHT TO INSPECT AND COPY: You or your legal representative has the right to inspect and/or have copies made of health information that may be used to make decisions about your care. To inspect, copy, or release a copy of your Axis health information, contact the Health Information Management (HIM) Department at 970.828.2526 or ask at your care location to obtain assistance in filling out the correct forms. All request forms must be filled out completely and legibly, signed and dated prior to any release. Patients can access their health records free of charge (once per calendar year) and in the following forms and/or format, if readily producible:

- Paper, e-mail, eFax, a patient portal
- Viewing records under supervision of the HIM Supervisor.

REQUESTING AMENDMENT OF YOUR HEALTHCARE RECORD: If you feel that the health information record Axis has is incorrect or incomplete, in some cases you may have the right to have the record amended. You have the right to request an amendment for as long as your health information is kept by Axis. To request an amendment to the information in your health record, you must complete the Axis "Request to Amend Protected Health Information" form and submitted to the Axis Director of Quality and Compliance, 150 Mercury Village Drive, Durango CO 81303. You must provide sufficient documentation and a reason to support and evaluation of your request. Axis will respond to you regarding your request to amend with our determination related to the request for amendment in writing within 60 days. Axis may deny your amendment request if the information in the request:

- Was not created by Axis
- Relates to information that is not kept by or for Axis health records
- Is not part of the health record which you are permitted to inspect or copy
- Is not accurate and complete information, acceptable for inclusion in the health record
- The staff that created the information is no longer available to make an amendment

REQUESTING AN ACCOUNTING OF DISCLOSURES: You have the right to request an accounting of disclosures related to your health records. The accounting will not include information that was disclosed based on your written permission or the stated allowable disclosures for treatment, payment and healthcare operations. To request an accounting, you must submit a request in writing to the Axis Director of Health Information Management, 150 Mercury Village Drive, Durango CO 81303. Your request must include the following to be actionable: include a specific timeframe for the accounting, limit the disclosure timeframe to six years or less.

REQUESTING RESTRICTIONS: You have the right to request a restriction or limitation on the health information Axis uses or discloses about you which does not obligate Axis to agree to your request under any and all circumstances. There are two "request for restriction" scenarios:

1. Axis must agree to your request for restriction when the request is to restrict the disclosure of your health information to a health plan (your insurance carrier) as it relates to healthcare operations if the restriction of health information pertains solely to a health care item or service provided to you and you have paid Axis directly prior to receiving the healthcare item or service. To request this restriction, you must complete and submit the Refusal to Bill Insurance Form. This restriction must be requested on the appropriate form for every service you wish to restrict.
2. Any other restriction request not related to claim submission to your health plan must be made in writing to the Axis Director of Quality and Compliance. In your request, you must tell us what information you want to limit and to whom you want the limit to apply. Axis will provide a final determination of this request to you in writing and within 60 days.

NOTE: If Axis does agree to a patient requested restriction, compliance with your request will not extend to a circumstance involving emergency treatment for you.

REQUESTING CONFIDENTIAL INFORMATION: You have the right to request that Axis communicate with you about health matters in a certain way or at a certain location and you must specify how or where you wish to be contacted. Axis will accommodate all reasonable requests.

REQUESTING A PAPER COPY OF THIS NOTICE: You have the right to a paper copy of this Notice. You may request a copy of the current Notice at any time from any Axis employee.

HEALTH RECORDS FEES:

PATIENTS

Axis Health System gives patients or their personal/legal representative access to their electronic health information in an electronic format, free of charge and without delay, per the 21st Century Cures Act Final Rule effective April 5, 2021.

Patients or their personal/legal representative may obtain hard copies and will be charged fees established by HITECH and the State of Colorado. Patient billable requests for health records will be charged reasonable fees:

- First 150 pages are free
- \$25.00 per hour for all standard requests for paper copies of health records maintained electronically, plus cost of supplies and applicable postage over 150 pages
- Health records maintained in paper form and requested in paper or electronic format will be charged fees permitted by the State of Colorado (CRS 25-1-801). Contact the HIM Department for an estimate.
 - \$18.53 for the first ten pages (1-10)
 - \$0.85 per page for the next 30 pages (11-40)
 - \$0.57 per page for pages 41 and above (41+)
 - \$10.00 additional fee for certification of medical records
 - Cost of portable media supplies, if applicable, i.e., CD or flash drive



We require prepayment. Checks and credit cards are accepted. Once payment is received, we will process the request and the records will be delivered in the manner specified. If you cannot afford to pay for copies of your health records, you have the right to inspect your records free of charge (45 CFR 164.524 (a)(3)) or may receive electronic copies of your electronic health information free. Contact the HIM Department for more information.

THIRD PARTIES

It is permissible to release health records to a third party initiating a request for PHI on its own behalf with a HIPAA-compliant authorization (45 CFR 165.508) and upon payment of reasonable fees (CRS 25-1-801).

Copies of health records stored in any format and released in any format will be charged:

- \$18.53 for the next ten pages (1-10)
- \$0.85 per page for the next 30 pages (11-40)
- \$0.57 per page for pages 41 and above (41+)
- \$10.00 additional fee for certification of medical records
- Cost of portable media supplies, if applicable, i.e., CD, flash drive

We require prepayment. Checks and credit cards are accepted. Once payment is received, we will process the request and the records will be delivered in the manner specified.

THIRD PARTY APPLICATIONS USED FOR EMAIL AND VIDEO COMMUNICATION: Axis communicates with and provides services through technology vendors that are HIPAA compliant, including HIPAA Business Associate and/or Qualified Service Organization Agreements in connection with the provision of the video communication products.

DENIAL OF ACCESS: You may be denied access to inspect all or portions of your healthcare record if such a release is deemed by Axis providers to be detrimental to your care. If you are denied access to any part of your health record, you may request that the denial be reviewed by the Axis Director of Quality and Compliance. Information regarding how to initiate that review process will be provided in writing at the time of the initial denial.

CHANGES TO THIS NOTICE: Axis Health System (Axis) reserves the right to change the terms of the Notice of Privacy Practices (NPP) and to make the new Notice provisions effective for all PHI that we maintain. Axis will review our Notice at least annually. If we determine at any time that there is a material change to our privacy practices, or there is a change in the law that requires a change in our Notice, we will revise our Notice, date it with the effective date of the revision, post the revised Notice at our sites, then implement the changes (unless a change in the law requires that we implement the change sooner), and provide the revised Notice according to this Policy. A copy of this Notice can be obtained upon request in person during business hours at any Axis location on or after the effective date of any revision. No acknowledgment is necessary for providing a revised Notice to a patient who has received a prior version of our Notice. Patients can also access our revised Notice on our website www.axishealthsystem.org.

REPORTING OR RAISING A SUSPECTED VIOLATION OF THIS NOTICE: If you believe your privacy rights have been violated, please call our general information line at (970) 259-2444 and ask for either the Axis Grievance Supervisor or the Director of Quality and Compliance. You also have the right to document your complaint or concern regarding a potential violation in writing to the Axis Director of Quality and



Compliance, 150 Mercury Village Drive, Durango, CO 81303. If we cannot resolve your concern, you also have the right to file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights at 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775 or via www.hhs.gov/ocr/privacy/hipaa/complaints. **The quality of your care will not be jeopardized, nor will you be retaliated against because of filing a complaint.**

OTHER ISSUES RELATED TO USE, DISCLOSURE AND ACCESS:

Other uses, disclosures and access to health information not covered by this Notice that apply to Axis will only be made with your written permission. If you provide this permission, you may revoke it in writing, at any time. You understand that Axis is unable to revoke any disclosures made with your permission prior to a revocation. Axis will retain copies of any written permissions or revocations.

ELECTRONIC HEALTH INFORMATION EXCHANGE (eHIE) NOTICE

Axis endorses, supports, and participates in electronic Health Information Exchange (eHIE) through CORHIO (Colorado Regional Health Information Organization) and QHN (Quality Health Network) to improve the quality of your health and healthcare experience. eHIE provides AHS with a way to share (when appropriate) securely and efficiently clinical information electronically with other physicians and health care providers that participate in the HIE network. Using HIE helps all your health care providers more effectively share information and provide you with better care. The HIE network also enables emergency medical personnel and other providers who are treating you to have immediate access to the available medical data about you that may be critical for your care. Making your health information available to your health care providers through the HIE can also help reduce your costs by eliminating unnecessary duplication of tests and procedures.

You may choose to opt-out by informing Axis and signing a CORHIO and/or QHN Opt-Out form or directly through CORHIO or QHN (signed and notarized form must be sent to CORHIO and/or QHN) https://www.corhio.org/library/documents/For_Patients/corhio_opt_out_request_web_updated2.pdf Patients can opt back in anytime by signing CORHIO's or QHN's "Opt-In Form". For additional information visit the CORHIO website: www.corhio.org or QHN website: www.qualityhealthnetwork.org.