

Know Your Rights

Involuntary Mental Health Services

Are you being told by a provider that you can't leave and you are on an involuntary emergency mental health hold or an "M1" hold? Are you being told you are being placed on a certification?

As a person on emergency mental health hold or an "M1" hold, you have a right to:

- Be told the reason you are being detained and the limitations of the detention
- Request a change to voluntary status
- Be treated fairly, with respect and recognition of the person's dignity and individuality
- Continue the practice of religion
- Request to see and receive the services of a patient representative within 24 hours of your request who has no direct or indirect clinical, administrative, or financial responsibility for you
- Reasonable access to telephones or other communication devices and to make and to receive calls or communications in private
- Keep and use your cell phone. They can only take away your cell phone if it's causing you to destabilize or you are using it in a way that is a danger to yourself or others.
- Have appropriate access to adequate water, hygiene products, and food

- Have your information and records disclosed or remain confidential to family members and any other person of your choice
- Have personal privacy to the extent possible during the course of treatment
- Contact an attorney and consult with an attorney at any time
- Have the ability to meet with visitors in accordance with the facility's current visitor guidelines
- Wear your own clothes, keep and use your own personal possessions, and keep and be allowed to spend a reasonable sum of your own money
- Have the ability to meet with visitors in accordance with the facility's current visitor guidelines
- Not be fingerprinted, unless required by law
- Not be photographed, except upon admission for identification and administrative purposes
- Not be discriminated against on the basis of age, race, ethnicity, religion, culture, spoken language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity, or gender expression

A person's rights outlined above may only be denied if access to the item, program, or service causes the person to destabilize or creates a danger to the person's self or others, as determined by a licensed provider involved in the person's care. Denial of any right must be entered into the person's treatment record and must be made available, upon request, to the person, the person's legal guardian, or the person's attorney.

A facility shall not intentionally retaliate or discriminate against a detained person or employee for contacting or providing information to any official or to an employee of any state protection and advocacy agency or for initiating, participating in, or testifying in a grievance procedure or in an action for any remedy authorized pursuant to this section. Any facility that violates this subsection (10) commits an unclassified misdemeanor and shall be fined not more than one thousand dollars.

If you feel your patient rights have been violated:

BEHAVIORAL HEALTH ADMINISTRATION

- 🌐 [Online Form](#)
- 🌐 [Online Form \(en Español\)](#)
- ✉ CDHS_BHA_complaint@state.co.us
- 📞 303-866-7191

COLORADO DEPARTMENT OF PUBLIC HEALTH AND ENVIRONMENT

- ✉ cdphe.hfdintake@state.co.us
Subject line: [Relevant health care entity type], Complaint Intake

DEPARTMENT OF REGULATORY AGENCIES (DORA) COLORADO CIVIL RIGHTS DIVISION

- 🌐 [Online Form](#)
- ✉ DORA_CCRDInvestigations@state.co.us
- 📞 303-894-2997

DEPARTMENT OF REGULATORY AGENCIES (DORA) DIVISION OF PROFESSIONS AND OCCUPATIONS

- 🌐 [Online Form](#)
- ✉ dora_dpo_licensing@state.co.us
- 📞 303-894-7800