



Sunflower Mountain Mental Health
805 Eagleridge, Suite 140
Pueblo, CO - 81008

* 2025 SMMH Discharge/Termination from Practice and Communication Policy

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Patient Name: *

Patient Date of Birth: *

Discharge/Termination from Practice and Communication Policy

Patient Acknowledgement and Agreement

At Sunflower Mountain Mental Health ("SMMH" or the "Practice"), our goal is to provide exceptional mental health care in a safe, respectful, and professional environment. To maintain the quality and integrity of our services, we reserve the right to dismiss patients under specific circumstances, as outlined in this acknowledgment form. This policy outlines the circumstances and procedures for terminating the provider-patient and/or practice relationship, with respect to compliance with federal and state regulations. By signing this form, you acknowledge and agree to the policies and conditions described below.

Reasons for Dismissal

Patients may be discharged from SMMH care for any of the following reasons, including but not limited to:

1. Failure to Comply with Communication Policies:

- A. Not utilizing the Charm Portal for personal health information (PHI), appointment requests, questions, or non-urgent concerns.
- B. Misuse of Headway for purposes other than setting up insurance, payment methods, or to schedule appointments.
- C. Failure to adhere to the SMMH Email-Text Consent Policy.

2. Misuse of Communication Methods:



A. Excessive or inappropriate use of the SMMH phone line for urgent or non-urgent patient needs. Examples can include but are not

limited to:

1. Leaving multiple voicemails within a short time frame (e.g., within an hour) for non-urgent concerns.
2. Contacting the Practice line for issues that should be handled through the Charm Portal (e.g., clinical questions, prescription requests).
3. Calling after hours for non-urgent reasons, despite being informed the line is not monitored 24/7.

B. Excessive or inappropriate use of the Charm Portal. Examples can include but are not limited to:

1. Repeatedly contacting your provider without following up with recommendations.
 - a. Including recommendation to schedule an appointment for further assessment and treatment rather than continuing to communicate via messages.
 2. Sending multiple messages in a single day without allowing sufficient time for a response
 - a. (up to 72 business hours as outlined in this agreement).
 3. Repeatedly messaging about non-urgent issues that have already been addressed by the provider.
 4. Using the portal to make demands or threats instead of engaging in professional and respectful communication.
- C. Failure to acknowledge that the phone line is not constantly monitored and is primarily for general inquiries.
- D. Failure to acknowledge the practice does not offer crisis and after hours services.

3. Missed Appointments or Frequent Cancellations:

- A. Failure to adhere to the SMMH Attendance and Cancellation Policy
- B. Missing three (3) scheduled appointments without adequate notice (24-hour cancellation) within a 6 month period.

4. Inappropriate Behavior:

The following behaviors may be considered inappropriate during appointments or other communication with SMMH. Behavior that can result in discharge/termination is not limited to this list and is ultimately at the discretion of SMMH.

A. Verbal Aggression:

1. Using abusive, offensive, or profane language in messages, during appointments, or in interactions with staff.
2. Yelling at or berating staff during phone calls, appointments, or communications.

B. Threats or Harassment:

1. Making direct or implied threats to staff, providers, or other patients.
2. Harassing staff by repeatedly questioning their qualifications or decisions in a manner that disrupts the practice environment.

C. Unprofessional Conduct:

1. Sending inappropriate or non-clinical messages to staff (e.g., personal, romantic, or unrelated social communication).
2. Displaying hostility or sarcasm in written or verbal interactions, creating a hostile environment for staff and other patients.



D. Disruptive Behavior:

1. Arriving at appointments in a state that prevents meaningful engagement (e.g., under the influence of substances, excessively agitated).
2. Failing to comply with Practice policies, such as refusing to wear required face coverings during a pandemic or disrupting waiting room environments.

5. Non-Compliance with Treatment Plans:

- A. Repeated failure to follow agreed-upon treatment plans or provider recommendations.
- B. Refusal to adhere to prescribed medication plans or therapeutic interventions without valid reasoning.

6. Failure to Fulfill Financial Responsibilities:

- A. Non-payment of bills or failure to set up and maintain insurance and payment methods.

7. Failure to Respect Provider or SMMH Practice Boundaries:

- A. Contacting providers outside of designated hours or via unauthorized methods.
- B. Disregarding Practice policies regarding response times and communication protocols.
- C. Showing up unannounced at the practice outside of scheduled appointments or outside of business hours without valid cause.

8. Endangerment to Self, Staff, or Others:

- A. Behavior posing a safety risk to the patient, staff, or other patients.

9. Higher Level of Care Requirement:

A. Sunflower Mountain Mental Health (SMMH) reserves the right to refer patients to a higher level of care when, in the provider's professional clinical judgment, the patient's mental health needs exceed the scope of care that can be safely and effectively managed within the practice and with the practice's available resources. Examples of higher levels of care include but are not limited to, inpatient psychiatric hospitalization, partial hospitalization programs (PHP), intensive outpatient programs (IOP), community mental health facilities, or practices that offer case management and additional services not provided by SMMH. This decision is made at the provider's discretion and may result in the termination of care at SMMH, regardless of the patient's agreement to or follow-through with the referral. SMMH will assist in identifying appropriate resources to ensure continuity of care.

10. Violation of Controlled Substance Policy:



A. Sunflower Mountain Mental Health (SMMH) has a strict policy regarding the use, possession, and management of controlled substances. Any violation of this policy, including but not limited to misuse, abuse, diversion, non-compliance with prescribed medication plans, or failure to adhere to monitoring and reporting requirements, will result in immediate review and may lead to dismissal from the practice.

Communication Policies

To ensure effective communication and care coordination, SMMH requires patients to follow the communication protocols outlined below:

1. Charm Portal

A. The Charm Portal is the primary method of communication for:

1. Personal health information (PHI).
2. Appointment scheduling and modifications.
3. Non-urgent medical questions, concerns, or updates.

B. Patients must have the ability to log in and check the portal for messages from providers and Practice staff and be able to complete Practice forms that are required for services.

2. Headway

A. Headway is exclusively for setting up insurance, payment methods, and to schedule appointments.

B. Do not use Headway for patient needs or questions that are not insurance related, payment related, or appointment scheduling related.

Any other needs should be communicated via the Charm Portal.

3. Main Phone Line

A. The Practice phone line can be used for calls and texts, but it is not constantly monitored.

B. Patients must review and adhere to the SMMH Email-Text Consent Policy for detailed information about secure and appropriate communication practices.

C. Quicker responses will be provided through the Charm Portal.

4. Response Time



A. SMMH reserves the right to respond to patient communications within up to 72 hours (three business days) to ensure appropriate review and care coordination. Patients are encouraged to plan ahead and avoid last-minute or urgent requests for non-urgent matters.

5. ADA Accommodations

A. SMMH will make reasonable accommodations under the Americans with Disabilities Act (ADA) for patients who are unable to use standard communication tools due to disability or language barriers.

Inactive Status and Discharge Due to Lack of Engagement

Sunflower Mountain Mental Health (SMMH) strives to provide patients with the highest quality of care. To ensure care remains consistent and effective, patients who have not attended an appointment in the past three to six months and have no future appointments scheduled will be placed on inactive status in SMMH's records. Patients on inactive status are considered discharged from ongoing care until they notify SMMH of their desire to re-engage. Exceptions may apply if the patient's provider has indicated that a longer interval between appointments (e.g., 12 months) is clinically appropriate.

Policy Overview:

1. Ensuring Continuity of Care

A. Patients are placed on inactive status and considered discharged because SMMH cannot ensure consistent care or appropriate follow-up without regular engagement from the patient.

B. Records for inactive patients will be maintained, allowing for an easy and seamless return to services when patients are ready to re-engage.

2. Return to Services

A. Patients discharged due to inactivity and no wrongdoing are welcome to return to services at any time.

B. Returning patients will be required to verify insurance or payment details and may be asked to complete updated intake paperwork to resume care.

3. Notification

A. Patients will be discharged in accordance with the Procedures for Discharge as outlined in this policy.

4. Provider Exceptions



A. If a provider has determined that less frequent appointments (e.g., every 12 months) are appropriate for a specific patient, those patients will not be placed on inactive status unless they exceed the recommended interval and fail to schedule future appointments.

5. Resuming Engagement

A. SMMH encourages patients to contact the practice when they are ready to re-engage. Providers will not monitor inactive patients or provide follow-up care after discharge, but SMMH will assist patients in resuming services promptly upon re-engagement.

Procedures For Discharge

1. Review of Circumstances

A. Providers will review the patient's behavior, treatment history, and any documented concerns before initiating discharge. SMMH administration will be notified of providers decision to discharge or terminate care.

2. Written Notice

A. Patients will receive at least 31 days written notice (or as otherwise required by Medicaid, Medicare, and Colorado regulations). The notice will include:

1. The reason for termination.
2. The effective date of termination.
3. Information on alternative providers or facilities.
4. Resources to assist in care transition.

3. Communication of Notice

A. Termination letters will be sent via certified mail, with return receipt requested, to the patient's last known address on file with the practice. A copy will be retained in the patient's medical record.

4. Temporary Care Provision

A. During the notice period, SMMH will continue to provide temporary emergent care, including prescription refills, to ensure continuity of care while patient seeks establishment at another practice.

5. Referral Assistance

A. SMMH will assist patients in locating alternative providers, practices, and facilities.



6. Immediate Termination Exceptions

A. In cases of violence, legitimate threats, or imminent safety risks, termination may occur immediately, with appropriate coordination with law enforcement and emergency services.

Patient Acknowledgement

I acknowledge that this practice is outpatient psychiatry with no emergency services. I understand the communication methods are not monitored 24/7. I understand if I am having a medical emergency or crisis I need to call 911. I also understand that I can contact coloradocrisiservices.org, call 844-493-8255, text TALK to 38255 for crisis services, and seek out crisis services at walk-in crisis facilities located near me (subject to individual location). I can also contact the National Suicide Prevention Lifeline at 988.

I acknowledge that it is my responsibility to verify my appointments will be covered with my insurance company prior to my first appointment. I understand that oftentimes Headway and other insurance billing companies will show general in-network approvals that may not be specific to my insurance plan. I will contact my insurance company prior to my first appointment to ensure my appointment will be covered and to find out what my actual copay will be. In the event my plan does not cover in-network, I will be held responsible for the full amount of the appointment which will be billed to the payment method I have listed.

This policy is subject to periodic updates to comply with changes in legal, regulatory, or operational requirements. Patients will be notified of any significant changes.

By signing this form, I acknowledge and agree to the following:

1. I have read and understood SMMH's Discharge/Termination from Practice and Communication Policy.
2. I agree to follow the outlined communication methods and Practice policies.
3. I understand that failure to comply with these policies may result in dismissal from care.

Patient Signature (Patient if age 15+ or Parent/Guardian Signature, if applicable): *

Parent/Guardian Name (if applicable):

Relationship to Patient (if applicable):

Date Signed: *
