



A Resource for Immigrant and Refugee Patients at Denver Health

Proposed changes to U.S. immigration policy have led to questions from immigrant and refugee patients about their rights and protections at Denver Health. This document informs patients about how the hospital handles protected health information (PHI), and offers guidance on non-health care related legal questions about immigration status and immigration rights.

Immigration law and policy is complex and can be subject to rapid change. Denver Health does not offer legal advice or act as a substitute for legal counsel. A separate resource provided by the City of Denver found online [here](#) or at the end of this document addresses legal questions that fall outside our focus as health care providers.

Immigrant and Refugee Patient Rights at Denver Health:

- **First, to our immigrant and refugee patients and community:** “You Are Welcome Here – and We Value You As Our Patient.” We have and will always stand in support of ALL of our patients.
- **Denver Health is a safe place for you and we protect all patient information.** Personal information is protected by patient privacy laws and not shared with local police or Immigration and Customs Enforcement (ICE) unless legally required by valid court order or warrant.
- **Law enforcement officials are not permitted in areas of “patient treatment.”** A warrant or court order is required to enter into patient care or treatment areas. Hospitals in general are public spaces, but as of March 2017, were reinforced by the Department of Homeland Security as “sensitive locations,” where immigration enforcement should generally be avoided.
- **Routine medical care is important for health conditions**, such as high blood pressure, diabetes and anxiety or stress-related issues. It is important for your health and for the health of your families to stay on schedule with prescription refills, vaccines and checkups. If patients jeopardize their health, they could be putting the safety and protection of their families at risk.
- **Seeking emergency medical care is extremely important** for severe injuries, such as broken bones, chest pain or sudden severe pain. Left untreated, injuries could quickly become life threatening. If patients jeopardize their health, they could be putting the safety and protection of their families at risk.
- **Everyone has the right to be treated for medical emergencies.** Our emergency rooms offer care to patients regardless of immigration status. Uninsured individuals, unauthorized immigrants

and those with non-immigrant visas have the same rights to care as non-immigrants. Anyone with an emergency medical condition has the right to an ambulance (emergency medical transport) regardless of immigration status or ability to pay. If an ambulance is needed, dial 911.

- **For those who no longer wish to visit the main campus**, Denver Health offers a network of convenient community and school-based health clinics throughout Denver. Especially for parents, your children can access primary care — including immunizations, flu vaccines, etc. — at their local school-based health center, located in many Denver Public Schools. Call 303-602-8990 for the nearest school health center.
 - **Denver Health offers a dedicated NurseLine staffed by bilingual registered nurses and clinical professionals** 24-hours-a-day. They can quickly provide medical assistance and health care advice, and help patients understand if they need to be seen by a doctor right away. Call 303-739-1211 for this service.
 - **For all questions involving legal issues unrelated to health care**, the below contact information provided by the City of Denver will direct you to the right resources to answer these questions.
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Frequently Asked Questions From Immigrant and Refugee Patients:

What information am I required to provide to be seen at Denver Health?

Basic requirements:

- Full name
- Date of birth
- Current photo identification (required for new patients; if valid ID previously scanned, not required)
- Proof of insurance (not required for emergency or urgent care visits)

If I do not have a social security card, will I be required to provide one?

No. You may be asked to include a social security number for your medical records, but neither a card nor number is required for patient care.

Will I be required to share information about my immigration status with my health care provider?

No. Denver Health does not need this information to provide you care.

Will the emergency room report me to Immigration and Customs Enforcement?

No. Immigration officials are not alerted when a patient uses medical care.

Does Denver Health share my information with police or Immigration and Customs Enforcement?

Denver Health does not share your health information with law enforcement officials without authorization from you, or a warrant or court order.

If I'm not able to come to my child's appointment, can my child still be seen? Can someone else take him or her to the appointment?

Yes. If you sign a DHHA "Power of Attorney for Treatment of a Minor" form, another friend or family member can take your child to his or her medical appointment. Such forms are provided at the hospital or community health center and must be filled out and signed at those locations. For information, please call Patient Advocates at 303-602-2915.

Can I be deported if I'm pulled over on my way to the hospital?

We cannot answer legal questions that do not involve your health care. Please contact an immigrant rights lawyer or immigrant rights organization to have your questions answered (details below).

Can a hospital deny me or my child care if I'm an unauthorized immigrant?

No. Hospitals are legally mandated to care for all patients who need emergency treatment, regardless of citizenship status or ability to pay. Our Emergency Room, School-Based Health Centers and Family Health Centers care for all patients.

Will my government-funded health care impact the adjustment of my legal status?

At present, the answer is "No." However, it is impossible to predict how changes in federal law or policy may impact a person's status. Please contact an immigrant rights lawyer or immigrant rights organization to have your questions answered (details included).

**** For questions about access to health care and insurance, or specific immigrant or immigration legal questions, contact **Colorado Immigrant Rights Coalition** (303-922-3344), the **Rocky Mountain Immigration Advocacy Network** at 303-433-2812, or the **American Immigration Lawyers Association** (202-507-7600).*

Denver Health Resources for Providers and Patients:

Notice of Privacy Practices, HIPAA, Nondiscrimination Policy and Patient Rights and Responsibilities
www.denverhealth.org/about-us/regulatory-disclosures

Denver Health Appointment Center: 303-436-4949 Hours of operation are 7 a.m. to 6 p.m. Monday to Friday and 8 a.m. to noon Saturdays (Saturday service is not available on a holiday weekend).
www.denverhealth.org/mobile/appointment-center/questionid/88/afmid/21428

NurseLine: 303-739-1211 (They are able to schedule appointments at some school-based health center locations)

Adult Urgent Care:

Main Hospital: 7 a.m. to 10 p.m. Monday to Friday and 8 a.m. to 9 p.m. Saturday and Sunday

Federico F. Peña Southwest Urgent Care: 9 a.m. to 8 p.m. Monday to Friday; 9 a.m. to 4 p.m. Saturday and Sunday

Pediatric Urgent Care and Emergency Room: 303-602-3300. Open 24/7

Patient Advocates & Customer Service: 303-602-2915. 8 a.m. to 4:30 p.m. Monday to Friday
www.denverhealth.org/for-patients-and-visitors/amenities-and-experience/patient-relations

School-Based Health Centers: 303-602-8958. 8 a.m. to 5 p.m. Monday to Friday
www.denverhealth.org/SBHC

Enrollment Services: 303-602-2300. 8 a.m. to 5 p.m. Monday to Friday
www.denverhealth.org/for-patients-and-visitors/billing-and-insurance/charity-care-and-financial-assistance/enrollment-services

Refugee Clinic: 8 a.m. to 5 p.m. Tuesday and Friday (Prior appointment needed)
www.denverhealth.org/medical-services/primary-care/primary-care-services/community-services-and-resources/refugee-clinic

Immunization and Travel Clinic: 8 a.m. to 4:30 p.m. Monday to Friday
www.denverpublichealth.org/home/clinics-and-services/immunizationclinic

Vital Records (Birth and Death Certificates): 303-602-3660
www.denverpublichealth.org/home/birth-and-death-certificates

Community Health Centers:

Bernard F. Gipson Eastside Family Health Center	303-602-6333
Federico F. Peña Family Health Center	303-602-0000
La Casa-Quigg Newton Family Health Center	303-602-6700
Lowry Family Health Center	303-602-4545
Montbello Family Health Center	303-602-4000
Park Hill Family Health Center	303-602-3720
Sam Sandos Westside Family Health Center	303-436-4200
Westwood Family Health Center	303-602-4660

Immigrant Resources from the City and County of Denver

** All services are available in Spanish*

Report threats, intimidation, harassment and crime to the Denver Police Department

Emergency 9-1-1 / Non-Emergency 720-913-2000

Civil Rights Violations

United States Attorney of Colorado ----- 303-454-0100
Colorado Civil Rights Division ----- 303-894-2997
Denver Anti-Discrimination Office ----- 720-913-8459

Community Organizations

Denver Office of Immigrant & Refugee Affairs --- 720-913-8471; www.denvergov.org/immigrantrefugeeaffairs
Denver Public Library Immigrant Services ----- 720-865-1111; www.denverlibrary.org/services-immigrants
Mi Familia Vota - Know Your Rights Forums ----- 303-727-8034; www.mifamiliavota.org
Mile High United Way 211 - Immigration information ----- 2-1-1; www.unitedwaydenver.org/2-1-1

Resettlement and Post-Resettlement Agencies

Colorado Refugee Services Program ----- 303-863-8211; www.acf.hhs.gov
Lutheran Family & Refugee Services ----- 303-980-5400; www.lfsrm.org
African Community Center ----- 303-399-4500; www.acc-den.org
International Rescue Committee ----- 720-328-6655; www.rescue.org/denver
Asian Pacific Development Center ----- 303-923-2920; www.apdc.org
Colorado African Organization ----- 303-953-7060; www.caoden.org

Legal Assistance and Resources

U.S. Citizenship and Immigration Services ----- www.uscis.gov
American Immigration Lawyers Association ----- 202-507-7600; www.aila.org
Colorado Immigrant Rights Coalition ----- 303-922-3344; www.coloradoimmigrant.org
Office of Attorney Regulation ----- www.coloradosupremecourt.com
Rocky Mountain Immigration Advocacy Network ----- 303-433-2812; www.rmian.org
National Immigration Legal Center ----- 213-639-3900; www.nilc.org
American Civil Liberties Union ----- 303-777-5482; www.aclu-co.org