Our Location
We are at the Anschutz Medical Campus in Aurora Colorado. This clinic is located in the historic landmark building at the end of Aurora Ct. (see map), also known as Building 500. We are on the second floor (entrance is on the ground floor), west wing. If you go up the main elevator, turn right and then left to get to the clinic entrance. Please check-in with the receptionist upon your arrival.

Parking
Allow extra time to deal with parking on this campus. There is free valet parking (no tips required) in front of the Anschutz Outpatient Pavilion. Shuttles are available for your convenience and can be called by one of the valet attendants. When your session is over, you can ask one of the front desk team to call for a shuttle to bring you back to your vehicle. There is also paid parking (Ignacio Lot or Henderson Garage) directly north of Building 500 (see map).

Public Transportation
RTD bus lines 15 and 20 travel Colfax Ave. and come directly up Aurora Ct. to the front of Building 500. For more information on RTD please go to www.rtd-denver.com

Your Appointment is scheduled for:

Day  Date  Time

Please arrive 30 minutes early for your new patient visit

Outpatient Psychiatric Services
Anschutz Medical Campus
13001 E 17th Place, Aurora, CO 80045

303-724-1000  | uchealth.org  15-C-PSY-001
Our Model of Care
The University of Colorado Hospital relies on the School of Medicine – Department of Psychiatry for most of its providers. The clinic is part of a training program and is therefore staffed primarily by Psychiatric Residents, Fellows and Interns. All of these providers are supervised by senior faculty professors who are experts in many areas of psychiatric treatment.

New Patients
- All new patient visits are scheduled for 90 minutes unless other arrangements are made. During this visit your clinician will spend time with you face-to-face, consult with a supervisor, review past records, write up your medical records, and other tasks.
- Please note that your initial consultation may result in a variety of recommendations according to best practices. While we strive to meet everyone’s behavioral health needs, sometimes we may refer your care to outside agencies or specialists to ensure the best results.

Payment for Services
- All co-payments, co-insurance and self-pay fees are due at the time of service. If you do not have the required payment, we will be glad to reschedule your visit for a time that is better suited for you. If you have any questions, please call the clinic at 303-724-1000 and press option 4 to speak with the front desk.
- For payment issues, please call at least 2 business days before your appointment since it may take time to get necessary information from your insurance company.

Cancellation / No-Show Guidelines
- We ask that you make every effort to attend all scheduled clinic appointments. If you are unable to attend a scheduled appointment, please call 303-724-1000 to cancel at least 2 business days in advance. If you encounter an unforeseen emergency that interferes with your scheduled appointment please call to cancel as soon as possible. If you do not call in advance and miss 3 scheduled appointments in a year, you may be referred to another agency.

Medication Refills
- Medication refills are best addressed at each follow-up appointment with your clinician. If you require a refill in-between appointments, please contact your clinician directly at least 2 weeks before the medication will run out.

Annual Transition
- Since the clinic is part of a training program, the clinic goes through “transition” each year at the end of June and beginning of July. During transition clinicians’ clinic responsibilities change which directly affects their ability to see patients. As a result, your care will be transitioned to a new clinician on July 1st of every year.

Late Arrival
- To help us ensure we are able to provide timely, consistent and comprehensive care, patients and families who arrive more than 15 minutes past their scheduled time for a 60 minute appointment will be rescheduled. Patients who arrive more than 10 minutes past their scheduled time for a 30 minute appointment will be rescheduled.

On-Call Coverage
- After hours emergency coverage is available to active patients of the clinic. If you are experiencing an urgent problem after hours that cannot wait until the following business day, please call 720-848-0000. An on-call clinician will be paged and your call will be returned within several hours. If you are experiencing a psychiatric emergency, please call 911 or go to your nearest emergency room.

Behavioral Expectations
- Children must never be left unattended in the clinic.
- The clinic strictly follows all state laws for reporting abuse and neglect.
- Firearms and other weapons are prohibited in the clinic.
- Cameras (e.g. taking pictures with a cell phone) and recording devices are not permitted.
- Verbal threats, threatening behaviors or rude and disruptive actions are not tolerated in the clinic.
- Persons who are intoxicated with alcohol or any other substances will be not seen.