PATIENT NOTICE

Our goal at HOPES is to provide quality medical care. Because of our concern for your health and well-being, there are certain types of medications we may not be able to prescribe to you. Examples include the following:

- Oxycontin
- Oxycodone
- Hydrocodone
- Percocet
- Percodan
- Lortab
- Lorcet
- Morphine
- Tylenol #3
- Tylox
- Ultram/Tramadol
- Xanax
- Valium
- Restoril
- Klonopin
- Tranxene
- Ativan
- Ambien
- Soma
- Methadone
- Vicodin
- Stimulants for Adults

If you are already taking any of the above medications, your provider may want to talk to you about alternative treatments.

If you are a new patient, please be aware that it is highly unlikely we will be able to prescribe any of these medications for you.

If you have questions and concerns about this policy, please feel free to discuss them with your provider or with the Chief Medical Officer.

NORTHERN NEVADA HOPES *your partner in health.*

FOR OFFICE USE ONLY: PLEASE CHECK ONE

ADULT PRIMARY CARE	
PEDIATRIC PRIMARY CARE	
ADULT BEHAVIORAL HEALTH	
PEDIATRIC BEHAVIORAL HEALTH	
RELEASE OF INFORMATION SIGNED	

NORTHERN NEVADA HOPES *your partner in health.*

Patient Registration

_____ _____/_____/_____

DATE SOCIAL SECURITY NUMBER

_____

FIRST NAME MIDDLE NAME LAST NAME

_____

OTHER PREFERRED NAME (IF APPLICABLE)

_____

HOME ADDRESS CITY STATE ZIP CODE

_____ _____ _____

PHONE NUMBER WORK PHONE NUMBER EMAIL ADDRESS

_____

AGE DATE OF BIRTH PLACE OF BIRTH SEX AT BIRTH

_____

CURRENT GENDER IDENTITY PREFERRED PRONOUN SEXUAL ORIENTATION

Do you give us permission to:

Call you at home?	☐ Yes	☐ No	Call you at work?	☐ Yes	☐ No
Leave message(s) at home?	☐ Yes	☐ No	Leave message(s) at work?	☐ Yes	☐ No
Email you?	☐ Yes	☐ No	Send HOPES information?	☐ Yes	☐ No
Leave text messages (SMS)?*	☐ Yes	☐ No	Ask for survey participation?	☐ Yes	☐ No

* Fees may be applied by your service carrier.

Have you tested positive for any of the following? (please check all that apply)

☐ HIV ☐ Hepatitis C ☐ Other _____

Gender:

☐ Male ☐ Female ☐ Other

Race:

☐ American Indian/Alaskan Native ☐ Asian ☐ Black/African American
☐ Native Hawaiian/Pacific Islander ☐ White/Caucasian ☐ Other

Ethnicity:

☐ Hispanic ☐ Non-Hispanic

Preferred Language:

☐ English ☐ Spanish ☐ Other _____

Marital Status:

☐ Single ☐ Married ☐ Partnered ☐ Divorced/Separated ☐ Widow/Widower

Employment Status:

☐ Employed ☐ Not Employed ☐ Retired ☐ Active Military Duty ☐ Unknown

Have you been in the military? ☐ Yes ☐ No

Student Status:

☐ Full-Time Student ☐ Part-Time Student ☐ Not a Student

How did you hear about us?

☐ By a current HOPES patient ☐ Billboard ☐ HOPES Website ☐TV Ad ☐Social Media

☐ Other_____

Have you ever encountered or been encouraged by Change Point or our outreach team to seek services at HOPES?

☐ Yes ☐ No

INSURANCE INFORMATION:

Have you applied for Medicaid ☐ Yes ☐ No If Yes, in which State_____

Insurance Gender: ☐ M ☐ F

Primary Insurance Company (Include Medicare/Medicaid)_____

Address_____

Telephone #_____ Birth Date____/____/____

Subscriber_____ Employer_____

Group Number_____ ID/Subscriber Number_____

Medicare/Medicaid Number_____ State_____

Secondary Insurance Company (Include Medicare/Medicaid)_____

Address_____

Telephone #_____ Birth Date____/____/____

Subscriber_____ Employer_____

Group Number_____ ID/Subscriber Number_____

Medicare/Medicaid Number_____ State_____

_____

EMERGENCY CONTACT PHONE NUMBER

_____

RELATIONSHIP TO PATIENT

_____

PRIMARY CARE PHYSICIAN (IF APPLICABLE) PHONE NUMBER

To the best of my knowledge, all information on this registration form is true and correct. I understand that it is my responsibility to notify HOPES staff immediately if there are any changes in my name, address, telephone number, work status, and/or location, insurance coverage, SSI, SSD, or any other benefits received through outside agencies or community based organizations. I understand that any fields that are left blank will be recorded as 'unknown' in my health records.

_____

PATIENT SIGNATURE **DATE**

_____

PARENT/ LEGAL GUARDIAN NAME **DATE**

_____

PARENT/ LEGAL GUARDIAN SIGNATURE **DATE**

FOR OFFICE USE ONLY: PLEASE CHECK ONE

ADULT PRIMARY CARE	
PEDIATRIC PRIMARY CARE	
ADULT BEHAVIORAL HEALTH	
PEDIATRIC BEHAVIORAL HEALTH	

NORTHERN NEVADA HOPES *your partner in health.*

Consent to Treatment

I hereby consent to and authorize such treatment as prescribed and fully explained to me by HOPES. I further consent to and authorize such laboratory tests and procedures, x-ray examinations and other routine medical services that are deemed necessary by the HOPES providers. It is not possible to make guarantees concerning the results of the examination for treatment. I acknowledge no such guarantee has been made to me. I understand I will have the opportunity to discuss any and all care and/or treatment proposed to me with the HOPES providers and I may refuse to consent for care and/or treatment if I do not want to proceed with such course of treatment. I will provide HOPES with accurate information regarding my medical, sexual, drug, and/or alcohol history and personal or social concerns which may impact my health or medical care to ensure proper treatment, care, and coordination for needed services. I am responsible for having all lab tests, x-rays, and other diagnostic procedures done in a timely manner, prior to my next scheduled clinic appointment, and I will report for all scheduled clinic appointment on time.

_____ I will be able to choose a HOPES provider based on availability. I understand that I may be seen by another HOPES provider if my regular provider is unavailable. I understand that if I am late for my appointment, I may not be seen by my scheduled provider. I understand that I must request medication refills by contacting the pharmacy at least three business days prior to my medication supply being exhausted.

_____ I acknowledge that the HOPES Clinic **does not operate an emergency care service**. Staff members are available to me during regular business hours to answer any questions or concerns regarding my need for urgent care. If my situation is an emergency, I will call 911 for assistance or go to the nearest emergency room. If I wish to speak to a provider after hours, I can call the HOPES clinic at (775) 786-4673. I will be directed to the answering service and a provider will return my call.

_____ I understand that HOPES has an integrated team approach to patient management and that medical information may be shared among physicians, physician assistants, pharmacists, behavioral health providers, RNs, case managers, medical assistants, trainees, medical students, or interns without consent. This information is used solely for the purpose of coordination of clinical care and social service's needs.

PAYMENT FEES FOR SERVICES

Northern Nevada HOPES provides services to clients who have no third party insurance coverage using a sliding fee scale, adhering to the Health and Human Services Poverty Guidelines. I understand that charges for services are contingent upon my income and can change as my income increases or decreases. In the event that I am entitled to benefits arising out of any policy of private or commercial insurance, said benefits will be applied for and assigned to Northern Nevada HOPES. If I am covered by Medicare, or Medicaid a claim will be sent to the appropriate agency. However, I understand that I am responsible for any copays, deductibles, or other charges required by any insurance policy or government agency and that such copays are payable at the time of rendered services unless other prior arrangements have been made.

I have carefully read and fully understand this consent and agreement. I have received a copy of this consent/agreement and am duly authorized to execute the above, and I accept the terms as described. I understand this consent/agreement is effective until revoked in writing.

_____

PATIENT/LEGAL GUARDIAN SIGNATURE DATE

_____

WITNESS SIGNATURE DATE

NORTHERN NEVADA HOPES *your partner in health.*

Patient Rights and Responsibilities

As a patient, you have the right to:

- Take part in your healthcare and treatment
- Know the names of the people caring for you
- Be treated with respect and dignity in a safe and private setting
- Change medical providers at Northern Nevada HOPES
- Get another opinion about your illness or treatment
- Respect for your cultural, social, spiritual, and personal values and beliefs
- Know the cost of your care and ways you may pay for your care
- Access the on-call doctor through an after-hours answering service
- Access interpretive services if you do not understand English, or other assistance if you are hearing or sight impaired. Such services are free of charge.
- Use the REMSA Nurse Hotline at 775-858-1000
- Not be refused services due to inability to pay
- Be informed about your illness and treatment, including options for your care
- Know about services available through HOPES
- Know that HOPES does not provide dental services on site, but you can be referred to external dentists
- Ask for special arrangements if you have a disability
- Refuse to be included in any research program without limiting medical care or treatment
- Be informed that HOPES does not manage chronic pain issues
- Be informed that HOPES does not provide disability assessments
- Be informed that taping your office visit with your provider without disclosing the same does not foster a trusting provider-patient relationship
- Be informed of HOPES pharmacy hours and timelines for filling new and existing prescriptions
- Be informed of electronic access of your patient records through HOPES patient web portal
- Privacy of your health records as determined by HIPAA / 42 CFR Part 2
- Talk with a supervisor about any questions or problems with your care
- Know about legal reporting requirements
- Refuse treatment care and services as allowed by law
- File a complaint or a formal grievance, if you are not satisfied with the care at HOPES

_____ _____

INITIAL DATE

**** Continued On Next Page ****

NORTHERN NEVADA HOPES *your partner in health.*

Patient Rights and Responsibilities (Continued)

As a patient, you have the responsibility to:

- Inform your medical provider about your illness or problems
- Ask questions about your illness or care
- Show respect to both caregivers and other patients
- Cancel or reschedule appointments so that another person may have that timeslot
- Inform the hospital or ER that you're a patient of HOPES for coordination of care
- Not arrive at Northern Nevada HOPES or my appointment intoxicated or under the influence of drugs
- Use medications or medical devices for yourself only
- Inform a medical provider if you become worse or have an unexpected reaction to a medication
- Follow prescriber's directions on all aspects of prescriptions
- Give written permission to release your health records when necessary
- Provide HOPES a copy of your living will or durable power of attorney for health care matters
- Pay your co-pays and bills on time
- Meet with financial counselors to set up payment plans

If you have any questions, please ask a HOPES employee.

_____

PATIENT NAME

_____

PATIENT/LEGAL GUARDIAN SIGNATURE DATE

NORTHERN NEVADA HOPES *your partner in health.*

FOR OFFICE USE ONLY: PLEASE CHECK ONE

ADULT PRIMARY CARE	
PEDIATRIC PRIMARY CARE	
ADULT BEHAVIORAL HEALTH	
PEDIATRIC BEHAVIORAL HEALTH	

Notice of Privacy Practice and Complaint/ Grievance Acknowledgement:

NOTICE OF PRIVACY PRACTICE

I hereby acknowledge that I have read or received HOPES Notice of Privacy Practice (or have had it read to me in a language I can understand). I have had all my questions answered about this Notice of Privacy Practice.

I acknowledge that I have been informed that HOPES' Notice of Privacy Practice is located on HOPES' webpage and at each reception area.

I understand that I will receive a paper copy of the Notice of Privacy Practice when I request one.

____I would like a paper copy of HOPES Notice of Privacy Practice

____Individual was provided a paper copy of the Notice of Privacy Practice

COMPLAINTS & GRIEVANCES

Northern Nevada HOPES takes complaints and/or grievances of all kinds seriously and invites discussion with clients or legal guardians about their concerns. HOPES will provide a forum to address complaints, striving for a satisfactory resolution prior to a grievance being filed. In the event a satisfactory resolution is not achieved, a client may file a formal grievance. During the formal grievance process, HOPES strives to work with clients to find mutually satisfying conclusions.

If you would like a copy of the complaint or grievance form with instructions, please contact the Privacy Officer.

Patient Name:_____

_____

SIGNATURE OF PERSON GIVING ACKNOWLEDGEMENT OF LEGAL REPRESENTATIVE DATE

PRINT NAME OF PERSON GIVING ACKNOWLEDGEMENT _____

RELATIONSHIP TO INDIVIDUAL: ___Self ___Parent ___Guardian ___Authorized Representative

Acknowledgement Refused

On this date, the undersigned patient refused or failed to acknowledge receipt of the Notice of Privacy Practice and Complaints/Grievances.

Patient Name:_____ Date:_____

Reason for refusal/failure: _____

_____

_____

_____

A signed copy of this page is to be filed with the patient's record.

NORTHERN NEVADA HOPES *your partner in health.*

Email Consent: Non-Secure E-Mail/Text (SMS) Messaging

_____

PATIENT NAME DATE OF BIRTH

_____

PATIENT EMAIL ADDRESS

Northern Nevada HOPES' team cannot guarantee the security and confidentiality of an e-mail or text (SMS) message transmission. Employers and online services have the right to access and archive e-mail and text (SMS) transmitted through their systems. If your e-mail is a family address, other family members may see your messages. If you allow others access to your cell phone they may see your messages. Therefore, please be aware that you e-mail and/or text (SMS) at your own risk. Because of the many internet and e-mail factors beyond our control, we cannot be responsible for misaddressed, misdelivered or interrupted e-mail or text (SMS) messages. Northern Nevada HOPES and your health care provider are not liable for breaches of confidentiality caused by yourself or a third party.

Northern Nevada HOPES will only send text (SMS) messages pursuant to the Federal Communications Commission's (FCC) Declaratory Ruling and Order. HOPES will not receive text (SMS) messages.

E-mail is best suited for routine matters and simple questions. You should not send e-mail for urgent or emergency situations or for matters requiring an immediate response. Your provider will attempt to read and respond promptly to e-mail, but cannot guarantee that an e-mail will be read and responded to within any particular period of time. Time sensitive issues should be taken care of by telephone.

Please do not use e-mail for communications regarding sensitive health information, such as sexually transmitted diseases, AIDS/HIV, mental health or substance abuse.

Please include your full name, birthdate and telephone number in all e-mails. List the subject of your e-mail in the "Subject" line of your message.

All e-mails between you and your provider regarding diagnosis or treatment will be printed and made part of your permanent health record. Your provider may forward your e-mail to other staff members as necessary for response. However, your e-mail will not be forwarded outside the Health Team without your authorization. In order to prevent the introduction of computer viruses into our system, do not send attachments to us in your e-mail.

You are responsible for protecting your password or other means of access to e-mail and text (SMS) messages.

_____

SIGNATURE OF PATIENT DATE

_____

SIGNATURE OF WITNESS DATE

NORTHERN NEVADA HOPES
FPL SURVEY

YEARLY INCOME

Please indicate yearly income. First, find the column with the number of people in your household. Then, put an "X" in the box with closest income. For example, a family of 5 people without an income would go to column marked five and mark X in the box of 0 - $38,515

LOS INGRESOS POR AÑO

Por favor indique ingreso anual. En primer lugar, encontrar la columna con el número de personas en su hogar. Luego, colocar una "X" en la caja de ingresos más cercano. Por ejemplo, una familia de 5 personas sin ingresos que vaya a columna marcada cinco y marque X en la casilla de 0 - $38,515

Family size	Level 1 < 138% FPL	Level 2 <150% FPL	Level 3 <175% FPL	Level 4 < 200% FPL	Level 5 <300%FPL	Level 6 >300% FPL	Level 7 >400% FPL
1	0 – 16,394 ☐	16,395 – 17,820 ☐	17,821 – 20,790 ☐	20,791 – 23,760 ☐	23,761 – 35,640 ☐	35,641 – 47,520 ☐	47,521 and above ☐
2	0 – 22,108 ☐	22,109 – 24,030 ☐	24,031 – 28,035 ☐	28,036 – 32,040 ☐	32,041 – 48,060 ☐	48,061 – 64,080 ☐	64,081 and above ☐
3	0 – 27,821 ☐	27,822 – 30,240 ☐	30,241 – 35,280 ☐	35,281 – 40,320 ☐	40,321 – 60,480 ☐	60,481 – 80,640 ☐	80,641 and above ☐
4	0 – 33,534 ☐	33,535 – 36,450 ☐	36,451 – 42,525 ☐	42,526 – 48,600 ☐	48,601 – 72,900 ☐	72,901 – 97,200 ☐	97,201 and above ☐
5	0 – 39,247 ☐	39,248 – 42,660 ☐	42,661 – 49,770 ☐	49,771 – 56,880 ☐	56,881 – 85,320 ☐	85,321– 113,760 ☐	113,761 and above ☐
6	0 – 44,960 ☐	44,961 – 48,870 ☐	48,871 – 57,015 ☐	57,016 – 65,160 ☐	65,161 – 97,740 ☐	97,741 – 130,320 ☐	130,321 and above ☐
7	0 – 50,687 ☐	50,688 – 55,095 ☐	55,096 – 64,278 ☐	64,279 – 73,460 ☐	73,461– 110,190 ☐	110,191 – 146,920 ☐	146,921 and above ☐
8	0 – 56,428 ☐	56,429 – 61,335 ☐	61,336 – 71,558 ☐	71,559 – 81,780 ☐	81,781 – 122,670 ☐	122,671 – 163,560 ☐	163,561 and above ☐

Name/Nombre:_____ **Date/Fecha**:_____

First-Last/ Primero-Apellido

Revised 02/07/2017