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





FOR OFFICE USE ONLY: PLEASE CHECK ONE

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

## **Pediatric Patient Registration**

	//		
DATE	SOCIAL SECURITY NUMBER		
FIRST NAME	MIDDLE NAME	LAST NAME	
NICK NAME (IF APPLICABLE)		PHONE NUMBER	
HOME ADDRESS	CITY	STATE	ZIP CODE
AGE DATE OF BIRTH	I PLACE OF BIRTH	SEX AT B	IRTH
	Other	ONSHIP TO PATIENT	
Race:	e 🗆 Asian	Black/Africa	an American
□ Native Hawaiian/Pacific Islander	_	Other	
Ethnicity:	Preferred Language:		
🗌 Hispanic 🗌 Non-Hispanic	🗌 English 🗌 Sp	oanish 🗌 Oth	her
How did you hear about us?			
<ul> <li>By a current HOPES patient</li> <li>Other</li> </ul>		Website 🗍 TV Ad	d □Social Media
Student Status:	ne Student 🛛 Not a Stud	lent	
Employment Status:	🗌 Retired 🔲 Active Mi	litary Duty	🗌 Unknown

#### Parent/Legal Guardian Information #1

PARENT/LEGAL GUARDIAN NAI	ME(S)	RELATION	SHIP TO PATIENT	PARENT/LEGAL G	UARDIAN'S I	DOB
BEST PHONE NUMBER		ADDITIONAL PH	ONE NUMBER	EMAIL AD	DRESS	
HOME ADDRESS		CITY	STATE	ZIP CODE		
Permission to Contact Parent/L	egal Guar	dian #1	(Initial)			
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 inf	ormation?	🗆 Yes	🗆 No
Leave text messages (SMS)?* * Fees may be applied by your service carri	<b>Yes</b>	🗆 No	Ask for survey p	participation?	□ Yes	🗆 No

#### Parent/Legal Guardian Information #2

PARENT/ LEGAL GUARDIAN NAME(S)		RELATIONSHIP TO PATIENT		PARENT/LEGAL G	UARDIAN'S I	DOB
BEST PHONE NUMBER		ADDITIONAL PI	HONE NUMBER	EMAIL AD	DRESS	
HOME ADDRESS		СІТҮ	STATE	ZIP CODE		
		0.11	OTAL	211 0001		
Permission to Contact Parent/I	egal Gua	rdian #2	(Initial)			
Do you give us permission to:						
Call you at home?	🗌 Yes	🗌 No	Call you at wo	ork?	🗌 Yes	🗌 No
Leave message(s) at home?	🗆 Yes	🗆 No	Leave messag	ge(s) at work?	🗌 Yes	🗆 No
Email you?	🗆 Yes	🗆 No	Send HOPES i	nformation?	🗌 Yes	🗆 No
Leave text messages (SMS)?*	🗌 Yes	🗆 No	Ask for survey	y participation?	🗌 Yes	🗆 No
* Fees may be applied by your service carr	ier.					

#### **Emergency Contact Information**

**EMERGENCY CONTACT** 

RELATIONSHIP TO PATIENT

PRIMARY CARE PHYSICIAN (IF APPLICABLE)

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

PARENT/ LEGAL GUARDIAN SIGNATURE

PHONE NUMBER

DATE

Page 3 of 4

PHONE NUMBER

DATE

# Authorization for Third Party to Consent to Treatment of Minor

I am the		
Parent Guardian		
Other person having legal cus	tody	
	(Describe legal relationship)	
of	, a mino	or.
(Print Name of I	Minor)	
I hereby authorize		, to act as my agent to consent to all health
,	(Print Name of Agent)	
services which are recommended	by, and delivered under any licensed provi	ider at Northern Nevada HOPES, whether such
diagnosis, treatment or transport/	referral for hospital care is required.	
Lunderstand that this authorizatio	n is given in advance of any specific diago	osis, treatment, or transport/referral for hospital
		gent to give consent to any and all such diagnosis,
		from Northern Nevada HOPES, recommends.
I have carefully read and fully unde	erstand this consent and agreement. I have	re received a copy of this consent/agreement and
	_	d. I understand this consent/agreement is effective
	evoked in writing, whichever is sooner.	
Signature:		Date/Time:
(Parent, guardian, o	ther person above having legal custody)	
Print Name:		
	ther person above having legal custody)	
Witness to Signature		Date/Time:
		Dute, hine
Print MINOR's Name:		Date of Birth:
Copy given to Agent	Consent scanned in Minor's chart	Original sent to Compliance Department
copy given to Agent		
Lacknowledge that I have the right to r	evoke these authorizations at any time (Which	may be in writing, in person, or by certified mail to the
0 0		ept to the extent that the Provider has acted in reliance on
the authorization.		
REVOKE AUTHORIZATION T	O CONSENT TO TREATMENT OF M	IINOB
	or third party consent to treatment of said mind	-
Charles and the second s		
Signature:	ther person above havina legal custody)	Date/Time:
	· · · · · · · · · · · · · · · · · · ·	
Copy given to Agent	Consent scanned in Minor's chart	Original sent to Compliance Department



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



#### **Patient Rights and Responsibilities**

#### As a patient, you have the right to:

- Take part in your healthcare and treatment and dis-enroll in care at any time
- Know the names and titles of the staff 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
- To be receive information regarding changes in or termination of programs at HOPES
- 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 and referral to external dentists is available
- 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
- Know about philosophy and characteristics of the patient management program
- Have personal health information shared with the patient management program only in accordance with state and federal law
- Identify the program's staff members, including their job title, and to speak with a staff member's supervisor if requested
- Speak to a health professional
- Receive information about the patient management program
- Receive administrative information regarding changes in, or termination of, the patient management program
- Decline participation, revoke consent, or dis-enroll at any point in time



#### Patient Rights and Responsibilities (Continued)

#### As a patient, you have the responsibility to:

- Inform your medical provider about your illness or medical problems
- Inform HOPES about changes on contact information
- 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 plan
- Submit any forms that are necessary to participate in the program, to the extent required by law
- Give accurate clinical and contact information and to notify the patient management program of changes in this information
- Notify their treating provider of their participation in the patient management program, if applicable

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

PATIENTNAME

PATIENT/LEGALGUARDIAN SIGNATURE



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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:\_\_\_\_\_

#### **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:



## 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





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

## **Household Dependents**

Please complete the following information for all partners, children, and others living in your home:

ne Sirth	MIDDLE NAME	LAST NAME
IRTH		
	ETHNICITY	RELATIONSHIP
ΛE	MIDDLE NAME	LAST NAME
IRTH	ETHNICITY	RELATIONSHIP
1E	MIDDLE NAME	LAST NAME
IRTH	ETHNICITY	RELATIONSHIP
16	MIDDLE NAME	LAST NAME
IRTH	ETHNICITY	RELATIONSHIP
1E	MIDDLE NAME	LAST NAME
IRTH	ETHNICITY	RELATIONSHIP
1E	MIDDLE NAME	LAST NAME
IRTH	ETHNICITY	RELATIONSHIP
	лЕ BIRTH ЛЕ BIRTH ЛЕ BIRTH	ME MIDDLE NAME ETHNICITY ME MIDDLE NAME SIRTH ETHNICITY ME MIDDLE NAME SIRTH ETHNICITY ME MIDDLE NAME MIDDLE NAME



NORTHERN NEVADA HOPES

#### FPL SURVEY

#### ANNUAL INCOME

Please provide your annual income. The first step is to find the family size column and mark the number people in your household. You'll then check the box which represents the dollar amount that is closest to the annual household income. For example, a household of 5 people without an income would be marked at the family of five and Level 1 < 138% FPL (0 - \$40,599).

#### **INGRESOS ANUALES**

Por favor, proporcione su ingreso anual. El primer paso es encontrar la columna del tamaño de la familia y marcar el número de personas en su hogar. Luego, marcará la casilla que representa el monto en dólares más cercano al ingreso anual del hogar. Por ejemplo, un hogar de 5 personas sin ingresos se marcaría en la familia de cinco y Nivel 1 <138% FPL (0 - \$ 40,599).

Family	Level 1 < 138%			Level 4 < 200%	Level 5	Level 6 >300%	Level 7 >400%
size	FPL	Level 2 <150% FPL	Level 3 <175% FPL	FPL	<300%FPL	FPL	FPL
	0 – 16,753	16,754 – 18,210	18,211 – 21,245	21,246 – 24,280	24,281 – 36,420	36,421 – 48,559	48,560 and above
1							
	0 – 22,714	22,715 – 24,691	24,692 - 28,805	28,806 - 32,920	32,921 – 49,380	49,381 – 65,839	65,840 and above
2							
	0 – 28,676	28,677 – 31,170	31,171 – 36,365	36,366 - 41,560	41,561 – 62,340	62,341 – 83,119	83,120 and above
3							
	0 - 34,638	34,639 - 37,650	37,651 – 43,925	43,926 - 50,200	50,201-75,300	75,301 – 100,399	100,400 and above
4							
	0 - 40,599	40,600 - 44,130	44,131 – 51,485	51,486 - 58,840	58,841 - 88,260	88,261 – 117,679	117,680 and above
5							
	0 – 46,561	46,562 - 50,610	50,611 – 59,045	59,046 - 67,480	67,481– 101,220	101,221 – 134,959	134,960 and above
6							
	0 – 52,522	52,523 - 57,090	57,091 – 66,605	66,606 - 76,120	76,121 – 114,180	114,181 – 152,239	152,240 and above
7							
	0 – 58,484	58,485 - 63,570	63,571 – 74,165	74,166 - 84,760	84,761 – 127,140	127,141 – 169,519	169,520 and above
8							

Name/Nombre:

Date/Fecha:

First-Last/ Primer Nombre-Apellido



## PEDIATRIC HEALTH HISTORY | New Patient Today's Date:\_\_\_\_\_

CHILD FIRST NAME	MIDDLE NAME	LAST NAME
Nickname	AGE	DATE OF BIRTH
Form completed by:		
Reason for visit?		
Previous healthcare provider?	Las	t visit?
Specialists (past or present)?		
Living Arrangements: Who does the child live with? (ex. Mo	other, Father, Siblings, Grandpare	nts)
If parents are not living together or if custody status?	f child does not live with both biol	
Occupations of adults living with child	d?	
<b>MEDICATIONS</b> Does your child take any medications	s regularly? 🗆 Yes 🗆 No Explai	n:
Any vitamins, herbs or supplements?	Yes 🗆 No Explain:	
Is your child allergic to any medicines	s or drugs? 🗆 Yes 🗆 No Explai	n:



#### PERSONAL MEDICAL HISTORY:

BIRTH HISTORY Whe	en was the baby born? $\Box$ on?	At term (37+ w	eeks) 🗆 Early	🗆 Late	
Birth weight:	lbs	oz <b>or:</b>	kg		g
Birthplace:			_		
Delivered: 🛛 Vaginal	Cesarean If cesarea	an, why?			
Did the baby have any	<pre>problems right after birt</pre>	:h? 🗆 Yes 🗆 No	lf yes, please ex	plain:	
Did the mother have a	any illness or problem wit	h her pregnancy	/? 🗆 Yes 🗆 No		
If yes, please explain:					
During pregnancy, did	the mother:				
Smoke? 🗆 Yes 🗆 No	Drink alcohol? 🗆 Yes 🗆	No Use drug	s? 🗆 Yes 🗆 No	Medications	? 🗆 Yes 🗆 No
Date of adoption (if a	oplicable):				
How was the initial fe	eding given? 🗆 Breast 🗆	Bottle If brea	stfed, how long		
Did the baby go home	e with the mother from th	e hospital? 🛛	Yes 🗆 No		
If no, please explain: _					

#### CONDITION NOW PAST COMMENTS ADHD/anxiety/mood problems/depression Alcohol/Drug use Anemia Asthma, bronchitis, pneumonia Bed wetting (after 5 years old) Bladder or kidney infection/malformation Bleeding or clotting problems Blood transfusion Cancer or bone marrow treatment Chemotherapy Chickenpox Chronic or recurrent skin problem Congenital cataracts or retinoblastoma Convulsions or neurological problems Dental decay **Developmental delay** Diabetes

#### **PAST HISTORY** – if applicable, does your **child** have or has he/she ever had:



CONDITION	NOW	PAST	COMMENTS
Environmental or food allergies			
Frequent abdominal pain/constipation			
Frequent ear infections or hearing loss			
Frequent headaches			
Gender transition			
Head injuries/concussion/ Loss of consciousness			
Heart problem or heart murmur			
Nasal allergies			
Obesity			
Organ transplant			
Persistent snoring			
Problems with eyes or vision			
Sexually transmitted infection problem			
Sleep problems			
Thyroid or other endocrine problems			
(F) Has she started her period?	YES	NO	
(F) Problems with periods	YES	NO	
Any other significant problems?	YES	NO	

#### GENERAL

Has your child had serious injuries or accidents? 🛛 Yes 🖓 No
Explain:
Has your child ever had <b>surgery</b> ?  Yes
Explain:
Has your child ever been hospitalized? 🗆 Yes 🗆 No
Explain:
Are your child's vaccines up to date? 🗆 Yes 🗆 No
Explain:
Are any family members smokers? 🗆 Yes 🗆 No
Explain:
Are there any guns in the home? $\Box$ Yes $\Box$ No
If yes, locked away from kids?:



#### **FAMILY HISTORY:** Adopted? Ves No

Please list any known medical conditions for the relatives listed below.

For example: diabetes, cancer, heart attack, stroke, high blood pressure, high cholesterol, alcohol abuse, drug abuse, depression.

Relative	Alive,	Deceased,	Medical Condition(s)	Cause of death
	age	age of death		(if applicable)
Mom				
Dad				
Mom's Dad				
Mom's Mom				
Dad's Dad				
Dad's Mom				
Siblings				
Other Relatives				

Additional Comments:

Is there anything else you would like to share with us about your child?

#### **CASE MANAGEMENT**

Do you have access to enough food? 🗌 Yes 🗌 No	
Do you currently have housing? 🗌 Yes 🗌 No	
Do you have transportation to your medical appointments? $\Box$ Yes	🗆 No
Do you have current legal stressors? 🗌 Yes 🛛 No	

Would you like to speak to a case manager today?  $\Box$  Yes  $\Box$  No