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.





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 BIRT	TH PLACE OF BIRTH SEX AT BIRTH
	RELATIONSHIP TO PATIENT Other
Race: □ American Indian/Alaskan Nativ	ve Asian Black/African American
☐ Native Hawaiian/Pacific Island	er White/Caucasian Other
Ethnicity:	Preferred Language:
☐ Hispanic ☐ Non-Hispanic	\square English \square Spanish \square Other
How did you hear about us?	
☐ By a current HOPES patient☐ Other	☐ Billboard ☐ HOPES Website ☐ TV Ad ☐ Social Media
Student Status: □ Full-Time Student □ Part-Ti	ime Student
Employment Status:	☐ Retired ☐ Active Military Duty ☐ Unknown

Parent/Legal Guardian Information #1

* Fees may be applied by your service carrier.

PARENT/LEGAL GUARDIAN NA	ME(S)	RELATIONS	SHIP TO PATIENT	PARENT/LEGAL	GUARDIAN'S I	OOB
BEST PHONE NUMBER		ADDITIONAL PHO	ONE NUMBER	EMAIL A	ADDRESS	
HOME ADDRESS		CITY	STATE	ZIP COD	E	
Permission to Contact Parent/	Legal Gua	rdian #1	(Initial)			
Do you give us permission to:						
Call you at home?	\square Yes	\square No	Call you at work?	?	☐ Yes	□ No
Leave message(s) at home?	\square Yes	\square No	Leave message(s) at work?	☐ Yes	□ No
Email you?	☐ Yes	\square No	Send HOPES info	rmation?	\square Yes	□ No
Leave text messages (SMS)?* * Fees may be applied by your service carr	☐ Yes	□ No	Ask for survey pa	articipation?	☐ Yes	□ No
Parent/Legal Guardian Inform PARENT/ LEGAL GUARDIAN NA		RELATIONS	SHIP TO PATIENT	PARENT/LEGAL	GUARDIAN'S I	DOB
BEST PHONE NUMBER		ADDITIONAL PHO	ONE NUMBER	EMAIL A	ADDRESS	
HOME ADDRESS		CITY	STATE	ZIP COD	E	
Permission to Contact Parent/	Legal Gua	rdian #2	(Initial)			
Do you give us permission to:						
Call you at home?	☐ Yes	□ No	Call you at work?	þ	☐ Yes	□ No
Leave message(s) at home?	☐ Yes	□ No	Leave message(s		☐ Yes	□ No
Email you?	☐ Yes	□ No	Send HOPES info		☐ Yes	□ No
Leave text messages (SMS)?*	☐ Yes	□ No	Ask for survey pa	rticipation?	☐ Yes	□ No

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 SIGNATURE DATE

Emergency Contact Information

Authorization for Third Party to Consent to Treatment of Minor

i am the	
Parent Guardian	
Other person having legal custody	
(Describe legal	relationship)
of	a minor
(Print Name of Minor)	, a minor.
, , ,	
I hereby authorize	, to act as my agent to consent to all health
(Print Name of Agent)	
•••	y licensed provider at Northern Nevada HOPES, whether such
diagnosis, treatment or transport/referral for hospital care is	required.
I understand that this authorization is given in advance of an	y specific diagnosis, treatment, or transport/referral for hospital
care being required, but is given to provide authority to the	above-named agent to give consent to any and all such diagnosis,
treatment, or transport/referral for hospital care which a lice	ensed provider, from Northern Nevada HOPES, recommends.
I have carefully read and fully understand this consent and a	greement. I have received a copy of this consent/agreement and
	erms as described. I understand this consent/agreement is effective
for one year from today, or until revoked in writing, whichev	
, ,	
Signature:	Date/Time:
(Parent, guardian, other person above having legal c	
Print Name:	
(Parent, guardian, other person above having legal c	ustody)
Witness to Signature:	Date/Time:
Print MINOR's Name:	Date of Birth:
Copy given to Agent Consent scanned in Mi	nor's chart Original sent to Compliance Department
	any time, (Which may be in writing, in person, or by certified mail to the
	upon receipt, except to the extent that the Provider has acted in reliance on
the authorization.	
REVOKE AUTHORIZATION TO CONSENT TO TREA	TMENT OF MINOR
I hereby revoke these authorizations for third party consent to treat	
The tax y service the service and the service at th	
Signature:	Date/Time:
(Parent, guardian, other person above having legal c	ustody)
Copy given to Agent Consent scanned in Mi	nor'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.

appointment on time.	
provider if my regular provider is unavailable. I understand that	n availability. I understand that I may be seen by another HOPES at if I am late for my appointment, I may not be seen by my on refills by contacting the pharmacy at least three business days
me during regular business hours to answer any questions or c	erate an emergency care service. Staff members are available to concerns regarding my need for urgent care. If my situation is an mergency room. If I wish to speak to a provider after hours, I can e answering service and a provider will return my call.
	approach to patient management and that medical information acists, behavioral health providers, RNs, case managers, medical ent. This information is used solely for the purpose of
PAYMENT FEES FOR SERVICES	
income and can change as my income increases or decreases. of private or commercial insurance, said benefits will be applie Medicare, or Medicaid a claim will be sent to the appropriate a	s. I understand that charges for services are contingent upon my In the event that I am entitled to benefits arising out of any policy ad for and assigned to Northern Nevada HOPES. If I am covered by agency. However, I understand that I am responsible for any the policy or government agency and that such copays are payable.
	eement. I have received a copy of this consent/agreement and ms as described. I understand this consent/agreement is effective
PATIENT/LEGAL GUARDIAN SIGNATURE	DATE
WITNESS SIGNATURE	DATE



As a patient, you have the right to:

- 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.
- Receive services regardless of your ability 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 or 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.
- Know that HOPES has a legal duty to report certain information and it will make such reports to the proper authorities.
- 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(s) only in accordance with state and federal law.
- Identify HOPES specific program's staff members, including their job title, and to speak with a staff member's supervisor if requested.
- Speak to a health professional and receive information about patient management program.
- Receive administrative information regarding changes in, or termination of, the patient management program at HOPES.
- Decline participation, revoke consent, or dis-enroll as a patient at HOPES at any point in time.

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As a patient, you have the responsibility to:

- Inform your medical provider about your illness o problems.
- Ask questions about your illness or care.
- Show respect to HOPES employees, volunteers, and contractors and other patients.
- Cancel or reschedule appointments in advance so that another person may have that timeslot.
- Inform the hospital or ER that you are a patient of HOPES for coordination of care.
- Not arrive at Northern Nevada HOPES or appointments 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

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

- Submit forms that are necessary to participate in a 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 your treating provider of their participation in the patient management program, if applicable.

PATIENT NAME		
PATIENT/LEGAL GUARDIAN SIGNATURE	DATE	

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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
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.

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SIGNATURE OF WITNESS

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

PATIENT NAME	DATE OF BIRTH
PATIENT EMAIL ADDRESS	
message transmission. Employers and online service (SMS) transmitted through their systems. If your e-m your messages. If you allow others access to your cell be aware that you e-mail and/or text (SMS) at your ow beyond our control, we cannot be responsible for missing transmission.	esecurity and confidentiality of an e-mail or text (SMS) is have the right to access and archive e-mail and text ail is a family address, other family members may see phone they may see your messages. Therefore, please on risk. Because of the many internet and e-mail factors saddressed, misdelivered or interrupted e-mail or text health care provider are not liable for breaches of
Northern Nevada HOPES will only send text (SMS) Commission's (FCC) Declaratory Ruling and Order. HO	messages pursuant to the Federal Communications PES will not receive text (SMS) messages.
emergency situations or for matters requiring an imme	questions. You should not send e-mail for urgent or ediate response. Your provider will attempt to read and at an e-mail will be read and responded to within any be taken care of by telephone.
Please do not use e-mail for communications regatransmitted diseases, AIDS/HIV, mental health or subs	arding sensitive health information, such as sexually tance abuse.
Please include your full name, birthdate and telephor in the "Subject" line of your message.	ne number in all e-mails. List the subject of your e-mail
your permanent health record. Your provider may for for response. However, your e-mail will not be	diagnosis or treatment will be printed and made part of ward your e-mail to other staff members as necessary forwarded outside the Health Team without your of computer viruses into our system, do not send
You are responsible for protecting your password messages.	or other means of access to e-mail and text (SMS)
SIGNATURE OF PATIENT	DATE

DATE



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:

1.				
	FIRST NAME	MIDDLE NAME	LAST NAME	
_	DATE OF BIRTH	ETHNICITY	RELATIONSHIP	
2				
	FIRST NAME	MIDDLE NAME	LAST NAME	
	DATE OF BIRTH	ETHNICITY	RELATIONSHIP	
3				
	FIRST NAME	MIDDLE NAME	LAST NAME	
	DATE OF BIRTH	ETHNICITY	RELATIONSHIP	
4	FIRST NAME	MIDDLE NAME	LAST NAME	
	DATE OF BIRTH	ETHNICITY	RELATIONSHIP	
5				
	FIRST NAME	MIDDLE NAME	LAST NAME	
	DATE OF BIRTH	ETHNICITY	RELATIONSHIP	
6				
	FIRST NAME	MIDDLE NAME	LAST NAME	
	DATE OF BIRTH	ETHNICITY	RELATIONSHIP	
COM	IMENTS:			

ACCT#	



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 - \$42,835).

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 - \$ 42,835).

Family	Level 1<138%	Level 2 <150%	Level 3 <175%	Level 4 < 200%	Level 5 <300%	Level 6 >300%	Level 7 >400%
Size	FPL	FPL	FPL	FPL	FPL	FPL	FPL
	0 – 17,774	17,775 – 19,320	19,321 – 22,540	22,541 – 25,760	25,761 – 38,640	38,641 - 51,520	51,521 and above
1							
	0 – 24,040	24,041 – 26,130	26,131 – 30,485	30,486 - 34,840	34,841 – 52,260	52,261 - 69,680	69,681 and above
2							
	0 – 30,305	30,306 - 32,940	32,941 – 38,430	38,431 – 43,920	43,921 – 65,880	65,881 – 87,840	87,841 and above
3							
	0 – 36,570	36,571 – 39,750	39,751 – 46,375	46,376 - 53,000	53,001 - 79,500	79,501 – 106,000	106,001 and above
4							
	0 – 42,835	42,836 - 46,560	46,561 – 54,320	54,321 - 62,080	62,081 - 93,120	93,121 – 124,160	124,161 and above
5							
	0 – 49,100	49,101 – 53,370	53,371 – 62,265	62,266 - 71,160	71,161 – 106,740	106,741 – 142,320	142,321 and above
6							
	0 – 55,366	55,367 – 60,180	60,181 – 70,210	70,211 – 80,240	80,241 – 120,360	120,361 – 160,480	160,481 and above
7							
	0 – 61,631	61,632 – 66,990	66,991 – 78,155	78,156 – 89,320	89,321 – 133,980	133,981 – 178,640	178,641 and above
8							

Name/Nombre:		Date/Fecha:



PEDIATRIC HEALTH HISTORY | New Patient Today's Date: CHILD FIRST NAME MIDDLE NAME LAST NAME Nickname Form completed by: Reason for visit? Previous healthcare provider? ______ Last visit?_____ Specialists (past or present)?_____ **Living Arrangements:** Who does the child live with? (ex. Mother, Father, Siblings, Grandparents) If parents are not living together or if child does not live with both biological parents, what is the child's custody status? Occupations of adults living with child? **MEDICATIONS** Does your child take any medications regularly? ☐ Yes ☐ No Explain: Any vitamins, herbs or supplements? \square Yes \square No Explain: Is your child allergic to any medicines or drugs? ☐ Yes ☐ No Explain:



PERSONAL MEDICAL HISTORY:

BIRTH HISTORY When	n was the baby born? \Box A	t term (37+ weel	ks) 🗆 Early	□ Late
If early, weeks gestation	n?			
Birth weight:	Ibs	oz or:	kg	g
Birthplace:				
Delivered: ☐ Vaginal	☐ Cesarean If cesarean,	, why?		
Did the baby have any I	oroblems right after birth?	Yes □ No If	yes, please ex	plain:
Did the mother have ar	y illness or problem with	her pregnancy? [□ Yes □ No	
If yes, please explain: _				
During pregnancy, did t	he mother:			
Smoke? ☐ Yes ☐ No	Drink alcohol? ☐ Yes ☐ N	o Use drugs? [□ Yes □ No	Medications? \square Yes \square No
Date of adoption (if app	olicable):			
How was the initial feed	ding given? □ Breast □ B	ottle If breastfe	ed, how long?	·
Did the baby go home v	with the mother from the	hospital? 🗆 Yes	□ No	
If no, please explain:				

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

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			

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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? $\ \square$ Yes $\ \square$ No
Explain:
Has your child ever had surgery ? ☐ Yes ☐ No
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? ☐ Yes ☐ No
If yes, locked away from kids?:

Page 3 of 4



Relative	ression.	Deceased,	Medical Condition(s)	Cause of death
	age	age of death	Wedical condition(s)	(if applicable)
Mom	чъс	age of acath		(ii applicable)
Dad				
Mom's Dad				
Mom's Mom				
Dad's Dad				
Dad's Mom				
Siblings				
Other Relatives				
Additional Comr	ments:			
	g else you	u would like to sl	hare with us about your child?	
Is there anythin				
Is there anythin				
Is there anything	MENT			
CASE MANAGE		nough food?	Yes □ No	
CASE MANAGEN	ess to en	nough food? ousing? Yes		
CASE MANAGEN Do you have acc Do you currently	ess to en	ousing? \square Yes		

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