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 SECURI	ITY NUMBER			
FIRST NAME	MIDDLE NAME	LAST NA	AME	NICKNAME (IF APPLICABLE)	
HOME ADDRESS		CITY	STATE	ZIP CODE	
PHONE NUMBER	AGE	DATE O	F BIRTH	PLACE OF BIRTH	
FORM COMPLETE	DBA	RELATIO	ONSHIP TO PATIENT		
Sex at Birth:					
☐ Male ☐ Female					
Current Gender Identity (Ple	ease select One):				
☐ Male ☐ Female ☐	Choose not to disclose	☐ Female	e-to-Male/Trar	nsgender Male/Trans Ma	in
☐ Male-to-Female/Transgen	der Female/Trans Won			r exclusively Male nor Fe	
☐ Additional Gender Catego	ry, please describe				
Current Sexual Orientation (Please Select One):				
□ Straight or Heterosexual □ Something else, please de	•	l Bisexual □ Do —	not know 🗆	Choose not to disclose	
Race:					
☐ American Indian/Alaskan	Native ☐ Asian	☐ Blac	:k/African Ame	erican	
☐ Native Hawaiian/Pacific Is	lander □ White/Cau	casian 🗆 Oth	er		
Ethnicity:		Preferred Lan	iguage:		
☐ Hispanic ☐ Non-Hispar	iic	☐ English ☐] Spanish 🗆] Other	
How did you hear about us?					
☐ By a current HOPES patien	t Advertisement	☐ Internet	☐ Social Media	a □ Other	
Student Status:					
☐ Full-Time Student ☐ Pa	art-Time Student 🗆	Not a Student			
Employment Status:					
☐ Employed ☐ Not Emplo	yed 🗆 Retired 🗆	Active Military D	outy 🗆 Unkno	own	

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Parent/Legal Guardian Information #1

PARENT/LEGAL GUARDIAN NAME(S	5)	PARENT/LEGA	AL GUARDIAN'S DOB	RELA	TIONSHIP TO	PATIENT
BEST PHONE NUMBER		ADDITIONAL	L PHONE NUMBER	EMA	IL ADDRESS	
HOME ADDRESS		CITY	STATE	ZI	P CODE	
Permission to Contact Parent/L	egal Gua	rdian #1	(Initial)			
Do you give us permission to:	☐ Yes	□ No	Call you at work?		☐ Yes	□ No
Call you at home?	☐ Yes	□ No	Leave message(s) at wo	rk?	☐ Yes	□ No
Leave message(s) at home?	☐ Yes	□ No	Send HOPES informatio		☐ Yes	□ No
Email you?	☐ Yes	□ No	Ask for survey participa	tion?	☐ Yes	□ No
Leave text messages (SMS)?*	☐ Yes	□ No	,, ,			
* Fees may be applied by your service carrie						
Parent/Legal Guardian Informa	ition #2					
PARENT/ LEGAL GUARDIAN NAME((S)	PARENT/LEG/	AL GUARDIAN'S DOB	RELA	TIONSHIP TO	PATIENT
BEST PHONE NUMBER		ADDITIONAL	L PHONE NUMBER	EMA	L ADDRESS	
HOME ADDRESS		CITY	STATE	ZI	P CODE	
Permission to Contact Parent/Le	egal Guar	dian #2	(Initial)			
Do you give us permission to:	☐ Yes	□ No	Call you at work?		☐ Yes	□ No
Call you at home?	☐ Yes	☐ No	Leave message(s) at wo	rk?	□ Yes	□ No
Leave message(s) at home?	☐ Yes	\square No	Send HOPES informatio		□ Yes	□ No
Email you?	☐ Yes	☐ No	Ask for survey participa		☐ Yes	□ No
Leave text messages (SMS)?*	\square Yes	\square No	Ask for survey participa	tioii:	103	
* Fees may be applied by your service carri	er.					
Emergency Contact Information	1					
EMERGENCY CONTACT			PHONE NUMBER			
RELATIONSHIP TO PATIENT			<u>-</u>			
PRIMARY CARE PHYSICIAN	(IF APPLICAL	BLE)	PHONE NUMBER			
To the best of my knowledge, all inform notify HOPES staff immediately if there insurance coverage, SSI, SSD, or any oth understand that any fields that are left be	are any cha er benefits	nges in my name received through	e, address, telephone number, wor n outside agencies or community b	rk status	, and/or loc	ation,
PATIENT NAME						
PARENT/ LEGAL GUARDIAN SIGNATURE			DATE			

Page 2 of 3

Authorization for Third Party to Consent to Treatment of Minor

i am the	
Parent	
Guardian	
Other person having legal custody(Describe legal relationship)	
(Describe regul relationship)	
of, a minor.	
(Print Name of Minor)	
The areha and hearing	
I hereby authorize	act as my agent to consent to all health
services which are recommended by, and delivered under any licensed provider a	t Northern Nevada HOPES, whether such
diagnosis, treatment or transport/referral for hospital care is required.	thorner nevada nor 23, whether such
diagnosis, treatment of transport/referration hospital care is required.	
I understand that this authorization is given in advance of any specific diagnosis, t	reatment, or transport/referral for hospital
care being required, but is given to provide authority to the above-named agent to	
treatment, or transport/referral for hospital care which a licensed provider, from	
treatment, or transport referration hospital care which a needsea provider, from	Northern Nevada (18) E3, recommends.
I have carefully read and fully understand this consent and agreement. I have rec	eived a copy of this consent/agreement and
am duly authorized to execute the above, and I accept the terms as described. I u	
for one year from today, or until revoked in writing, whichever is sooner.	racistana tinis consenty agreement is encetive
Tor one year from today, or until revoked in writing, whichever is sooner.	
Signature:	Date/Time:
(Parent, guardian, other person above having legal custody)	
Print Name:	
(Parent, guardian, other person above having legal custody)	
Witness to Signature:	Date/Time:
Print MINOR's Name:	Date of Birth:
Copy given to Agent Consent scanned in Minor's chart	_ Original sent to Compliance Department
I acknowledge that I have the right to revoke these authorizations at any time, (Which may be a sufficient to the second	be in writing, in person, or by certified mail to the
provider at the address above. The revocation will be affected only upon receipt, except to	the extent that the Provider has acted in reliance on
the authorization.	
REVOKE AUTHORIZATION TO CONSENT TO TREATMENT OF MINO	R
I hereby revoke these authorizations for third party consent to treatment of said minor.	•
THE CONTENT OF THE CO	
Signature:	Date/Time:
(Parent, guardian, other person above having legal custody)	
Conviguento Agent	Original cont to Compliance Department
Copy given to Agent Consent scanned in Minor's chart	_ Original sent to Compliance Department

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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

sexual, drug, and/or alcohol history and personal or social con proper treatment, care, and referral for needed services. I am procedures done in a timely manner, prior to my next schedul appointment on time. A patient's acceptance of family plannir	responsible for having all lab tests, x-rays, and other diagnostic
provider if my regular provider is unavailable. I understand the	on 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 ion refills by contacting the pharmacy at least three business days
me during regular business hours to answer any questions or	perate an emergency care service. Staff members are available to concerns regarding my need for urgent care. If my situation is are emergency room. If I wish to speak to a provider after hours, I care 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. policy of private or commercial insurance, said benefits will be covered by Medicare, or Medicaid a claim will be sent to the 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 e applied for and assigned to Northern Nevada HOPES. If I am appropriate agency. However, I understand that I am responsible insurance policy or government agency and that such copays are
	reement. 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
SIGNATURE OF HOPES EMPLOYEE	DATE

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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 inlease 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.

in you have any questions, pieuse ask a rior 25 employee.			
PATIENTNAME			
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 HOPES EMPLOYEE

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 to message transmission. Employers and online services have the right to access and archive e-mail (SMS) transmitted through their systems. If your e-mail is a family address, other family members your messages. If you allow others access to your cell phone they may see your messages. Therefor be aware that you e-mail and/or text (SMS) at your own risk. Because of the many internet and e-mail beyond our control, we cannot be responsible for misaddressed, misdelivered or interrupted e-mail (SMS) messages. Northern Nevada HOPES and your health care provider are not liable for bre confidentiality caused by yourself or a third party.	and text may see e, please all factors all or text
Northern Nevada HOPES will only send text (SMS) messages pursuant to the Federal Commu Commission's (FCC) Declaratory Ruling and Order. HOPES will not receive text (SMS) messages.	nications
E-mail is best suited for routine matters and simple questions. You should not send e-mail for undergency situations or for matters requiring an immediate response. Your provider will attempt to respond promptly to e-mail, but cannot guarantee that an e-mail will be read and responded to we particular period of time. Time sensitive issues should be taken care of by telephone.	read and
Please do not use e-mail for communications regarding sensitive health information, such as transmitted diseases, AIDS/HIV, mental health or substance abuse.	sexually
Please include your full name, birthdate and telephone number in all e-mails. List the subject of yo in the "Subject" line of your message.	ur e-mail
All e-mails between you and your provider regarding diagnosis or treatment will be printed and made your permanent health record. Your provider may forward your e-mail to other staff members as refor response. However, your e-mail will not be forwarded outside the Health Team without authorization. In order to prevent the introduction of computer viruses into our system, do attachments to us in your e-mail.	necessary out your
You are responsible for protecting your password or other means of access to e-mail and te messages.	xt (SMS)
PATIENT/LEGAL GUARDIAN SIGNATURE 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:

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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 - \$44,809).

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 - \$ 44,809).

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
	0 – 18,754	18,755 – 20,385	20,386 – 23,783	23,784 – 27,180	27,181 – 40,770	40,771 – 54,360	54,361 and above
1							
	0 – 25,268	25,267 – 27,465	27,466 – 32,043	32,044 - 36,620	36,621 – 54,930	54,931 – 73,240	73,241 and above
2							
	0 – 31,781	31,782 – 34,545	34,546 – 40,303	40,304 - 46,060	46,061 - 69,090	69,091 – 92,120	92,121 and above
3							
	0 – 38,295	38,296 - 41,625	41,626 – 48,563	48,564 - 55,500	55,501 - 83,250	83,251 – 111,000	111,001 and above
4							
	0 – 44,809	44,810 – 48,705	48,706 – 56,823	56,824 - 64,940	64,941 – 97,410	97,411 – 129,880	129,881 and above
5							
	0 – 51,322	51,323 - 55,785	55,786 – 65,083	65,084 - 74,380	74,381 – 111,570	111,571 – 148,760	148,761 and above
6							
	0 – 57,836	57,837 – 62,865	62,866 - 73,343	73,344 – 83,820	83,821 – 125,730	125,731 – 167,640	167,641 and above
7							
	0 – 64,349	64,350 - 69,945	69,946 – 81,603	81,604 – 93,260	93,261 – 139,890	139,891 – 186,520	186,521 and above
8							

Name/Nombre:		Date/Fecha:	
	T' , Y , NY , NY 1 A 11:1		



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:

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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 the mother:						
Smoke? ☐ Yes ☐ No Drink alcohol? ☐ Yes ☐ No Use drugs? ☐ Yes ☐ No Medications? ☐ Yes ☐ No						
Date of adoption (if applicable):						
How was the initial feeding given? ☐ Breast ☐ Bottle If breastfed, 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? ☐ Yes ☐ 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



FAMILY HISTOR		Adopted? 🗌 Ye		
-			for the relatives listed below.	
drug abuse, dep		ancer, heart atta	ick, stroke, high blood pressure, high	cholesterol, alcohol abuse,
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 Comr	ments:			
Is there anything	g else yo	u would like to s	hare with us about your child?	
CASE MANAGEN	MENT			
Do you have acc		nough food?	Yes No	
Do you currently		_		
•		•	ical appointments? Yes No	
-		Il stressors?	' <u>'</u>	
Would you like t	to speak	to a case manag	er today? Yes No	

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