

Patient Information (Please present your Photo Identification and insurance card with this paperwork)									
<b>Legal Name: First</b>		<b>Middle</b>			<b>Last</b>			<b>Suffix (Jr, Sr, II, III etc.)</b>	
<b>Date of Birth:</b> ____/____/____		<b>Social Security #</b>			<b>Patient Sex as listed on Insurance/Driver's License /State ID</b> <input type="checkbox"/> Male <input type="checkbox"/> Female				
<b>Street Address</b>				<b>Apt/Ste/Unit</b>		<b>City</b>		<b>State</b>	<b>Zip</b>
<b>Mobile/Cell Phone</b> ( )		<b>Home Phone</b> ( )			<b>Email address</b>				
<b>Best way to contact me/leave messages (check all that apply):</b> <input type="checkbox"/> Phone/voicemail <input type="checkbox"/> E-mail/Patient Portal <input type="checkbox"/> SMS Text									
<b>Preferred Pronoun</b>	<input type="checkbox"/> Asked but unknown	<input type="checkbox"/> He, Him, His	<input type="checkbox"/> She, Her Hers	<input type="checkbox"/> They, Them, Theirs	<input type="checkbox"/> Ze, Hir	<input type="checkbox"/> Other	<input type="checkbox"/> Declined		
<b>How would you (patient) describe your Gender Identity:</b>					<b>Sexual Orientation:</b>				
<input type="checkbox"/> Female	<input type="checkbox"/> Male	<input type="checkbox"/> Female to Male (FTM) Transgender Male	<input type="checkbox"/> Male to Female (MTF) Transgender Female	<input type="checkbox"/> Choose not to disclose	<input type="checkbox"/> Other: _____	<input type="checkbox"/> Lesbian or Gay	<input type="checkbox"/> Heterosexual (or straight)	<input type="checkbox"/> Bisexual	<input type="checkbox"/> Something else <input type="checkbox"/> Choose not to disclose <input type="checkbox"/> Don't know
<b>Marital Status</b>	<input type="checkbox"/> Single	<input type="checkbox"/> Partner	<input type="checkbox"/> Married	<input type="checkbox"/> Divorced	<input type="checkbox"/> Separated	<input type="checkbox"/> Widowed	<input type="checkbox"/> Other:		
<b>Preferred Language</b>	<input type="checkbox"/> Burmese	<input type="checkbox"/> English	<input type="checkbox"/> French	<input type="checkbox"/> German	<input type="checkbox"/> Japanese	<input type="checkbox"/> Italian	<input type="checkbox"/> Spanish	<input type="checkbox"/> Gujarati	<input type="checkbox"/> Kanjobal
	<input type="checkbox"/> Tigrinya	<input type="checkbox"/> Sudanese	<input type="checkbox"/> Other:						
<b>Student Status</b>	<input type="checkbox"/> Full-time	<input type="checkbox"/> Part-time	<input type="checkbox"/> Not a Student						
Responsible Person for Bill - If 'Self' leave blank									
<b>Relationship</b>	<input type="checkbox"/> Self	<input type="checkbox"/> Parent	<input type="checkbox"/> Life Partner	<input type="checkbox"/> Spouse	<input type="checkbox"/> Other: _____				
<b>Legal Name: First</b>		<b>Middle</b>			<b>Last</b>			<b>Suffix (Jr, Sr, II, III etc.)</b>	
<b>Street Address</b>				<b>Apt/Ste/Unit</b>		<b>City</b>		<b>State</b>	<b>Zip</b>
<b>Date of Birth</b> ____/____/____		<b>Social Security #</b>							
Insurance Information									
<b>Primary Insurance Name:</b>	<input type="checkbox"/> Medicare	<input type="checkbox"/> Medicaid	<input type="checkbox"/> BCBS	<input type="checkbox"/> Molina	<input type="checkbox"/> United Healthcare	<input type="checkbox"/> Other:			
<b>Name of Policy Holder:</b>			<b>ID Number: Group Number:</b>			<b>Policy Holder date of birth:</b> ____/____/____			
<b>Relationship:</b>	<input type="checkbox"/> Self	<input type="checkbox"/> Parent	<input type="checkbox"/> Life Partner	<input type="checkbox"/> Spouse	<input type="checkbox"/> Other:				
<b>Secondary Insurance Name:</b>	<input type="checkbox"/> Medicare	<input type="checkbox"/> Medicaid	<input type="checkbox"/> BCBS	<input type="checkbox"/> Molina	<input type="checkbox"/> United Healthcare	<input type="checkbox"/> Other:			
<b>Name of Policy Holder:</b>			<b>ID Number: Group Number:</b>			<b>Policy Holder date of birth:</b> ____/____/____			
<b>Relationship:</b>	<input type="checkbox"/> Self	<input type="checkbox"/> Parent	<input type="checkbox"/> Life Partner	<input type="checkbox"/> Spouse	<input type="checkbox"/> Other:				
Housing and Worker Status									
<b>Homeless Status:</b>	<input type="checkbox"/> Doubling	<input type="checkbox"/> Transitional	<input type="checkbox"/> Street	<input type="checkbox"/> Shelter	<input type="checkbox"/> Other (Homeless)	<input type="checkbox"/> Permanent Supportive Housing	<input type="checkbox"/> Not Homeless	<input type="checkbox"/> Unknown (Homeless)	

Employer Information					
Employer Name:					
Employer Street Address:		City	State	Zip	
Work Phone:			Occupation:		
Employment Status <input type="checkbox"/> Full Time <input type="checkbox"/> Part Time <input type="checkbox"/> Self Employed <input type="checkbox"/> Not Employed					
Emergency Contact/ Relations/Role					
Legal Name: First		Middle	Last	Suffix (Jr, Sr, II, III etc.)	
Street Address		Apt/Ste/Unit	City	State	Zip
Mobile/Cell Phone ( )		Home Phone ( )		Relationship to Patient	
Migrant Worker Status					
<input type="checkbox"/> Migrant <input type="checkbox"/> Not a Farm Worker <input type="checkbox"/> Seasonal Worker					
<b>Race:</b> <input type="checkbox"/> Asian Indian <input type="checkbox"/> Chinese <input type="checkbox"/> Native Hawaiian <input type="checkbox"/> White <input type="checkbox"/> Asian <input type="checkbox"/> Vietnamese <input type="checkbox"/> Other Asian <input type="checkbox"/> Filipino <input type="checkbox"/> Japanese <input type="checkbox"/> Korean <input type="checkbox"/> American Indian/Alaskan Native <input type="checkbox"/> Black/African American <input type="checkbox"/> Other Pacific Islander <input type="checkbox"/> Samoan <input type="checkbox"/> Guamanian or Chamorro					
<b>Ethnicity:</b> <input type="checkbox"/> Hispanic <input type="checkbox"/> Not Hispanic <input type="checkbox"/> Chicano <input type="checkbox"/> Cuban <input type="checkbox"/> Other Hispanic <input type="checkbox"/> Mexican <input type="checkbox"/> Mexican American <input type="checkbox"/> Puerto Rican <input type="checkbox"/> Spanish					
<b>Veteran Status:</b> <input type="checkbox"/> Yes <input type="checkbox"/> No - <b>Active Duty</b> <input type="checkbox"/> Yes <input type="checkbox"/> No - <b>If 'No,' Retired Date:</b> _____					

### Sliding Fee Scale and Financial Agreement

**Current Household Income:**  Weekly \$\_\_\_\_\_  Monthly \$\_\_\_\_\_  Annually \$\_\_\_\_\_

**How many people live in your household?** \_\_\_\_\_

PHC receives funding to provide financial benefits to clients. By providing your proof of your income PHC can determine whether you are eligible for these benefits.

Proof of your income includes, but is not limited to, your last two to three pay stubs, last year's W-2 form, last year's tax return or paperwork approved by a PHC financial counselor.

By signing, I understand that:

- Based on my income, I may be eligible for the PHC sliding scale. However, I must provide proof of income to receive these benefits within 30 days of my first visit.
- I understand that I will be charged the full fee for my visit if I do not bring in documentation of income within 30 days of my first visit.
- I understand that I am financially responsible for the copayment / deductible that my healthcare coverage indicates or if I do not have insurance, I will be responsible for the charges less any income-based discounts I might qualify for.
- I understand that non-payment may result in my account being forwarded to an outside collection agency. All collection fees incurred will be my responsibility. I agree that this authorization covers all services rendered.
- I understand that I will never be refused services at PHC due to failure to pay.

**Patient Signature:** \_\_\_\_\_ **Date :** \_\_\_\_\_

**Adult Consent for Treatment**

I, \_\_\_\_\_, hereby authorize Promise Healthcare staff to provide care on my behalf and to have access to information necessary for the delivery of services.

- I understand that in an emergency situation care will not be delayed, and this consent will be signed as soon as possible thereafter.
- I authorize Promise Healthcare to make appropriate referrals on my behalf.
- I understand that Promise Healthcare works collaboratively with teaching institutions in the community, and I may see a resident or intern.
- I authorize the release of any medical information necessary to process my insurance claim(s).
- I authorize and request payment of medical benefits directly to Promise Healthcare.

*Forms are valid for 12 months after the date of signature or until such agreement is revoked by patient in writing.*

**Patient Name:** \_\_\_\_\_ **Date of Birth:** \_\_\_\_\_

**Patient Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Other Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

*(if not completed by patient and appropriate documentation has been received)*

**STAFF USE ONLY**

Received by: \_\_\_\_\_ Date Received: \_\_\_\_\_

**HIPAA Authorization Form**

**Who can discuss your Medical Information?**

Patient Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

About this form:

- This form allows those listed below to have information about your medical care and/or payment either verbally in person or via telephone.
  - This form allows Promise Healthcare to inform those listed below (or a disaster relief organization) of your location, health or death.
  - This form does **NOT** replace the 'Release of Information' form which allows for copies of medical records.
- I **do not** wish to authorize Promise Healthcare to discuss my medical information with anyone.

**THESE PEOPLE CAN HAVE MY HEALTH INFORMATION:**

1. Name:		Relationship to you:	
Phone #:	Street Address:		
City:	State:	Zip Code:	
2. Name:		Relationship to you:	
Phone #:	Street Address:		
City:	State:	Zip Code:	
3. Name:		Relationship to you:	
Phone #:	Street Address:		
City:	State:	Zip Code:	

**APPROVED TYPES OF INFORMATION:**

<input type="checkbox"/> All Information	<input type="checkbox"/> Appointment Information	<input type="checkbox"/> Lab Results	<input type="checkbox"/> Testing Results
<input type="checkbox"/> Billing Information	<input type="checkbox"/> Treatments	<input type="checkbox"/> Dental Services	<input type="checkbox"/> Other: _____ _____

By signing, I allow Promise Healthcare to talk about my (or my dependent's) health information to the person listed above. I understand that this form does NOT replace the 'Release of Information,' and does not allow those listed above to receive copies of my medical records.

Patient/Parent/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**HIPAA Authorization Form (cont.)**

**SENSITIVE MEDICAL INFORMATION TO BE RELEASED (Initial and Date Required for Each Item):**

I understand that the information approved above may contain sensitive medical information that requires my specific consent in order to be discussed. By initialing each item, I specifically authorize Promise Healthcare to talk about the following sensitive topics with the people listed on this form:

- |   |                 |             |
|---|-----------------|-------------|
| <input type="checkbox"/> Mental/Behavioral Health               | Initials: _____ | Date: _____ |
| <input type="checkbox"/> Alcohol/Drug Abuse                     | Initials: _____ | Date: _____ |
| <input type="checkbox"/> Genetics                               | Initials: _____ | Date: _____ |
| <input type="checkbox"/> Reproductive Care                      | Initials: _____ | Date: _____ |
| <input type="checkbox"/> HIV/AIDS/Sexually Transmitted Diseases | Initials: _____ | Date: _____ |

**Please Note:** The following medical information of a patient 12 – 17 years of age (minor patient) is restricted as follows:

Drug/alcohol use, reproductive health, AIDS/HIV, other sexually transmitted disease(s), birth control, sexual assault, as well as any health information generated as a result of the minor patient’s independent, legally authorized consent to treatment, requires the minor patient’s signature to discuss.

Information in mental health or developmental disabilities will be available after the minor patient’s signature, provided the minor patient has been informed and does not object to disclosure. Otherwise, Illinois law only permits limited mental health or developmental disabilities information to be available to the Minor patient’s parent or guardian.

**If patient is a minor, (age 12-17) Promise Healthcare requires an adult to witness the signing.**

Patient/Parent/Guardian Signature:	Today’s Date:
Witness Signature:	Today’s Date:
Witness Name (printed):	Witness phone #:
Witness Relationship to Patient:	

**This authorization will be valid as long as the patient remains a patient of Promise Healthcare unless patient designates an expiration date or revokes the authorization in writing. If patient fills out multiple versions of this form, all previous versions of this form are void and only the newest form with the most recent date of signature is accepted. If the patient is a minor at time of signature, this authorization expires upon the minor's age of majority.**

### Patient Health History

This questionnaire is used to collect information about your current health history. In addition to providing your health care team with important clinical information this questionnaire also helps us meet special requirements established by Medicare and other health insurers.

#### Patient Information

**Name:** \_\_\_\_\_ **Date of Birth:** \_\_\_\_/\_\_\_\_/\_\_\_\_ **Sex:**  Male  Female

**What is your primary language?** \_\_\_\_\_

#### **Allergies:**

Have you had hives, skin rash, breathing problems or other allergic reactions to medications?  Yes  No

If yes, please list below:

Name of medicine:	Describe allergic reaction:
_____	_____
_____	_____
_____	_____
_____	_____

Are there medications, other than those you are allergic to, you would prefer not to take due to prior unpleasant side effects?

Yes  No

If **yes**, please specify: \_\_\_\_\_

- Have you had allergic reaction to:**
- |  |                              |                             |
|--|------------------------------|-----------------------------|
| Iodine or x-ray contrast dye?                | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Latex or rubber (gloves, condoms, balloons)? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Shellfish?                                   | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Bee or wasp stings?                          | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Adhesive tape?                               | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Other allergies (specify): _____             |                              |                             |

List any food allergies: \_\_\_\_\_

Height: \_\_\_\_ Weight: \_\_\_\_ Recent weight change?  No  Yes Gain of \_\_\_\_ lbs. Loss of \_\_\_\_ lbs

If Female, are you Pregnant?  Yes  No Date of last Flu shot: \_\_\_\_\_

#### **Past Medical history**

Check if you have or have had any of the following:

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Acid Reflux                  | <input type="checkbox"/> Fainting Spells         | <input type="checkbox"/> Lupus                                   |
| <input type="checkbox"/> Alcohol Addiction            | <input type="checkbox"/> Gallbladder disease     | <input type="checkbox"/> Migraine headaches                      |
| <input type="checkbox"/> Anemia                       | <input type="checkbox"/> GERD                    | <input type="checkbox"/> Myocardial infection                    |
| <input type="checkbox"/> Angina                       | <input type="checkbox"/> Glaucoma                | <input type="checkbox"/> Neurological Disorder                   |
| <input type="checkbox"/> Anxiety                      | <input type="checkbox"/> HIV Positive/AIDS       | <input type="checkbox"/> Organ Transplant                        |
| <input type="checkbox"/> Arthritis                    | <input type="checkbox"/> Hepatitis C             | <input type="checkbox"/> Osteoarthritis                          |
| <input type="checkbox"/> Asthma                       | <input type="checkbox"/> Heart Disease/Surgery   | <input type="checkbox"/> Osteoporosis                            |
| <input type="checkbox"/> Atrial fibrillation          | <input type="checkbox"/> Heart Murmur            | <input type="checkbox"/> Pacemaker                               |
| <input type="checkbox"/> Auto Immune Disorder         | <input type="checkbox"/> Hepatitis A             | <input type="checkbox"/> Psychiatric Care                        |
| <input type="checkbox"/> Bisphosphonate Treatment     | <input type="checkbox"/> Hepatitis B             | <input type="checkbox"/> Peptic ulcer disease                    |
| <input type="checkbox"/> Blood clots                  | <input type="checkbox"/> Hepatitis C             | <input type="checkbox"/> Radiation Therapy                       |
| <input type="checkbox"/> Benign prostatic hypertrophy | <input type="checkbox"/> Irritable bowel disease | <input type="checkbox"/> Rheumatic Fever                         |
| <input type="checkbox"/> Cerebrovascular accident     | <input type="checkbox"/> Joint Replacement       | <input type="checkbox"/> Renal disease                           |
| <input type="checkbox"/> COPD                         | <input type="checkbox"/> Hyperlipidemia          | <input type="checkbox"/> Seizure/Epilepsy disorder               |
| <input type="checkbox"/> Cancer or Tumor              | <input type="checkbox"/> Kidney Problems         | <input type="checkbox"/> Sexually Transmitted Illness (STI, STD) |
| <input type="checkbox"/> Coronary artery disease      | <input type="checkbox"/> Learning Disability     | <input type="checkbox"/> Stroke                                  |
| <input type="checkbox"/> Chron's disease              | <input type="checkbox"/> Liver disease           | <input type="checkbox"/> Thyroid disease                         |
| <input type="checkbox"/> Depression                   | <input type="checkbox"/> Low Blood Pressure      | <input type="checkbox"/> Tuberculosis                            |

- Diabetes
- Eating Disorder
- Lung Disease
- Hypertension/High Blood Pressure
- Other: \_\_\_\_\_

**Past surgical history**

Please check all that applies:

- |   |  |   |
|---|--|---|
| <ul style="list-style-type: none"> <li><input type="checkbox"/> Angioplasty _____</li> <li><input type="checkbox"/> Angio w/ stent _____</li> <li><input type="checkbox"/> Appendectomy _____</li> <li><input type="checkbox"/> Arthroscopy _____</li> <li><input type="checkbox"/> Back surgery _____</li> <li><input type="checkbox"/> CABG _____</li> <li><input type="checkbox"/> Carpal tunnel _____</li> <li><input type="checkbox"/> Cataract extraction _____</li> <li><input type="checkbox"/> Cholecystectomy _____</li> <li><input type="checkbox"/> Other: _____</li> </ul> | <ul style="list-style-type: none"> <li><input type="checkbox"/> Colectomy _____</li> <li><input type="checkbox"/> Colostomy _____</li> <li><input type="checkbox"/> Gastric bypass _____</li> <li><input type="checkbox"/> Hernia repair _____</li> <li><input type="checkbox"/> Hip replacement _____</li> <li><input type="checkbox"/> Knee replacement _____</li> <li><input type="checkbox"/> LASIK _____</li> <li><input type="checkbox"/> Liver biopsy _____</li> <li><input type="checkbox"/> ORIF _____</li> </ul> | <ul style="list-style-type: none"> <li><input type="checkbox"/> Pacemaker _____</li> <li><input type="checkbox"/> Prostate biopsy _____</li> <li><input type="checkbox"/> Small bowel resection _____</li> <li><input type="checkbox"/> Thyroidectomy _____</li> <li><input type="checkbox"/> Tonsillectomy _____</li> <li><input type="checkbox"/> TURP _____</li> <li><input type="checkbox"/> Vasectomy _____</li> </ul> |
|---|--|---|

**Hospitalizations:** Please list past major hospitalizations:

Have you been Hospitalized in the Past 10 years?  Yes  No

Year	Place	Illness/Injury	Doctor
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

**Dental History**

What was the date of your last dental visit? \_\_\_\_\_

Previous Dentist's name: \_\_\_\_\_

Please list any concerns you have about dental treatments:

\_\_\_\_\_

Has your Physician told you to pre-medicate prior to dental appointments due to a medical condition?  Yes  No

**Alcohol**

Do you drink alcohol?  Yes  No

What type of alcohol? \_\_\_\_\_ How much do you drink in a usual week? \_\_\_\_\_

When did you drink last? \_\_\_\_\_

If you have quit drinking, when did you quit? \_\_\_\_\_

How many times in the past year have you had 4+ drinks in a day if you're a woman, 5+ drinks in a day if you're a man? \_\_\_\_\_

**Marijuana Use:**

In the past 12 months have you used marijuana?  Yes  No

How often do you use marijuana? \_\_\_\_\_

**Substance Use**

In the past 12 months, have you used any illegal substance for example cocaine, crack, heroin, methamphetamine (crystal Meth), hallucinogens, ecstasy/MMDA?  Yes  No

How often have you used cocaine, crack, heroin, methamphetamine (crystal Meth), hallucinogens, ecstasy/MMDA? \_\_\_\_\_

In the past 12 months have you misused prescription drugs?  Yes  No

How often have you misused prescription drugs? \_\_\_\_\_

**Family History**

Year of birth	Major Illness (if applicable, cause of death)	Living/Deceased	If deceased, what age?
Father	_____	<input type="checkbox"/> Yes <input type="checkbox"/> No	_____
Mother	_____	<input type="checkbox"/> Yes <input type="checkbox"/> No	_____
Siblings			
_____ <input type="checkbox"/> M <input type="checkbox"/> F	_____	<input type="checkbox"/> Yes <input type="checkbox"/> No	_____
_____ <input type="checkbox"/> M <input type="checkbox"/> F	_____	<input type="checkbox"/> Yes <input type="checkbox"/> No	_____
Children			
_____ <input type="checkbox"/> M <input type="checkbox"/> F	_____	<input type="checkbox"/> Yes <input type="checkbox"/> No	_____
_____ <input type="checkbox"/> M <input type="checkbox"/> F	_____	<input type="checkbox"/> Yes <input type="checkbox"/> No	_____

**Family History:**

Please check if any family members have had any of the following and who in the family had it. (Example: All)

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Anemia                       | <input type="checkbox"/> Coronary artery disease | <input type="checkbox"/> Irritable bowel disease |
| <input type="checkbox"/> Angina                       | <input type="checkbox"/> Chron’s disease         | <input type="checkbox"/> Liver disease           |
| <input type="checkbox"/> Anxiety                      | <input type="checkbox"/> Depression              | <input type="checkbox"/> Migraine headaches      |
| <input type="checkbox"/> Arthritis                    | <input type="checkbox"/> Diabetes                | <input type="checkbox"/> Myocardial infection    |
| <input type="checkbox"/> Asthma                       | <input type="checkbox"/> Gallbladder disease     | <input type="checkbox"/> Osteoarthritis          |
| <input type="checkbox"/> Atrial fibrillation          | <input type="checkbox"/> GERD                    | <input type="checkbox"/> Osteoporosis            |
| <input type="checkbox"/> Benign prostatic hypertrophy | <input type="checkbox"/> HIV                     | <input type="checkbox"/> Peptic ulcer disease    |
| <input type="checkbox"/> Blood clots                  | <input type="checkbox"/> Hepatitis C             | <input type="checkbox"/> Renal disease           |
| <input type="checkbox"/> Cancer                       | <input type="checkbox"/> Hyperlipidemia          | <input type="checkbox"/> Seizure disorder        |
| <input type="checkbox"/> Cerebrovascular accident     | <input type="checkbox"/> Hypertension            | <input type="checkbox"/> Thyroid disease         |
| <input type="checkbox"/> COPD                         |  | <input type="checkbox"/> Other (Specify)         |

\_\_\_\_\_

**Please list below all the medication you are currently taking and who prescribed it:**

Medications:	Prescribing Doctor:
_____	_____
_____	_____
_____	_____
_____	_____



### Notice of Privacy Practices

This notice describes how health information about you may be used and disclosed and how you can get access to this information. Please review it carefully. This notice applies to all Promise Healthcare locations.

#### Your Rights

When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities to help you.

##### Get an electronic or paper copy of your medical record.

- You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you. Ask us how to do this. We may ask you to make the request in writing.
- We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

##### Ask us to correct your medical record.

- You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this.
- We may say “no” to your request, but we’ll tell you why in writing within 60 days.

##### Request confidential communications.

- You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.
- We will say “yes” to all reasonable requests.

##### Ask us to limit what we use or share.

- You can ask us not to use or share certain health information for treatment, payment, or our operations.
- We are not required to agree to your request, and we may say “no” if it would affect your care.
- If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer.
- We will say “yes” unless a law requires us to share that information.

##### Get a list of those with whom we’ve shared information.

- You can ask for a list (accounting) of the times we’ve shared your health information for six years prior to the date you ask, who we shared it with, and why.
- We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We’ll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

##### Get a copy of this privacy notice.

- You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.

##### Choose someone to act for you.

- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- We will make sure the person has this authority and can act for you before we take any action.

##### File a complaint if you feel your rights are violated.

- You can complain if you feel we have violated your rights by contacting us using the information on the last page of this notice.
- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696- 6775, or visiting [www.hhs.gov/ocr/privacy/hipaa/complaints/](http://www.hhs.gov/ocr/privacy/hipaa/complaints/).

- We will not retaliate against you for filing a complaint.

#### Your Choices

For certain health information, you can tell us your choices about what we share. If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

##### In these cases, you have both the right and choice to tell us to:

- Share information with your family, close friends, or others involved in your care.
- Share information in a disaster relief situation.

If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.

##### In these cases, we never share your information unless you give us written permission:

- Marketing purposes
- Sale of your information
- Most sharing of mental health notes

##### In the case of fundraising:

- We may contact you for fundraising efforts, but you can tell us not to contact you again.

#### Other Uses and Disclosures

How do we typically use or share your health information? We typically use or share your health information in the following ways:

##### Treat you.

- We can use your health information and share it with other professionals who are treating you. Example: A doctor treating you for an injury asks another doctor about your overall health condition.
- We can use and share your health information to run our practice, improve your care, and contact you when necessary. Example: We use health information about you to manage your treatment and services.
- We can use and share your health information to bill and get payment from health plans or other entities. Example: We give information about you to your health insurance plan so it will pay for your services.

The examples used in this Notice of Privacy Practices are illustrations only and not meant to be a complete list.

##### How else can we use or share your health information?

We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We must meet many conditions in the law before we can share your information for these purposes. For more information see: <https://www.hhs.gov/hipaa/for-individuals/guidance-materials-for-consumers/index.html>.

##### Help with public health and safety issues.

- We can share health information about you for certain situations such as:
  - Preventing disease
  - Helping with product recalls
  - Reporting adverse reactions to medications
  - Reporting suspected abuse, neglect, or domestic violence

## Promise Healthcare Registration Form

- Preventing or reducing a serious threat to anyone's health or safety

### **Do research.**

- We can use or share your information for health research.

### **Comply with the law.**

- We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.

### **Respond to organ and tissue donation requests.**

- We can share health information about you with organ procurement organizations.

### **Work with a medical examiner or funeral director.**

- We can share health information with a coroner, medical examiner, or funeral director when an individual dies.

### **Address workers' compensation, law enforcement, and other government requests.**

- We can use or share health information about you:
  - For workers' compensation claims
  - For law enforcement purposes or with a law enforcement official
  - With health oversight agencies for activities authorized by law
  - For special government functions such as military, national security, and presidential protective services

### **Respond to lawsuits and legal actions.**

- We can share health information about you in response to a court or administrative order, or in response to a subpoena.

Federal law privacy protections and state law privacy protections HIPAA generally does not preempt or override other laws that give people greater privacy protections. If any applicable state or federal law requires us to provide you with more privacy protections, then we must follow that law in addition to HIPAA.

Some types of health information may have additional protection under federal or state law. For example, some genetic test results, mental health records, HIV / AIDS test results, educational records, and federally assisted alcohol and substance abuse treatment programs are subject to special restrictions on our use and disclosure under various laws.

### **Our Responsibilities**

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

### **Changes to the Terms of This Notice**

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our office, and on our web site.

If you have any questions or would like further information about this Notice of Privacy Practices, please contact Promise Healthcare's Privacy Officer at 217-356-1558

## Patient Bill of Rights

Promise Healthcare works with you to exceed your expectations. We respect your rights to healthcare access, equity, and safety, and your privacy is our priority. Your rights, your responsibilities, and our pledges to you are listed below.

### You have the right to:

- Receive respectful care regardless of your sex, age, race, religion, color, national origin, sexual orientation, or any other personal characteristics, including your primary source of payment.
- Be treated with consideration for your emotional, spiritual, and cultural needs.
- Be fully informed of available services at Promise Healthcare, including after-hours and emergency care and fees for all services.
- Expect reasonable continuity of care and have a provider who manages your care.
- Request a second opinion when you believe it is necessary.
- Know the names and positions of people involved in your care by official name tag or personal introduction.
- Have a reasonable choice of providers and information about your options. You can change providers if you are dissatisfied with your care using our procedure for changing providers. Please ask the front desk for help.
- Seek help, such as a wheelchair or interpreter, to obtain care easier.
- Receive the information about your health in a way that you can understand, take part in decisions about your care, and give your informed consent before any procedure is performed as per Illinois law.
- Be made aware of any unanticipated outcomes.
- Fully take part in the decision-making process about your care. You may have parents, guardians, family members, civil union partners, or other individuals that you choose to be involved.
- Refuse a recommended treatment, to the extent allowed by law, and be informed of the risks associated with and potential consequences of refusing to be treated.
- Expect that your health record will be kept confidential. For more information about your right to privacy, please review your HIPAA and Notice of Privacy statements.
- Ask and receive an explanation of any charges made by Promise Healthcare, even if they are covered by insurance.
- Complete an advance directive for end-of-life care. Please let your care team know if you are interested in learning more about advance directives.
- Express any complaints or concerns through our patient grievance/comments form.

### As part of our contract with you, we pledge to:

- Provide you with ethical treatment by caring and qualified healthcare providers.
- Provide services that are available to you as you need them.
- Provide emergency coverage and provider availability on call, 24 hours a day, 7 days a week by calling our office number. When the office is closed, the provider may consult with you by phone.
- Always deal with you honestly and openly.

- Provide you with financial help based on a sliding-fee scale. This is dependent upon your income.
- Provide you with a confidential and detailed explanation of your bill of services.
- Participate in measures to always ensure patient safety.

**You have a responsibility to:**

- Arrive on time for scheduled appointments and tell us if you are going to be late. If you are late, we cannot guarantee your appointment. Call us at least 24 hours in advance if you need to cancel or reschedule.
- Provide us with at least 48 hours' notice when you or a family member needs medications or a prescription.
- Follow all rules and regulations posted within Promise Healthcare.
- Speak and behave respectfully to Promise Healthcare staff and other patients.
- Respect the privacy and confidentiality of other patients.
- Turn off cell phones in clinical areas.
- Provide us with all needed information so we can keep an accurate file for you. This includes reporting any changes to your address, telephone number, status of advance directives, and if necessary, financial status.
- Pay your bills at the time of service including co-payments and deductibles or arrange a payment plan if needed.
- Provide honest and complete information about your health concerns, past health medical history, medications, and unexpected changes in your health so that we can provide you with the highest level of care.
- Provide us with medical records upon request.
- Ask questions if you do not understand any information or instructions, we give you.
- Develop a treatment plan with your care team and follow it to the best of your ability. Be honest about what you have been able to do (or not do) when seen in follow-up. If you are unable to follow a treatment plan, we will do our best to help you find out why to change the plan or correct the problem if possible.
- Supervise children that are in your care.
- **Please note:** Making harassing, offensive, or intimidating statements or threats of violence could result in your removal from Promise Healthcare. If you are removed from one of our offices, you are considered removed from all Promise sites.

**'Notice of Privacy Practices' Acknowledgement**

By signing below, I acknowledge that I received a copy of the 'Notice of Privacy Practices.'

Patient/Guardian Name: \_\_\_\_\_

Patient/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**'Patient Bill of Rights' Acknowledgement**

By signing below, I acknowledge that I received a copy of the 'Patient Bill of Rights.'

Patient/Guardian Name: \_\_\_\_\_

Patient/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_