PATIENT NOTICE

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

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

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

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

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

NORTHERN NEVADA HOPES *your partner in health.*

FOR OFFICE USE ONLY: PLEASE CHECK ONE

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

NORTHERN NEVADA HOPES *your partner in health.*

Patient Registration

_____ _____/_____/_____

DATE SOCIAL SECURITY NUMBER

_____

LEGAL NAME * FIRST MIDDLE INITIAL LAST

_____

OTHER PREFERRED NAME (IF APPLICABLE) PREFERRED PRONOUNS (IF APPLICABLE)

_____

HOME ADDRESS CITY STATE ZIP CODE

_____ _____ _____

PHONE NUMBER WORK PHONE NUMBER EMAIL ADDRESS

_____

AGE DATE OF BIRTH PLACE OF BIRTH

Have you ever been diagnosed with HIV/AIDS?

☐ Yes ☐ No

Sex at Birth:

☐ Male ☐ Female

Current Gender Identity (Please Select One):

☐ Male ☐ Female ☐ Chose not to Disclose ☐ Female-to-Male/Transgender Male/Trans Man

☐ Male-to-Female/Transgender Female/Trans Woman ☐ Genderqueer, neither exclusively Male nor Female

☐ Additional Gender Category, please describe _____

Current Gender Sexual Orientation (Please Select One):

☐ Straight or Heterosexual ☐ Lesbian or Gay ☐ Bisexual ☐ Do not know ☐ Chose not to disclose

☐ Something else, please describe _____

Race:

☐ American Indian/Alaskan Native ☐ Asian ☐ Black/African American

☐ Native Hawaiian/Pacific Islander ☐ White/Caucasian ☐ Other

Ethnicity:

☐ Hispanic ☐ Non-Hispanic

☐ Other _____

Preferred Language:

☐ English ☐ Spanish

Marital Status:

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

Employment Status:

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

Have you been in the military? ☐ Yes ☐ No

Student Status:

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

How did you hear about us?

☐ By a current HOPES patient ☐ Advertisement ☐ Internet ☐Social Media ☐ Other_____

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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. Hopes does not currently provide Gender Affirming Services or Hormone Replacement Therapy (HRT) Services for individuals under 18 years old. A patient's acceptance of family planning services must not be a prerequisite to eligibility for, or receipt of, any other services, assistance from, or participation in any other program that is offered by Northern Nevada HOPES (42 CFR 59.5(a)(2)).

_____ 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

_____

SIGNATURE OF HOPES EMPLOYEE DATE

NORTHERN NEVADA HOPES *your partner in health.*

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.

NORTHERN NEVADA HOPES *your partner in health.*

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.
- Understand that physical and/or verbal threats of violence, harassment, coercion, intimidation, and other disruptive behaviors will not be tolerated and could result in terminating the patient-HOPES relationship.
- 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
- 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.

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

PATIENT NAME

PATIENT/LEGAL GUARDIAN SIGNATURE DATE

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Notice of Privacy Practice and Complaint/ Grievance Acknowledgement:

NOTICE OF PRIVACY PRACTICE

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

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

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

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

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

COMPLAINTS & GRIEVANCES

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

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

Patient Name:_____

_____

SIGNATURE OF PERSON GIVING ACKNOWLEDGEMENT OF LEGAL REPRESENTATIVE **DATE**

PRINT NAME OF PERSON GIVING ACKNOWLEDGEMENT _____

RELATIONSHIP TO INDIVIDUAL: ___Self ___Parent ___Guardian ___Authorized Representative

Acknowledgement Refused

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

Patient Name:_____ Date:_____

Reason for refusal/failure: _____

_____

_____

_____

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

ACCT # _____

2024 NORTHERN NEVADA HOPES
FPL SURVEY

ANNUAL INCOME

To share your annual income, please fill in the Family Size box with the number of people in your household. Then, choose the box that corresponds to the dollar amount closest to your annual household income. For example, if your household consists of 5 people with no income, select the box with an annual income ranging from $0- $15,060.

INGRESOS ANUALES

Por favor comparta sus ganancias anuales. Primero, escriba la cantidad de personas en su hogar en la casilla de Tamaño de Familia. Luego, seleccione la casilla correspondiente al monto en dólares más cercano a su ingreso familiar anual. Por ejemplo, si su hogar está formado por 5 personas sin ingresos, elija la casilla de Ingresos Anuales de $0- $15,060.

Family Size/Tamaño de Familia	Annual Gross/Ingresos Anuales	Annual Gross/Ingresos Anuales	Annual Gross/Ingresos Anuales	Annual Gross/Ingresos Anuales	Annual Gross/Ingresos Anuales	Annual Gross/Ingresos Anuales	Annual Gross/Ingresos Anuales
	$0 - $15,060 ☐	**$25,551 - $32,275** ☐	**$39,001 - $45,725** ☐	**$52,451 - $59,175** ☐	**$65,901 - $72,625** ☐	**$79,351 - $86,075** ☐	**$99,526 - $121,000** ☐
	$15,061 - $25,550 ☐	**$32,276 - $39,000** ☐	**$45,726 - $52,450** ☐	**$59,176 - $65,900** ☐	**$72,626 – $79,350** ☐	**$86,076 - $99,525** ☐	**$121,001- above/ más** ☐

Name/Nombre: _____ **Date/Fecha**: _____
First-Last Name/ Nombre-Apellido

Revised 09/30/2023