

## TO OUR PATIENT

### IMPORTANT PRIVACY POLICY

At our office we value you as a patient and share your concerns about privacy. To help you understand how we treat the nonpublic personal information (patient information) that we obtain from you or other sources in the course of providing you care, this notice describes our use and protection of that information.

#### OUR OFFICE POLICY

- We do not sell patient information.
- We do not share your information with persons, companies, or organizations outside of our office that would use that information to contact you.
- We expect persons and organizations that provide services on our behalf to keep patient information confidential and to use it only to provide the services we have asked them to perform.
- Within our office, we communicate to our employees regarding the need to protect patient information, and we've established physical, electronic, and procedural safeguards to protect patient information.

Below we have provide answers to questions that might be on your mind regarding privacy. You may be wondering...

#### What do we do with your patient information?

Our office does not sell your patient medical information to anyone. Nor do we share it with companies or organizations outside our office that would use that information to contact you. If that practice were ever to change, we, of course, offer you the ability to opt-out of this type of information sharing, (opt-infor medical information) with time for you to respond before the change in our practice took place.

We may, without authorization but only as permitted or required by law, provide patient information to persons or organizations to fulfill a transaction you have requested. Investigate and/or handle claims, detect and/or prevent fraud, participate in insurance support organizations, or comply with lawful requests from regulatory and law enforcement authorities.

#### What kind of patient information do we have, and where did we get it?

Much of the information that we have about you comes directly from you. When submitted your request for medical records you may give us information such as your name, address, and social security number. We may contact you by telephone or mail for additional information we keep information about your visit, lab, x-rays, and medical tests, with us.

How can you find out what information we have about you?

You may request to see the information about you in our records that is not otherwise restricted from disclosure. If you believe that information is incomplete or inaccurate, you may request that we make any necessary corrections, additions or deletions to the disputed information.

## **FINANCIAL AUTHORIZATION**

I authorize the release of any previous results or images in the event it is needed to help with the diagnosis and plan of care for further treatment, I permit a copy of this authorization to be used in place of the original. I understand and acknowledge that I am personally responsible for the services rendered at this facility. We will bill your insurance earner as a courtesy. In the event of non-payment, I understand I will be responsible for any outstanding balances.

## **NO CALL NO SHOW POLICY**

Beginning January 1, 2011 we enacted a "NO CALL NO SHOW" policy whereby patients who do not cancel or change their scheduled appointment time within a 24 hour time line will be billed a minimum of \$25.00. We regret the need to enforce this policy, however appointments that are missed result in a delayed service for others. Please sign below to acknowledge your understanding and receipt of this notification. We thank you for your patronage and look forward to providing you the exceptional care you've come to expect from our office.

## **CONSENT TO CALL**

By selecting I accept below, the patient is giving permission for the practice to use the information provided as part of the check in process to email and call the patient. This includes: Entry of any telephone contact number constitutes written consent to receive any automated, prerecorded, and artificial voice telephone calls initiated by the Practice. To alter or revoke this consent, visit the Patient Portal "Contact Preferences".

## Consent to Text

**Consent to Text** indicates whether the patient has agreed to receive automated text alerts from the practice on their mobile phone. Text alerts may be about appointments, test results, and more.

Select "I accept" if the patient has agreed to receive automated text alerts. Select "I decline" if the patient has declined.

## Formulary Benefits Data Consent Form

Formulary Benefits data are maintained for health insurance providers by organizations known as Pharmacy Benefits Manager (PBM). PBM's are third party administrators of prescription drug programs whose primary responsibilities are processing and paying prescription drug claims. They also develop and maintain formularies, which are lists of dispensable drugs covered by a particular drug benefit plan.

By signing below, I give permission for the practice to access my pharmacy benefits data, electronically through RxHub. This consent will enable the practice to:

- Determine the pharmacy benefits and drug co-pays for my health plan
- Check whether a prescribed medication is covered (in formulary) under my plan
- Display therapeutic alternatives with preference rank (if available) within a drug class for non-formulary medications
- Determine if my health plan allows electronic prescribing to Mail Order pharmacies, and if so, e-prescribe to these pharmacies
- Download a historic list of all medications prescribed for me by any provider

