Cow Creek Health and Wellness Center

Behavioral Health

**For Clinic Use**
Date Received:
Received by:
Patient #

# Annual Patient Update Form

If NONE of your information has changed in the past year, please intial here, then sign at the bottom. _____

**If ANY of your information has changed in the past year, please fill out this entire packet.**

Social Security Number: _____

Patient's Legal First Name: _____

Middle Initial: _____

Patient's Legal Last Name: _____

Patient's Preferred Name: _____ Suffix: _____

Mailing Address: _____

_____

Zip Code: _____

Employment status (please check box that best applies)

☐ Employed ☐ Self-employed ☐ Disabled

☐ Full-time student ☐ Part-time student

☐ Other: _____

Employer: _____

Employer's phone number: _____

If you are employed by a Tribe, which department or business?

_____

Gender assigned at birth: ☐ Male ☐ Female

Gender patient identifies as: _____

Sexual orientation: _____

Date of Birth: _____ Marital status: _____

Ethnicity (please check the boxes that best apply)

☐ American Indian/Alaskan Native ☐ African American ☐ Asian

☐ Caucasian ☐ Native Hawaiian/Other Pacific Islander ☐ Other

If Other, please specify: _____

Are you enrolled in a Tribe? ☐ Yes ☐ No

If yes, which Tribe? _____

Tribal Enrollment Number: _____

Primary language: _____

Cell phone #: _____ Home phone #: _____

Preferred method of contact (please check best answer):

☐ Home phone ☐ Cell phone ☐ Email

☐ Other (please specify): _____

If you would like to be a part of our online Patient Portal, please provide your email address: _____

**Primary Insurance:** ☐ Yes ☐ No

Insurance Name: _____

Insured ID: _____

Group: _____

Name of Policy Holder: _____

Policy Holder Date of Birth: ____/____/_____

**Secondary Insurance:** ☐ Yes ☐ No

Insurance Name: _____

Insured ID: _____

Group: _____

Name of Policy Holder: _____

Policy Holder Date of Birth: ____/____/_____

I, the undersigned, being the patient or legal guardian/person having legal custody/or person otherwise having legal authorization to consent, freely give my consent to Cow Creek Health and Wellness Center and their agents, to examine and treat the patient registered / referenced above.

**By signing this form, I verify that the information provided is true and factual to the best of my knowledge.**

**Printed name of patient or patient's legal representative** _____ **Relationship to patient** _____

**Signature of patient or legal representative** _____ **Date** _____

# Informed Consent for Treatment

Welcome to Cow Creek Health and Wellness (CCH&W). We hope that your experience with us will be positive, and that our assistance will be beneficial to you on your journey.

## Consent for Treatment

I hereby voluntarily request and authorize Cow Creek Health & Wellness Center (CCH&WC), including its affiliated, providers, physicians, technicians, nurses, and other qualified personnel, as well as appropriately supervised students, to perform evaluation, treatment services, and medical procedures as may be deemed necessary. This authorization is given in accordance with the judgment of the attending medical practitioner(s) responsible for my care.

## Treatment of Minor Children

I understand that minor child's patients must be accompanied by a parent or legal guardian at all times while at CCH&WC. I acknowledge that charges for services rendered to minor children are the responsibility of the guardian who seeks treatment for the child and are due at the time of service(s).

## Photography / Video Consent

I acknowledge that my photograph may be taken for chart identification and documentation purposes for my electronic health record and is the property of CCH&WC unless I withdraw my consent in writing. I consent to videotaping for telehealth appointments for medical and medical record documentation purposes, provided said photographs or videotapes are maintained and released in accordance with protected health information regulations. I understand and agree not to photograph, videotape, audiotape, record or otherwise capture imaging or sound on any device. I also understand it is my responsibility to assure those accompanying me comply with this requirement.

## Insurance Authorization and Assignment

I request that payment of authorized medical benefits be made on my behalf directly to the CCH&WC provider of service(s) furnished to me. I authorize CCH&WC to release any medical information to my health insurance carrier and/or its legitimate agents that is necessary to process related health insurance claims and/or to verify plan benefits in accordance with HIPAA health information standards. I authorize payment of service(s), otherwise payable to me under the terms of my private, group employers, or group health insurance plan, directly to CCH&WC. I hereby authorize photocopies of this form to be valid as the original.

## Electronic Health Record Consent

I understand that healthcare providers require access to patient medical information at all times and locations where a patient presents for care to ensure safety, quality, and to coordinate patient care across the provider network, avoiding duplication of services. CCH&WC maintains a system-wide electronic medical record accessible on a "need to know" basis for sharing information about patient care in various settings. I give permission to share my electronic medical record among my healthcare providers and to obtain medication history through a Provider Health Information Exchange (HIE).

## Notice of Privacy Practices Acknowledgement

Pursuant to the Health Insurance Portability and Accountability Act of 1996 (HIPAA), I acknowledge that I have been offered a copy of the CCH&WC's Notice of Privacy Practices. I consent to the use and disclosure of my protected health information as described therein. This includes information generated through virtual health services and all medical information generated during hospitalization and outpatient treatment at CCH&WC.

## Acknowledgment of Understanding

**By signing below, I certify that I have read and fully understand the above statements, and I consent fully and voluntarily to the medical treatments as described above.**

**Printed name of patient or patient's legal representative** _____ **Relationship to patient** _____

**Signature of patient or legal representative** _____ **Date** _____

# Behavioral Health Telemental Health Informed Consent

I, _____, hereby consent to participate in telemental health
(print patient's name)

with _____ as part of my psychotherapy.
(print therapist's name)

By signing below, I indicate that I understand that telemental health is the practice of delivering clinical health care services via technology-assisted media or other electronic means between a practitioner and a client who are located in two different locations.

**By signing, I indicate that I understand the following with respect to telemental health:**

1. I understand that I have the right to withdraw consent at any time without affecting my rightto future care, services, or program benefits to which I would otherwise be entitled.
2. I understand that there are risks, benefits, and consequences associated with telemental health, including but not limited to, disruption of transmission by technology failures, interruption and/or breaches of confidentiality by unauthorized persons, and/or limitedability to respond to emergencies.
3. I understand that there will be no recording of any of the online sessions by either party. All information disclosed within sessions and written records pertaining to those sessions are confidential and may not be disclosed to anyone without written authorization, except where the disclosure is permitted and/or required by law.
4. I understand that the privacy laws that protect the confidentiality of my protected health information (PHI) also apply to telemental health, unless an exception to confidentiality applies (i.e. mandatory reporting of child, elder, or vulnerable adult abuse; danger to self or others; or I raise mental/emotional health as an issue in a legal proceeding).
5. I understand that if I am having suicidal or homicidal thoughts, actively experiencing psychotic symptoms, or experiencing a mental health crisis that cannot be resolved remotely, it may be determined that telemental health services are not appropriate, and that a higher level of care is required.
6. I understand that during a telemental health session, we could encounter technical difficulties resulting in service interruptions. If this occurs, I should end and restart the session. If I and my therapist are unable to reconnect within ten minutes, I should call my therapist to discuss the situation, since we may have to re-schedule.
7. I understand that my therapist may need to contact my emergency contact and/or appropriate authorities in case of an emergency (see Emergency Protocols below).

## Emergency Protocols

In case of an emergency, your therapist needs to know the following information:

1. Your location at the beginning of each session.
2. A person whom your therapist can contact on your behalf only in a life-threateningemergency. This person would only be contacted to go to your location or take you to the hospital in the event of an emergency.

By signing below, I agree to inform my therapist of the address where I am at the beginning of each session.

In case of an emergency, my location is:

_____

My emergency contact person's name, address, and phone number are:

_____

**By signing below, I indicate that I have read the information provided above and have discussed it with my therapist. I understand that the information contained in this form, and indicate that all of my questions have been answered to my satisfaction.**

_____ _____

**Signature of Client/Parent/Legal Guardian** **Date**

_____ _____

**Signature of Therapist** **Date**

# Behavioral Health Late Patient, Late Cancellation, and No-Show Policy

It is the policy of CCH&WC to offer accessible services. In order to do so, we need all clients to share in the responsibility of managing the appointments.

**Please be aware of the following concerning late patients, late cancellations, and no-shows:**

1. **Late**. If a patient is late up to 15 minutes, the clinic can try to accommodate the patient. However, the patient will be told that they may need to wait to be seen, or that the appointment may be brief. The patient is encouraged to call if they are going to be late. Calling will not guarantee an appointment. All late offenses will be documented in the patient's chart. Three consecutive late appointments in a one-year period of time will result in escalation to the provider for further action.
    a. The first offense will be waived, and the team will make every attempt to see the patient.
    b. After the second offense, office staff will talk with the patient and other direct team members to see or reschedule the patient.
    c. After the third offense, the appointment will be cancelled and rescheduled. If there is acute need, the patient will need to reschedule or go to the Emergency Room.
2. **Cancellation**. CCH&WC requests that patients give our clinic 24 hours notice in the event the appointment needs to be canceled or rescheduled. If transportation is a barrier, our clinic can offer a telemedicine visit using video technology, depending upon the purpose of the visit. The patient will be asked if they are interested in this option when calling to cancel. If the patient does not call our clinic to cancel/reschedule the appointment in the time allotted, the clinic will apply the following. Three consecutive cancelations without 24-hour notice in a one-year period of time will result in escalation to the provider for further action.
    a. The first offense will be waived.
    b. After the second offense, the patient will have to re-sign the agreement to abide by it.
    c. After the third offense, the provider and office staff will speak with the patient regarding the disruption of patient care, and the importance of cancelling with more than 24 hours notice.
3. **No-Show**. CCH&WC requests that patients call and cancel so that another patient can fill that appointment spot. If a patient fails to show up for a scheduled appointment, we will apply the following. Three consecutive no-shows in a one-year period of time will result in escalation to the provider for further action.
    a. First no-show. Office staff will call the patient to discuss the no-show and to reschedule. The PCC will document the no-show in the Electronic Health Record (EHR).
    b. Second no-show. Office staff will send a form letter within the EHR, and email the form letter to the patient using liquid files.
    c. Third no-show. Office staff will send a form letter within the EHR and email the form letter to the patient using liquid files. Office staff will then put an alert in the EHR notifying the office staff prior to making another appointment. Office staff will call and talk with the patient to discuss the history of no-shows and have the patient re-sign the policy and agree to abide by it.

*Behavioral Health and Substance Use Disorder patients may receive alternative communication from the clinic.

By signing below, I indicate that I have read and understood the Behavioral Health Late Patient, Late Cancellation, and No-Show Policy, and that I am in agreement with this policy:

**Printed name of patient or patient's legal representative** _____ **Relationship to patient** _____

**Signature of patient or legal representative** _____ **Date** _____

# Permission to Speak with Designated Person(s)

**Please note that this form is NOT a release for medical records.**

**Print Patient's Name:** _____

Please provide a list of all the parties we may speak with or leave a detailed message with regarding the patient's care, including health issues, HIV/Sexually Transmitted Diseases (STD) related records, appointment scheduling, or payment information. Use another form for additional parties.

**Please initial next to MEDICAL (MED), BEHAVIORAL HEALTH (BH), HIV/STD to allow permissions:**

**Emergency Contact (first and last name)**: _____

**Relationship to Patient**: _____ **Phone Number**: _____

Allowed to be given the following related information (please initial): **MED** _____ **BH** _____ **HIV/STD** _____

**Permission to speak to (first and last name)**: _____

**Relationship to Patient**: _____ **Phone Number**: _____

Allowed to be given the following related information (please initial): **MED** _____ **BH** _____ **HIV/STD** _____

**Permission to speak to (first and last name)**: _____

**Relationship to Patient**: _____ **Phone Number**: _____

Allowed to be given the following related information (please initial): **MED** _____ **BH** _____ **HIV/STD** _____

- **Signing below indicates that Cow Creek Health & Wellness staff are authorized to contact these individuals from the date of the signature below until the patient notifies staff otherwise.**
- **If they cannot contact you, may Cow Creek Health & Wellness staff leave a message on your answering machine or voice mail?** (please initial) Yes _____ No _____
- **Please verify YOUR phone number (s) for our records:** _____
- **May Cow Creek Health & Wellness contact you at work?** (please initial) Yes _____ No _____
- If you initialed yes, please list your work phone number: _____

By signing, I authorize the staff of Cow Creek Health & Wellness Center to speak with the above person(s) about my health and healthcare as indicated above. I understand that this permission shall remain in effect as indicated above or until I revoke it in writing.

_____ _____
**Printed name of patient or patient's legal representative** **Relationship to patient**

_____ _____
**Signature of patient or legal representative** **Date**

# Patient Rights and Responsibilities

## Purpose:

Cow Creek Health & Wellness Center's (CCH&WC) "Patient's Rights & Responsibilities" document reflects the legal rights you have as a patient, as well as your responsibilities and participation in your services and care. As a patient centered medical home in Oregon, we commit to empowering you and informing you. Here's what you need to know at the start of our care relationship.

## Clinic Hours and Access

Our hours of business are Monday through Friday from 7:30 AM to 5:00 PM. During business hours we can be reached at (541) 672-8533 (North Clinic), or (541) 839-1345 (South Clinic). Our after-hours nursing line can be reached by calling the main numbers for either clinic.

Voicemails left with our reception staff will be returned within 24 hours. Questions for your provider will be returned within 48 hours or may require a visit with your provider. We request that you call the pharmacy 72 hours before your prescription is due for our team to process the refill.

If you need a language translator, large print, or information in another format, call us at 541-839-1345 and our care team will gladly assist.

## Expectations for Patients, Families, and Caregivers

- Please arrive on time for your appointments and bring with you an up-to-date medication list or bring your medications with you to each and every appointment.
- Participate actively in your medical decision making and make us aware of any updates to your health status. If you have questions, please ask us!
- Indicate to your care team who you would like to have access to your healthcare information and have them sign a release of information.
- Respect clinic procedures, staff and other patients.
- Let us know of any demographic changes including changes to your: home address, telephone number, cell phone number and emergency contacts.

## Clinic Policies and Procedures

**Cancellations:** Please notify our team 24 hours prior to any appointment cancellations. When calling to cancel an appointment our team will try to accommodate you with a telehealth appointment when appropriate.

**Late Arrivals:** A patient arriving up to 15 minutes late may have an abbreviated appointment or be requested to be rescheduled. If you are going to be late, please call our office ahead of time.

**No Shows:** If a patient doesn't show for an appointment they will be called to reschedule, and a letter will be sent out and this will be documented in the patient's chart. After a second no-show a letter will be sent out requesting the patient work with our care management team to identify barriers and to ensure they understand the seriousness of no-show appointments. A third no-show by a patient may impact the patient with scheduling restrictions.

**Update Insurance:** Provide us with an updated insurance card at the time of your visit.

**Payment:** Ensure your financial obligations are met and if you need to set up a payment plan, coordinate this with our team. Don't hesitate to ask us about our sliding fee scale.

**No Weapons:** We are a weapon-free campus, please do not bring any form of weapon into the clinic or on your person at any time.

# Patient Rights and Responsibilities, Continued

## Health Care Team Roles

Your care team consists of a primary care provider, nursing staff, laboratory staff, behavioral health providers, medical assistants and auxiliary staff who collaborate as a team to meet your care needs.

Your primary care provider manages both your chronic and acute care needs. They order laboratory tests and schedule specialty consults when indicated. These can include behavioral health appointments, appointments with our dietetic team and much more.

Our nursing staff ensures the quality of your health by assisting with triage and acute care needs as well as providing education on disease processes, medications, wound care, and other homecare routines.

Our medical assistants make sure you are up to date on your vaccines and screenings, ensure your questions are answered by the provider expediently, and prepare your medications for refills by the provider. Our medical assistants also coordinate with our support staff for status updates on referrals and prior authorizations.

## Patient Rights: You have the right to:

- Participate in your healthcare decisions.
- Have informed consent for their care. Including informed consent to medical, mental health, substance use treatment and to refuse treatment as an adult or for a minor that has not reached legal age of consent. We follow consent policies that track the Oregon consent laws for medical and dental (ORS 109-640) mental health, drug or alcohol treatment (ORS 109-675) family planning, sexual or reproductive health (ORS 109-640) A detailed review of the Oregon laws can be found at: Understanding minor consent and confidentiality in health care in Oregon.
- Have confidentiality of your medical records.
- To receive care with dignity and respect without discrimination.
- Receive feedback on any grievance or complaint in a timely manner.
- To never face reprisal for making a complaint or voicing a grievance.
- Have your confidentiality protected by applicable Federal HIPAA policy and guidelines.
- Transfer your care upon request. Releasing your information to your new provider upon the signing of the release of information.
- Inspect your medical record in accordance with applicable rules that track Oregon law (ORS 179.505).
- The right to consent to your medical record disclosures in whole or part.
- Receive detailed information about services rendered and charges for care.
- Have access to care based upon CCH&WC service abilities and eligibility standards.
- Be informed of suicide risk and receive counseling and safety planning with your care team should the need arise.
- Consent for treatment along with a service and support plan will be updated and agreed to with the patient and/or their caregiver, parent or guardian.
- To be notified of transfers of care unless by doing so would pose a threat to your health and safety.
- CCH&WC does not use seclusion and restraint for any patients or clients they serve.
- Patients' rights and responsibilities are posted within our clinics, and you may request a copy at any time.

# Patient Rights and Responsibilities, Continued

## Complaints and Grievance Process

You may file a complaint or grievance at any time electronically, verbally, by phone or by mail. Grievances and complaints are processed by our Health Operations Administrator and reviewed by our leadership team. You will receive a response from the Health Operations Administrator within 72 business hours of filing a complaint that the complaint has been received and notified in writing of a resolution within 30 days of the complaint. You will never be penalized or retaliated against due to filing a complaint.

## Financial Responsibility Acknowledgement

I acknowledge that I am financially responsible for all charges incurred for services provided by Cow Creek Health and Wellness Center (CCHWC) including those not covered by my insurance, Medicare, or any third-party payor. I understand that co-pays, deductibles, and any non-covered services are my responsibility and are due at the time of service unless otherwise arranged.

If it becomes necessary to pursue collections for any unpaid balance, I agree to pay all costs associated with collection efforts, including but not limited to collection agency fees, court costs, and reasonable attorney fees.

I authorize CCHWC to release information necessary to process my claims and secure payment form insurance companies, Medicare, or other responsible third parties. I acknowledge that CCHWC is governed by, and construed in accordance with, the laws of the Cow Creek Band of Umpqua Tribe of Indians ("Tribe") regardless of the laws that might otherwise govern under applicable principles of conflicts of laws thereof. I understand and agree that services provided by CCHWC establishes a consensual relationship between the parties for purposes of the Tribe's Tribal Court (the "Tribal Court") jurisdiction. I agree that the Tribal Court shall authority to resolve any dispute arising out of or relating to services provided by CCHWC. Services provided by CCHWC in no way waive or shall be interpreted as waiving the sovereign immunity of CCHWC, the Tribe or any party or third party. Providing services shall in no way expose or be interpreted as exposing CCHWC to the regulatory authority of any other tribal or state government, and references to local, state and/or federal laws and regulations as standards governing CCHWC's work shall in no way, and for no purpose, be interpreted as a waiver of CCHWC's or the Tribe's sovereign immunity.

**By signing below, I acknowledge the receipt of the Patient Rights and Responsibility Policy and agree to the terms and conditions set forth by said policy.**

**Printed name of patient or patient's legal representative** _____ **Relationship to patient** _____

**Signature of patient or legal representative** _____ **Date** _____

# Email Communication Authorization and Acknowledgement Form, Page 1

If you are submitting the New Patient Registration Packet or Annual Patient Update Form by email to patientintake@cowcreek-nsn.gov, this form must be submitted along with them for processing.

If you are not submitting your forms by email, you do not need to fill out this form.

Once intake is complete, a receptionist will contact you to schedule your new patient appointment.

**Patient's Name:**_____ **Date:** _____

**Patient's Email Address:**_____

By signing this form, I authorize Cow Creek Health & Wellness Center (CCH&WC) to receive my completed patient packet (registration and administrative forms that may contain protected health information [PHI]) via email for patient registration and administrative purposes only.

**I understand that:**

- Email communication is patient-initiated and not a secure method of transmitting PHI.
- CCH&WC offers more secure communication options, including the patient portal.
- CCH&WC will not send or respond with PHI via email.
- Any follow-up communication will occur by phone or in person.
- If you require immediate assistance or have serious or worsening condition, you should not rely on email. Instead, you should call CCH&WC for an appointment or take other measures as appropriate.

**Acknowledgement of Email Risks:**

- I understand and acknowledge the following risks associated with the electronic transfer of my health information via email communication:
- Email communication may not be secure, and there is a risk that my health information could be intercepted, accessed, or disclosed by unauthorized individuals. CCH&WC and its staff are not responsible for any unauthorized disclosure of my health information.
- Emails may be delivered to the wrong recipient if an incorrect email address is used.
- Standard email is not encrypted and may be intercepted during transmission.
- Emails may be stored on servers outside the control of CCH&WC.
- Once sent, CCH&WC cannot guarantee the privacy or security of the email.
- Even after the deletion of an email, back-up copies may exist on a computer.

# Email Communication Authorization and Acknowledgement Form, Page 2

By signing this form, I authorize Cow Creek Health & Wellness Center (CCH&WC) to receive my completed patient packet (registration and administrative forms that may contain protected health information [PHI]) via email for patient registration and administrative purposes only.

**Patient Acknowledgement:** (Please initial next to each item below)

_____I understand the risks of using email and choose to proceed.

_____I understand this authorization applies only to emails I send to CCH&WC.

_____I understand I may revoke this authorization at any time by submitting a written request.

_____I understand CCH&WC encourages encryption of any email containing PHI.

_____I will notify CCH&WC immediately of any changes to my email address.

_____I will NOT use email for urgent or time-sensitive matters and will call CCH&WC instead.

_____I agree to hold CCH&WC harmless for any unauthorized use, disclosure, or access of my protected health information that may occur during, or as a result of, electronic transmission.

**Duration of Authorization**

This authorization remains in effect until revoked in writing. Revocation does not apply to information already received by CCH&WC prior to the revocation.

**By signing below, I acknowledge that I have read and understand this authorization and the associated risks. I voluntarily consent to the disclosure of my health information as described above.**

_____ _____
**Printed name of patient or patient's legal representative** **Relationship to patient**

_____ _____
**Signature of patient or legal representative** **Date**