

# Patient Registration

Name: \_\_\_\_\_  
Last First Middle Nickname

Street Address: \_\_\_\_\_ / \_\_\_\_\_  
Street City State Zip

Mailing Address: \_\_\_\_\_ / \_\_\_\_\_  
Street City State Zip

Birthdate: \_\_\_\_/\_\_\_\_/\_\_\_\_ SSN: \_\_\_\_-\_\_\_\_-\_\_\_\_ Male  Female   
Month Day Year

Home phone: \_\_\_\_\_ Work: \_\_\_\_\_ ext: \_\_\_\_\_

Cell: \_\_\_\_\_ email: \_\_\_\_\_

Preferred contact number: Home  Cell  Work

Employer or School: \_\_\_\_\_ Position or Grade: \_\_\_\_\_

Employer Address: \_\_\_\_\_

Spouse's Name: \_\_\_\_\_ Spouse's Work phone: \_\_\_\_\_

Birthdate: \_\_\_\_/\_\_\_\_/\_\_\_\_ SSN: \_\_\_\_-\_\_\_\_-\_\_\_\_  
Month Day Year

Emergency contact: \_\_\_\_\_ Emergency phone: \_\_\_\_\_

Whom or what may we thank for referring you to our office? \_\_\_\_\_

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**Primary Insurance** \_\_\_\_\_ **Secondary Insurance** \_\_\_\_\_

Member ID Group# Member ID Group #

Policy Holder: \_\_\_\_\_ Birthdate: \_\_\_\_\_ Policy Holder: \_\_\_\_\_ Birthdate: \_\_\_\_\_

Relationship: \_\_\_\_\_ Employer: \_\_\_\_\_ Relationship: \_\_\_\_\_ Employer: \_\_\_\_\_

I hereby authorize payment directly to my doctor's office of the group insurance benefits otherwise payable to me. I understand that I am responsible FOR ALL COSTS of dental treatment, regardless of any dental benefits. I hereby authorize my doctor's office to perform such diagnostic and therapeutic procedures as may be necessary for proper dental care.

I certify that all of the above information is correct.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Welcome to our office. We appreciate the confidence you place with us to provide dental services. To assist us in serving you, please complete the following form. The information provided on this form is important to your dental health. If there have been any changes in your health, please tell us. If you have any questions, don't hesitate to ask.

### DENTAL HEALTH HISTORY

|                                                                        | Yes                      | No                       |
|------------------------------------------------------------------------|--------------------------|--------------------------|
| Are you apprehensive about dental treatment? _____                     | <input type="checkbox"/> | <input type="checkbox"/> |
| Have you had problems with previous dental treatment? _____            | <input type="checkbox"/> | <input type="checkbox"/> |
| Do you gag easily? _____                                               | <input type="checkbox"/> | <input type="checkbox"/> |
| Do you wear dentures? _____                                            | <input type="checkbox"/> | <input type="checkbox"/> |
| Does food catch between your teeth? _____                              | <input type="checkbox"/> | <input type="checkbox"/> |
| Do you have difficulty in chewing your food? _____                     | <input type="checkbox"/> | <input type="checkbox"/> |
| Do you chew on only one side of your mouth? _____                      | <input type="checkbox"/> | <input type="checkbox"/> |
| Do you avoid brushing any part of your mouth because of pain? _____    | <input type="checkbox"/> | <input type="checkbox"/> |
| Do your gums bleed easily? _____                                       | <input type="checkbox"/> | <input type="checkbox"/> |
| Do your gums bleed when you floss? _____                               | <input type="checkbox"/> | <input type="checkbox"/> |
| Do your gums feel swollen or tender? _____                             | <input type="checkbox"/> | <input type="checkbox"/> |
| Have you ever noticed slow-healing sores in or about your mouth? _____ | <input type="checkbox"/> | <input type="checkbox"/> |
| Are your teeth sensitive? _____                                        | <input type="checkbox"/> | <input type="checkbox"/> |
| Do you feel twinges of pain when your teeth come in contact with:      |                          |                          |
| Hot foods or liquids? _____                                            | <input type="checkbox"/> | <input type="checkbox"/> |
| Cold foods or liquids? _____                                           | <input type="checkbox"/> | <input type="checkbox"/> |
| Sours? _____                                                           | <input type="checkbox"/> | <input type="checkbox"/> |
| Sweets? _____                                                          | <input type="checkbox"/> | <input type="checkbox"/> |
| Do you take fluoride supplements? _____                                | <input type="checkbox"/> | <input type="checkbox"/> |
| Are you dissatisfied with the appearance of your teeth? _____          | <input type="checkbox"/> | <input type="checkbox"/> |
| Do you prefer to save your teeth? _____                                | <input type="checkbox"/> | <input type="checkbox"/> |
| Do you want complete dental care? _____                                | <input type="checkbox"/> | <input type="checkbox"/> |

|                                                                                                                    | Yes                      | No                       |
|--------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------|
| How often do you brush? _____                                                                                      |                          |                          |
| How often do you floss? _____                                                                                      |                          |                          |
| Does your jaw make noise so that it bothers you or others? _____                                                   | <input type="checkbox"/> | <input type="checkbox"/> |
| Do you clench or grind your jaws frequently? _____                                                                 | <input type="checkbox"/> | <input type="checkbox"/> |
| Do your jaws ever feel tired? _____                                                                                | <input type="checkbox"/> | <input type="checkbox"/> |
| Does your jaw get stuck so that you can't open freely? _____                                                       | <input type="checkbox"/> | <input type="checkbox"/> |
| Does it hurt when you chew or open wide to take a bite? _____                                                      | <input type="checkbox"/> | <input type="checkbox"/> |
| Do you have earaches or pain in front of the ears? _____                                                           | <input type="checkbox"/> | <input type="checkbox"/> |
| Do you have any jaw symptoms or headaches upon awaking in the morning? _____                                       | <input type="checkbox"/> | <input type="checkbox"/> |
| Does jaw pain or discomfort affect your appetite, sleep, daily routine, or other activities? _____                 | <input type="checkbox"/> | <input type="checkbox"/> |
| Do you find jaw pain or discomfort extremely frustrating or depressing? _____                                      | <input type="checkbox"/> | <input type="checkbox"/> |
| Do you take medications or pills for pain or discomfort (pain relievers, muscle relaxants, antidepressants)? _____ | <input type="checkbox"/> | <input type="checkbox"/> |
| Do you have a temporomandibular (jaw) disorder (TMD)? _____                                                        | <input type="checkbox"/> | <input type="checkbox"/> |
| Do you have pain in the face, cheeks, jaws, joints, throat, or temples? _____                                      | <input type="checkbox"/> | <input type="checkbox"/> |
| Are you unable to open your mouth as far as you want? _____                                                        | <input type="checkbox"/> | <input type="checkbox"/> |
| Are you aware of an uncomfortable bite? _____                                                                      | <input type="checkbox"/> | <input type="checkbox"/> |
| Have you had a blow to the jaw (trauma)? _____                                                                     | <input type="checkbox"/> | <input type="checkbox"/> |
| Are you a habitual gum chewer or pipe smoker? _____                                                                | <input type="checkbox"/> | <input type="checkbox"/> |

# MEDICAL HEALTH HISTORY:

**Do you have, or have you had, any of the following?**

|                                                                 | Yes                      | No                       |
|-----------------------------------------------------------------|--------------------------|--------------------------|
| Heart Problems _____                                            | <input type="checkbox"/> | <input type="checkbox"/> |
| Chest pain _____                                                | <input type="checkbox"/> | <input type="checkbox"/> |
| Shortness of breath _____                                       | <input type="checkbox"/> | <input type="checkbox"/> |
| Blood pressure problem _____                                    | <input type="checkbox"/> | <input type="checkbox"/> |
| Heart murmur _____                                              | <input type="checkbox"/> | <input type="checkbox"/> |
| Heart valve problem _____                                       | <input type="checkbox"/> | <input type="checkbox"/> |
| Taking heart medication _____                                   | <input type="checkbox"/> | <input type="checkbox"/> |
| Rheumatic fever _____                                           | <input type="checkbox"/> | <input type="checkbox"/> |
| Pacemaker _____                                                 | <input type="checkbox"/> | <input type="checkbox"/> |
| Artificial heart valve _____                                    | <input type="checkbox"/> | <input type="checkbox"/> |
| Blood Problems _____                                            | <input type="checkbox"/> | <input type="checkbox"/> |
| Easy bruising _____                                             | <input type="checkbox"/> | <input type="checkbox"/> |
| Frequent nosebleeds _____                                       | <input type="checkbox"/> | <input type="checkbox"/> |
| Abnormal bleeding _____                                         | <input type="checkbox"/> | <input type="checkbox"/> |
| Blood disease (anemia) _____                                    | <input type="checkbox"/> | <input type="checkbox"/> |
| Ever require a blood transfusion? _____                         | <input type="checkbox"/> | <input type="checkbox"/> |
| Allergy Problems _____                                          | <input type="checkbox"/> | <input type="checkbox"/> |
| Hay fever _____                                                 | <input type="checkbox"/> | <input type="checkbox"/> |
| Sinus problems _____                                            | <input type="checkbox"/> | <input type="checkbox"/> |
| Skin rashes _____                                               | <input type="checkbox"/> | <input type="checkbox"/> |
| Taking allergy medication _____                                 | <input type="checkbox"/> | <input type="checkbox"/> |
| Asthma _____                                                    | <input type="checkbox"/> | <input type="checkbox"/> |
| Intestinal Problems _____                                       | <input type="checkbox"/> | <input type="checkbox"/> |
| Ulcers _____                                                    | <input type="checkbox"/> | <input type="checkbox"/> |
| Weight gain or loss _____                                       | <input type="checkbox"/> | <input type="checkbox"/> |
| Special diet _____                                              | <input type="checkbox"/> | <input type="checkbox"/> |
| Constipation/Diarrhea _____                                     | <input type="checkbox"/> | <input type="checkbox"/> |
| Kidney or bladder problems _____                                | <input type="checkbox"/> | <input type="checkbox"/> |
| Bone or Joint Problems _____                                    | <input type="checkbox"/> | <input type="checkbox"/> |
| Arthritis _____                                                 | <input type="checkbox"/> | <input type="checkbox"/> |
| Back or neck pain _____                                         | <input type="checkbox"/> | <input type="checkbox"/> |
| Joint replacement _____<br>(e.g., total hip, pins, or implants) | <input type="checkbox"/> | <input type="checkbox"/> |
| Fainting Spells, Seizures, or Epilepsy _____                    | <input type="checkbox"/> | <input type="checkbox"/> |
| Stroke(s) _____                                                 | <input type="checkbox"/> | <input type="checkbox"/> |
| Frequent or severe headaches _____                              | <input type="checkbox"/> | <input type="checkbox"/> |
| Thyroid problems _____                                          | <input type="checkbox"/> | <input type="checkbox"/> |
| Persistent cough or swollen glands _____                        | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Premedication required by physician</b> _____                | <input type="checkbox"/> | <input type="checkbox"/> |
| Cancer/Tumor _____                                              | <input type="checkbox"/> | <input type="checkbox"/> |

|                                                                                                                                              | Yes                      | No                       |
|----------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------|
| Diabetes _____                                                                                                                               | <input type="checkbox"/> | <input type="checkbox"/> |
| Urinate more than 6 times a day _____                                                                                                        | <input type="checkbox"/> | <input type="checkbox"/> |
| Thirsty or mouth is dry much of the time _____                                                                                               | <input type="checkbox"/> | <input type="checkbox"/> |
| Family history of diabetes _____                                                                                                             | <input type="checkbox"/> | <input type="checkbox"/> |
| Tuberculosis or other respiratory disease _____                                                                                              | <input type="checkbox"/> | <input type="checkbox"/> |
| Do you drink alcohol? _____                                                                                                                  | <input type="checkbox"/> | <input type="checkbox"/> |
| If so, how much? _____                                                                                                                       |                          |                          |
| Do you smoke? _____                                                                                                                          | <input type="checkbox"/> | <input type="checkbox"/> |
| If so, how much? _____                                                                                                                       |                          |                          |
| Hepatitis, jaundice, or liver trouble _____                                                                                                  | <input type="checkbox"/> | <input type="checkbox"/> |
| Herpes or other STD _____                                                                                                                    | <input type="checkbox"/> | <input type="checkbox"/> |
| HIV-positive/AIDS _____                                                                                                                      | <input type="checkbox"/> | <input type="checkbox"/> |
| Glaucoma _____                                                                                                                               | <input type="checkbox"/> | <input type="checkbox"/> |
| Do you wear contact lenses? _____                                                                                                            | <input type="checkbox"/> | <input type="checkbox"/> |
| History of head injury? _____                                                                                                                | <input type="checkbox"/> | <input type="checkbox"/> |
| Epilepsy or other neurological disease? _____                                                                                                | <input type="checkbox"/> | <input type="checkbox"/> |
| History of alcohol or drug abuse? _____                                                                                                      | <input type="checkbox"/> | <input type="checkbox"/> |
| Do you have any disease, condition, or problem not listed<br>previously that you feel we should know about?<br>If so, please describe: _____ |                          |                          |

**During the past 12 months, have you taken any of the following?**

|                                      | Yes                      | No                       |
|--------------------------------------|--------------------------|--------------------------|
| Antibiotics or sulfa drugs           | <input type="checkbox"/> | <input type="checkbox"/> |
| Anticoagulants (e.g., Coumadin)      | <input type="checkbox"/> | <input type="checkbox"/> |
| High blood pressure medicine         | <input type="checkbox"/> | <input type="checkbox"/> |
| Tranquilizers                        | <input type="checkbox"/> | <input type="checkbox"/> |
| Insulin, Orinase, or similar drug    | <input type="checkbox"/> | <input type="checkbox"/> |
| Aspirin                              | <input type="checkbox"/> | <input type="checkbox"/> |
| Digitalis or drugs for heart trouble | <input type="checkbox"/> | <input type="checkbox"/> |
| Nitroglycerin                        | <input type="checkbox"/> | <input type="checkbox"/> |
| Cortisone (steroids)                 | <input type="checkbox"/> | <input type="checkbox"/> |
| Natural remedies                     | <input type="checkbox"/> | <input type="checkbox"/> |
| Nonprescription drug/supplements     | <input type="checkbox"/> | <input type="checkbox"/> |
| Other                                | <input type="checkbox"/> | <input type="checkbox"/> |

**Are you allergic, or have you reacted adversely, to any of the following?**

|                                            | Yes                      | No                       |
|--------------------------------------------|--------------------------|--------------------------|
| Local anesthetics ("Novocaine")            | <input type="checkbox"/> | <input type="checkbox"/> |
| Penicillin or other antibiotics            | <input type="checkbox"/> | <input type="checkbox"/> |
| Sulfa drugs                                | <input type="checkbox"/> | <input type="checkbox"/> |
| Barbiturates, sedatives, or sleeping pills | <input type="checkbox"/> | <input type="checkbox"/> |
| Aspirin, Acetaminophen, or Ibuprofen       | <input type="checkbox"/> | <input type="checkbox"/> |
| Codeine, Demerol, or other narcotics       | <input type="checkbox"/> | <input type="checkbox"/> |
| Reaction to metals                         | <input type="checkbox"/> | <input type="checkbox"/> |
| Latex or rubber dam                        | <input type="checkbox"/> | <input type="checkbox"/> |
| Other                                      | <input type="checkbox"/> | <input type="checkbox"/> |

|                                                                 | Yes                      | No                       |
|-----------------------------------------------------------------|--------------------------|--------------------------|
| Are you taking contraceptives or other hormones?                | <input type="checkbox"/> | <input type="checkbox"/> |
| Are you pregnant?<br>If so, expected delivery date: _____       | <input type="checkbox"/> | <input type="checkbox"/> |
| Are you nursing?                                                | <input type="checkbox"/> | <input type="checkbox"/> |
| Have you reached menopause?<br>If so, do you have any symptoms? | <input type="checkbox"/> | <input type="checkbox"/> |

Notes: \_\_\_\_\_

Notes: \_\_\_\_\_

Patient/Parent Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Dentist's Initial: \_\_\_\_\_

## Dental Care Design Financial Policies

We feel strongly that our patients deserve the best care possible. In an effort to provide you with the highest quality dental experience, we have adopted the following financial policy. We hope providing you with this information; we can prevent misunderstandings and facilitate discussions about financial and insurance matters.

- We ask that you **pay in full** at each visit. If you have insurance, we require that you pay your patient portion (the treatment costs which your insurance does not cover) in full at each visit.
- For your convenience we accept cash, debit cards, and major credit cards (AMEX, Visa, MC, and Discover). We charge \$35 for checks returned to us due to closed accounts or insufficient funds.
- Your appointment is reserved just for you and no one else. **Two business days notice is required to reschedule or cancel appointments**; therefore if you fail to keep your appointment or cancel without two business days notice, a \$50 fee will be assessed to your account.
- **PATIENTS WITH INSURANCE**: Please remember that your insurance contract is between you and your insurance company. If your insurance provider informs us of any benefits that you are entitled to, we will advise you of the same. Any oral representations we make in good faith to you concerning your insurance are not binding on us and will not in any way be considered a modification of this contract. Many plans cover a certain percentage of fees or pay a fixed allowance for certain procedures as determined by the insurance company. You should be aware that different insurance plans vary greatly in their level of coverage, depending usually on how much your employer paid for the plan. Please be familiar with the benefits provided by your plan.

**We will bill your insurance as a courtesy to you, but we cannot guarantee your benefits. Therefore, ultimate responsibility for payment of all account balances lies with you, the patient. We will bill only those insurance companies for which you provide written information to us prior to the treatment given. Any unpaid insurance claims over 60 days will become the financial responsibility of the patient.**

- Requests for duplication of records (x-rays and/or chart documentation) must be made in writing. A fee of \$25 will be charged for the duplication.

This information sheet is the full and final agreement between you and this office regarding our financial policies and may not be modified without written agreement by you and this office.

I AUTHORIZE INSURANCE BENEFITS TO BE PAID DIRECTLY TO THE DOCTOR PROVIDING THE DENTAL CARE. I ALSO GIVE PERMISSION FOR THE DOCTOR TO RELEASE INFORMATION NEEDED IN ORDER TO PROCESS THE CLAIM. **I AGREE THAT I AM FINANCIALLY RESPONSIBLE FOR ALL BALANCES DUE REGARDLESS OF ANY INSURANCE BENEFITS.**

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_

# Acknowledgement of Receipt of Notice of Privacy Policies

I have received a copy of Dental Care Design's Notice of Privacy Policies.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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## Consent for Use of Personal Health Information

This form authorizes us to use your protected health information (PHI) for the purposes of healthcare operations, treatment and payment activities. **This form does not allow us to disclose your PHI to unauthorized persons outside our office without your permission.**

**You may disclose my healthcare information to:**

Name \_\_\_\_\_

Relationship \_\_\_\_\_

Name \_\_\_\_\_

Relationship \_\_\_\_\_

Before signing, please read our Notice of Privacy Policies to gain a clear understanding of how we may use and disclose your PHI.

### Patient's Consent

I have read your Notice of Privacy Policies and I consent to your use of my PHI for the purposes of healthcare operations, treatment and payment activities.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

If this consent is signed by a personal representative on behalf of the patient, complete the following:

Personal Representative's \_\_\_\_\_ Name:

Relationship to \_\_\_\_\_ Patient:

## **DENTAL CARE DESIGN**

### **Notice of Privacy Policies**

The information provided below illustrates the manner your protected health information could be accessed and released and what you need to know about this process. This important document should be reviewed thoroughly. Managing the privacy of your protected health information is extremely important to Dental Care Design.

**Legal Responsibilities of Dental Care Design:** As mandated by Federal and State legal requirements your protected health information must be protected. As part of these regulations we are required to ensure you are aware of privacy policies, legal duties and your rights to your protected health information. This notice of privacy policies, outlined below, will be in effect for the duration and must be followed by our practice. This notice will be in effect until it is replaced and becomes effective January 1, 2003.

We reserve the right to modify our privacy policies and the terms of this notice at any time, and will make such modifications within the guidelines of the law. We reserve the right to make the modifications effective for all protected health information that we maintain, including protected health information we created or received before the changes were made. Changing this notice will precede all significant modifications.

**PROTECTED HEALTH INFORMATION USE AND DISCLOSURE:** Information regarding your health may be used and disclosed for the purpose of treatment, payment and other healthcare operations.

**Treatment:** Use and disclosure of your protected health information may be provided to a physician or other healthcare provider providing treatment to you.

**Payment:** Your protected health information may be used and disclosed to obtain payment for services we provided to you.

**Healthcare Processes:** We may use and disclose your protected healthcare information in relations with our healthcare process. These processes include an assessment, improvement activities, reviewing the competence or qualifications of healthcare professionals, provider performances and evaluating practitioner, conducting training programs, accreditation, certification, licensing or credentialing activities.

**Your Authorization:** At any time you may provide in writing your authorization for use and disclosure of your protected health information for any purpose. You may choose to revoke your written permission at any time. The revocation must be in writing. If you revoke your written authorization it will not affect any use or disclosure prior to the revocation.

Your protected health care information may be used and disclosed to you, as described in the patient rights section of this notice. In addition, your protected health information may be used and disclosed to a family member, friend, or other person to the extent necessary to assist you with your healthcare, but only with your authorization.

**Person Involved in Care:** In order to accommodate the notification of your location, your general condition, or death, your protected health information may be used or disclosed to a family member, your personal representative or another person responsible for your care. If you are present and wish to object to such disclosures of your protected health information you may do so. To the extent you are incapacitated or emergency circumstances exist, we will disclose protected health information using our professional judgment disclosing only protected health information that is directly relevant to the person's involvement in your healthcare. We will use our professional judgment and our experience with common practices to make reasonable inferences of your best interest in allowing a person to pick up filled prescriptions, medical supplies, x-rays, or other similar forms of protected health information.

**Marketing Health-Related Services:** The use of your protected health information for the purpose of marketing communications is prohibited without your written authorization.

**Required by Law:** Your protected health information may be used or disclosed if required by law.

**Abuse or Neglect:** As required by law, if we have reason to believe that you are the victim of possible abuse, neglect or domestic violence or other possible crimes, your protected health information may be disclosed to the appropriate authorities. If we have reason to believe the use or disclosure of your protected health information will prevent a serious threat to your health or safety or the health or safety of others we may have to provide the necessary protected health information.

**National Security:** Under some circumstances the military may require disclosure of health care information for armed forces personnel. For the purpose of national securities activities, counter intelligence and lawful intelligence, authorized federal authorities may require disclosure of protected health information. Protected health care information disclosure may be made to correctional facilities or law enforcement authorities with the lawful authority requiring custody of such information.

**Appointment Reminders:** Your protected health care information may be used to assist you with appointment reminders in the form of voicemail messages, postcards, or letters.

## PATIENT RIGHTS

**Access:** At all times you have the right to review your protected health information, with limited exceptions. At your request, we will provide your information in a format other than photocopies. If we are able to do so we will accommodate your request.

Your request to obtain access to your information must be in writing. You may obtain a Protected health information Access Form by using the contact information at the end of this notice. We may need to charge you a reasonable cost-based fee for expenses including copies and staff time. You may also request access for submitting a letter using the information at the bottom of this notice. If you request copies, we will charge you \$0.83 for the first 30 pages and \$0.63 per page for all other pages plus \$19.00 search and handling fee for staff time to locate and copy your protected health information. Copies of x-rays are charged a minimum of \$10.00 per film. Postage will be included if you wish to have your information mailed. If you request a format option, which is different, we will charge a cost based fee for that format. An explanation of fees can be made available.

**Disclosure Accounting:** Your rights include the choice to receive a review of every time we or our business associates disclosed your protected health information for reasons other than treatment, payment, healthcare information and certain other activities for the last six years but not before April 14, 2003. Additional reasonable cost based fees may be extended if your requests for such information are more than one time per year.

**Restrictions:** You may request we apply additional restrictions to any disclosure of your health care information. We are not required to respond to the application of these additional restrictions. If we agree to follow your request regarding additional restrictions we will follow the agreed restrictions unless an emergency situation dictates otherwise.

**Alternative Communication:** Your rights include the instruction to request how you are communicated to regarding your protected health information. Your request must be in writing and can spell out other ways or others locations regarding your protected health information communication. You must identify agreed upon explanations of payment arrangements under alternative communications.

**Amendment:** You can initiate a written request to amend your protected health information. Included in the amendment must be an explanation why information should be amended. Certain conditions may exist where we may reject your request.

**Electronic Notice:** If you receive a notice electronically, you are entitled to receive the notice in writing as well.

## QUESTIONS AND COMPLAINTS

If at any time you are unsure or concerned that your protected health information has not been protected or if you believe an error was made in the decision we made about accessing your protected health information; or in the response to a request you made to amend the use or disclosure of your protected health information; or to have us communicate to you by an alternative means or at an alternative locations, you have the right to bring this issue forward. You may make a complaint to the U.S. Department of Health and Human Services. We will provide you with the address to file your complaint with the U. S. Department of Health and Human Service at your request.

Privacy of your protected health information remains extremely important; we are committed to ensure your privacy. If you file a concern with the U.S. Department of Health and Human Resources we will not retaliate in anyway. We are available to assist you with any questions, concerns or complaints.