



NPFS

New Priorities Family Services

With hope, with change, brings new life.

Individual Information Form

Individual Information of person receiving services

Individual's Name: _____ Email: _____

Address: _____ City/Zip: _____

Home: _____ Cell: _____ Work: _____

DOB: _____ Age: _____ Sex: _____ Social Security Number: _____

Employer: _____ Occupation: _____

Emergency Contact: _____ Relationship: _____ Phone# _____

Resides in _____ (City) _____ (State)

Marital Status: Married__ Widowed__ Divorced__ Single__

Military Status: Served__ Serving__ None__

Referred By: __Qwest Directory__ Valley Directory __Therapist __Friend __Other

Responsible Party/Parent/Legal Guardian/Primary Care Giver:

Name: _____ DOB: _____ Sex: _____ SSN: _____

Employer: _____ Occupation: _____ Work# _____

Address: _____ City/Zip: _____ Home/cell# _____

Spouse/Significant Other Information:

Name: _____ DOB: _____ Sex: _____ SSN: _____

Employer: _____ Occupation: _____ Work# _____

Home/Cell# _____

Family Physician: _____ Location: _____ Phone# _____

Family Dentist: _____ Location: _____ Phone# _____

Insurance Information:

Health Insurance Plan: _____ Policy Holder: _____

ID# _____

EAP/Secondary Insurance Plan: _____ Policy Holder: _____

ID# _____ Authorization/Certification#: _____

I authorize New Priorities Family Services to provide information to my insurance carrier, including diagnosis, services rendered, and progress, as needed to process my insurance claim. I also authorize payment of mental health therapy/counseling benefits to New Priorities Family Services for services provided.

Signature (Insured or Authorized Person)

Date

NEW PRIORITIES FAMILY SERVICES
MOTS DATA ENTRY FORM & REQUESTING AUTH. (Chemical Dependency)

Service Date:		Counselor's Name:		Client Record Number:	
PATIENT INFORMATION					
Last Name:		First Name:	Middle Int.	Last Name at Birth:	
Date of Birth:	Race: (Circle) White American Indian *Tribe Affiliation: _____ Alaska Native Asian Black or African American Native Hawaiian/Pac Island Other (single race) Two or more races	Ethnicity: (Circle) Not of Hispanic Origin Cuban Hispanic Origin Mexican Unknown	Employment (Circle) Full Time Part Time Disable Retired Home Maker Unemployed Self Employed Not in Labor Force Student Other Reported Classification		
Gender: MALE FEMALE		Living Arrangement: (Circle) Home Relative Friend Homeless Other			
Marital Status: (Circle) NM M Div Wid Sep					
Veteran: (Circle) Yes No	County of Residence:	Zip Code:	Gross Monthly Household Income: \$ _____		
Number of Dependents:	Highest School Grade Completed:	School Improvement (Circle) Academic Yes No Attendance Yes No Behavior Yes No NA	Source of Income: (Circle) Wage/Salary Public Assistance SI/Disability Retirement Other		
Pregnant: (Circle) Yes No	ODL or ID Number:				
Tobacco Use: (Circle) Yes No					
FOR COUNSELOR USE:					
Client Insurance ID (alpha):		Substance Use Last 90 days (Circle one): Yes No Ukn			
Legal Status: Client Sid Number:		Positive Drug Test 90 days (Circle one): Yes No Ukn * Number of positive tests _____			
Number of Arrest's last month: Total Number of Arrest's:		Number of DUII Arrest's Last Month: Total Number of DUII Arrest:			
Diagnosis:		Medication Assisted Treatment: (Circle one) Alcohol Opiates Tobacco None			
Referred From: Referred To: _____ or None Frequency in Self Help Program: Yes No None		Addiction Assessed Level of Care: Addiction Current Level of Care:			
** Infectious Disease Risk Assessment: (Circle one) Low-Risk Med-Risk Med-High Risk Referral Made Not Completed					
Treatment Plan Indicator: (Circle) Education Employment Housing Other: _____		Client Treatment Status: (Circle one) Active Assessment only TX Compete Transferred Left Against Professional Advice Service Terminated by Facility			
Substance	Age 1st Used	Frequency of Use		Route of Administration	

Lynnelle Mot's Entered: _____

(Revised 8/2019)

DSM-5-TR Self-Rated Level 1 Cross-Cutting Symptom Measure—Adult

Name: _____

Age: _____

Date: _____

If this questionnaire is completed by an informant, what is your relationship with the individual? _____

In a typical week, approximately how much time do you spend with the individual? _____ hours/week

Instructions: The questions below ask about things that might have bothered you. For each question, circle the number that best describes how much (or how often) you have been bothered by each problem during the **past TWO (2) WEEKS**.

		None Not at all	Slight Rare, less than a day or two	Mild Several days	Moderate More than half the days	Severe Nearly every day	Highest Domain Score (clinician)
I.	1. Little interest or pleasure in doing things?	0	1	2	3	4	
	2. Feeling down, depressed, or hopeless?	0	1	2	3	4	
II.	3. Feeling more irritated, grouchy, or angry than usual?	0	1	2	3	4	
III.	4. Sleeping less than usual, but still have a lot of energy?	0	1	2	3	4	
	5. Starting lots more projects than usual or doing more risky things than usual?	0	1	2	3	4	
IV.	6. Feeling nervous, anxious, frightened, worried, or on edge?	0	1	2	3	4	
	7. Feeling panic or being frightened?	0	1	2	3	4	
	8. Avoiding situations that make you anxious?	0	1	2	3	4	
V.	9. Unexplained aches and pains (e.g., head, back, joints, abdomen, legs)?	0	1	2	3	4	
	10. Feeling that your illnesses are not being taken seriously enough?	0	1	2	3	4	
VI.	11. Thoughts of actually hurting yourself?	0	1	2	3	4	
VII.	12. Hearing things other people couldn't hear, such as voices even when no one was around?	0	1	2	3	4	
	13. Feeling that someone could hear your thoughts, or that you could hear what another person was thinking?	0	1	2	3	4	
VIII.	14. Problems with sleep that affected your sleep quality over all?	0	1	2	3	4	
IX.	15. Problems with memory (e.g., learning new information) or with location (e.g., finding your way home)?	0	1	2	3	4	
X.	16. Unpleasant thoughts, urges, or images that repeatedly enter your mind?	0	1	2	3	4	
	17. Feeling driven to perform certain behaviors or mental acts over and over again?	0	1	2	3	4	
XI.	18. Feeling detached or distant from yourself, your body, your physical surroundings, or your memories?	0	1	2	3	4	
XII.	19. Not knowing who you really are or what you want out of life?	0	1	2	3	4	
	20. Not feeling close to other people or enjoying your relationships with them?	0	1	2	3	4	
XIII.	21. Drinking at least 4 drinks of any kind of alcohol in a single day?	0	1	2	3	4	
	22. Smoking any cigarettes, a cigar, or pipe, or using snuff or chewing tobacco?	0	1	2	3	4	
	23. Using any of the following medicines ON YOUR OWN, that is, without a doctor's prescription, in greater amounts or longer than prescribed [e.g., painkillers (like Vicodin), stimulants (like Ritalin or Adderall), sedatives or tranquilizers (like sleeping pills or Valium), or drugs like marijuana, cocaine or crack, club drugs (like ecstasy), hallucinogens (like LSD), heroin, inhalants or solvents (like glue), or methamphetamine (like speed)]?	0	1	2	3	4	



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Confidential Personal Data Intake Form

Date: _____ Name: _____ DOB: _____ Age: _____

Major issue you want to discuss: _____

In your own words, list your strong points: _____

What is your goal for counseling/What are you willing to do to obtain this goal? _____

Please make any comments that you feel are important to this counseling process: _____

Problem Check List:

Never **Sometimes/Often**

- _____ _____ Loss of Appetite
- _____ _____ Poor sleep/sleep too much
- _____ _____ Not performing in school or work
- _____ _____ Work too hard/over ambitious
- _____ _____ Feel people are down on me
- _____ _____ Unable to have a good time
- _____ _____ Communication problems/spouse
- _____ _____ Sex problems
- _____ _____ Feel depressed
- _____ _____ Emotions/feelings are numb
- _____ _____ Worry a lot
- _____ _____ Don't enjoy any activities
- _____ _____ Lack of goals
- _____ _____ Afraid of being on own
- _____ _____ Feel tense/anxious
- _____ _____ Unable to be intimate
- _____ _____ Other: _____

Never **Sometimes/Often**

- _____ _____ Eat too much
- _____ _____ Nightmares
- _____ _____ Not doing household chores
- _____ _____ Can't make friends
- _____ _____ Shy with people
- _____ _____ Feel rejected
- _____ _____ Communication problems/child
- _____ _____ Financial problems
- _____ _____ Feel inferior to others
- _____ _____ Lack self-confidence
- _____ _____ Can't make decisions
- _____ _____ Forgetfulness
- _____ _____ Unable to cope
- _____ _____ Suicidal thoughts
- _____ _____ Feel angry/physically
- _____ _____ Crying spells



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CD Personal Data Intake

The following will not be used against you in a negative way. New Priorities uses this information to best understand your situation and gain insight into your needs as a client, so we can best place and diagnose you into our program.

What brings you in today? Please explain _____

Are you here by choice? Please explain _____

What is your drug of choice? _____

How old were you at first time of use? _____

How much and how often do you use? _____

Last day of use? _____

Do you think you would benefit from treatment? Please explain _____

Client Signature

Date



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New Priorities Family Services Successful Treatment Completion

NPFS outpatient substance abuse program has the goal of providing you with a treatment experience that is based on your needs. An assessment and treatment service plan will be developed between you and your counselor. If you have a probation officer your treatment plan at NPFS will align with your case plan. Completion of at least 85% of your measurable goals outlined in your service plan is one of the main factors in successfully completing treatment. You will be expected to remain free of substances during treatment.

In addition, the following criteria must be met (your personal situations will always be considered by your primary counselor in making determinations regarding the successful completion of your treatment).

Individual must attend a minimum of 85% of all scheduled treatment appointments (such as groups, recovery mentor, and individual counselor).

Abstinence must be documented through observed drug testing throughout our treatment program, a minimum of twice each month. DUII clients will have a minimum of 90 consecutive days substance free to meet state requirements. This will be verified by urinalysis tests.

Completion of a written comprehensive relapse prevention plan that has been reviewed and approved by your primary counselor. Plan will be established by 3rd session and gone over at last session with primary counselor.

Active participation in groups and individual appointments. 85% of service plan goals will be completed before satisfactory treatment goals will have been met.

Confirmation by your referring agent (probation officer, DHS worker, court etc.) that you have demonstrated prosocial behaviors such as engagement in school, other structured activities, employment, and no recent supervision violations etc.

Client Print Name

Client Signature

Date

Counselor Print Name

Counselor Signature

Date

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Rev. 06/2023



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Therapy Attendance Policy

In order for us to ensure the best possible results from therapy, you must actively participate in the program developed for you by attending all scheduled sessions.

Appointment Cancellation

We realize there may be circumstances that require you to change your scheduled appointment. When these situations occur, please notify your therapist 24 hours prior to your scheduled appointment change so we may accommodate others waiting for therapy and to avoid cancellation fee.

Appointment No Show

Our Therapists have set aside a specific time to provide your therapy. When you do not call to cancel or do not show for your appointment, this is time the therapist could be providing therapy to someone else. We realize that emergencies do occur, please call right away to make arrangements with your therapist.

Repeated Cancellations or No Shows

Cancellations or no shows will be documented in your chart. After 3 cancellations and/or 2 no shows we will conclude your services. This shows the therapist, agency, and insurance company this may not be the time for you to engage in therapy.

Acknowledgement

I have read the attendance policy and acknowledge my understanding of active participation for scheduled therapy sessions.

Client Print Name

Client Signature

Date

Counselor Signature

Date



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Tobacco/Smoke-Free Property

NPFS is a federal/State funded program and we have to abide by their rules and regulations. No smoking is permitted on the property at any time.

We have had several incidents with the fire department response team in the last couple years and in order to avoid making emergency calls to the Redmond Fire Department due to cigarettes being tossed into the bark chips the Redmond Fire Marshall has advised us to create a Smoke-Free Property.

A building fire is an increasing concern and liability which could adversely affect NPFS, clients and families and/or potentially cause a closure of the business in the event of a fire.

HIGHLAND PLAZA / NEW PRIORITIES FAMILY SERVICES IS A SMOKE-FREE PROPERTY

Verbal Warning: If you are caught smoking on the property you will be asked to leave the property but may return back to NPFS after you are done smoking as long as it is non-disruptive to your scheduled appointment, time, counselor, other clients and families.

Warning: If you continue to smoke on the property after your verbal warning you will be asked to leave the property and you may not return until your next scheduled appointment and/or group.

Final Warning: You may be asked to seek services elsewhere.

*New Priorities Family Services appreciates your understanding
and cooperation in this matter.*

Sincerely,

Karen Ludwig, Director

By signing below, you acknowledge that you understand and agree to comply with the Smoke-Free Policy.

Client Print Name

Signature

Date



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Declaration for Treatment

Initial
Yes No

Please initial on the following to indicate a Yes or No answer

Do you have an Advance Directive? _____

Do you have a Declaration for Mental Health Treatment? _____

Would you like help completing a Declaration for Mental Health Treatment? _____

Would you like an info packet about Declaration for Mental Health Treatment? _____

Are you a registered voter? _____

Would you like a voter's registration card? _____

Client/Representative Name _____ Signature _____ Date _____

Parent/Guardian Signature _____ Date _____

Visit these websites for more information on Declaration of Mental Health Directive and Advanced Directive

www.Oregon.gov/oha/amh/pages/services/planning.aspx

www.Oregon.gov/DCBS/insurance/shiba/Documents/advanceddirectiveform.pdf

For Office Use Only

I attempted to obtain a written acknowledgement of receipt of our Notice of Privacy Practice, but acknowledgement could not be obtained because: Emergency situation prevented us from obtaining acknowledgement _____ Communication barriers prevented us from obtaining acknowledgment _____ Individual refused to sign _____ other (please specify) _____



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COVID-19 Liability Release Waiver

Due to the 2019-2020 outbreak of the Coronavirus (COVID-19) NPFS is taking extra precautions with the care of every client to include health screenings, enhance sanitation/disinfecting procedures in accordance with the Oregon Executive Orders, Oregon Health Authority, and all other local guidance.

Symptoms of Covid-19 Include:

- Fever
- Shortness of breath
- Loss of sense of taste or smell
- Dry cough
- Runny nose
- Sore throat
- Difficulty breathing

I _____, knowingly and willingly consent to have services provided by NPFS during the existing state of emergency due to the COVID-19 Pandemic. I understand the COVID-19 virus has a long incubation period during which carriers of the virus may not show symptoms and still be highly contagious. It is impossible to determine who has it and who does not, given the current limits in virus testing.

I agree to the following (initial):

____ I understand the above symptoms and affirm that I as well as all household members do not currently have, nor have experienced any of the symptoms listed above, **WITHIN THE LAST 14 DAYS.**

____ I affirm that I as well as all household members have not been diagnosed with COVID-19 **WITHIN THE LAST 30 DAYS.**

____ I affirm that I, as well as all household members have not knowingly been exposed to anyone diagnosed with COVID-19 **WITHIN THE LAST 30 DAYS.**

____ I affirm that I, as well as all household members have not traveled outside the United States or to any City considered to be a "hot spot" for COVID-19 infections **WITHIN THE LAST 30 DAYS.**

____ I understand that NPFS cannot be held liable for any exposure due to the COVID-19 virus caused by misinformation on this form or health history provided by each client.

____ I have been made aware of the CDC and OHA guidelines that under the current pandemic that close personal contact is not recommended. Services provided by NPFS will follow NPFS protocols. (Posted and a copy available upon request).

By signing below, I understand and agree to each statement above and release NPFS and NPFS staff from any and all liability for the unintentional exposure or harm due to COVID-19, NPFS and all NPFS employees agree to abide by these standards and affirm the same.

Client Print Name

Client Signature

Date



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Acknowledgement of Receipt of Notice of Privacy Practices & Consent for use and Disclosure of Health Information

By law, all information obtained in the course of psychotherapy shall remain confidential, and will not be released without your written consent, except under the following conditions:

- Reporting suspected child abuse
- Reporting imminent danger to client or others
- You request my appearance in court to testify on your behalf
- License consultation or supervision
- Defense of claims brought by client against licensee
- If the client is a minor, legal guardian may have a right to information

I understand that New Priorities Family Services will use and disclose health information about me. I understand that my health information may include information both created and received by this provider; records may be in the form of written, electronic or spoken words, and may include information about my health history, health status, symptoms, examinations, test results, diagnosis, treatment, procedures, prescription and other similar types of health-related information.

I understand that I have the right to receive and review a written description of how New Priorities Family Services will handle health information about me. This written description is known as a Notice of Privacy Practices and describes the uses and disclosure of health information made and the information practices followed by the employees, staff, and other office personnel of New Priorities Family Services and my rights regarding my health information.

I understand that the notice of Privacy Practices may be revised from time to time, and I am entitled to receive a copy of any revised Notice of Practices. I also understand that a copy or summary of the most current version of the Notice of Privacy Practices will be posted in the waiting area. I understand that I have the right to ask that some or all of my health information not be used or disclosed in the manner described in the Notice of Privacy Practices, and I understand that New Priorities Family Services is not required by law to agree to such request.

By Signing below I agree that I have reviewed and understand the information above and that I have received a copy of the Notice of Privacy Practices.

Client Print Name

Signature

Date

Providing Mental Health and Substance Abuse counseling services for youth, adults, and their families.

Rev. 01/2023



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Contract For Psychotherapy Services

Full payment or your Co-pay is expected at the time of service. Payment plans can be arranged with the billing department. Self-pay fees and/or co-pay assistance may be available depending on your income and circumstances. In the even you may need assistance please discuss your circumstances with your counselor. _____ **(Initial)**

Payment Options: Currently we can accept cash, checks, Visa/MC debit cards, and HSA cards. Be aware that there will be a charge of \$50.00 for returned checks due to insufficient funds. If you have any questions, please check with us prior to your session.

Insurance: As a courtesy, we submit an insurance claim to your insurance company for reimbursement. Please make sure you understand your Insurance Policy and the services it provides and covers. Many Insurance companies/plans require pre-authorization for services you are responsible for contacting your insurance to ensure services will be covered and provide us with any necessary authorization/certification numbers, expiration dates, or visit limits given to you by your insurance.

You will be financially responsible should your insurance deny any claims for services rendered at NPFS.

Cost of Services Provided

Mental Health

- Initial Evaluation/Consultation \$220
- Individual Therapy (30 min.-1hr) \$96-\$192
- Family Therapy \$165-\$195
- Group Therapy \$60
- OHP Individuals - Cost of services set by State

Chemical Dependency

- Alcohol/Drug Assessment \$220
- Individual Session (1-4 units) \$48-192
- Family Therapy \$165-\$195.00
- Group Therapy \$60
- UA Collection Fee \$20

Appointments: Your appointment time is a commitment between you and NPFS to provide you the services needed. This time is YOURS. Therefore, we ask that you give a 24-hour notice of cancellation. We realize that emergencies do occur, please call right away to make arrangements with your therapist or you will be charged a cancellation fee of \$50.00 for No Call/No Show (OHP exempt).

I have read and understand the contract obligation stated above

Client Print Name

Signature

Date



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Grievance Policy and Procedures

NPFS staff will encourage and facilitate resolution of the grievance at the lowest possible level.

To file a grievance an individual is to follow procedures as listed in steps below:

- Initiate a frank discussion between themselves and their clinician regarding individual concerns.
- A grievance shall be put in writing and inserted in the individual's file.
- If issue cannot be resolved the grievance is given to the NPFS Director/Supervisor who "will take action" within 72 hours.
- An investigation of any grievance "will be completed" within 30 calendar days. During this time, the NPFS directors will receive and process the grievance and document any action taken on a substantiated grievance and document receipt, investigation and action taken in response to the grievance.

Expedited Grievances: In circumstances where the matter of the grievance is likely to cause harm to the individual before grievance procedures are completed, the individual or guardian of the individual may request an expedited review. The program director must review and respond in writing to the grievance within 48 hours of receipt of grievance. The written response must include information about the appeal process.

If an individual does not feel NPFS is handling the grievance, the following agencies may be contacted:

- State of Oregon Health Authority 503-945-5772
- Disability Rights Oregon 503-243-2081
- Pacific Source Grievance and Appeals 1-888-863-3637
- The Governor's Advocacy Office 503-945-6904

Grievance Appeals

Individuals and legal guardians, have the right to appeal, entry, transfer, and grievance decisions if they are not satisfied with the decision within ten working days of the date of New Priorities Family Service's response to the grievance or notification of denial for services. The appeal must be submitted to the CMHP Director in the county where the provider is located or to the Division as applicable.

The CMHP Director of Division must provide a written response within ten working days of the receipt of the appeal. If the individual or guardian is not satisfied with the appeal decision. he or she may file a second appeal in writing within ten days of the date of the written response to the director.

I have read and reviewed a copy of this document

Client Print Name

Signature

Date

Individual Rights

*Updated October 2019

- (1) In addition to all applicable statutory and constitutional rights, every individual receiving services has the right to:
- (a) Choose from services and supports that are consistent with the assessment and service plan, culturally competent, provided in the most integrated setting in the community and under conditions that are least restrictive to the individual's liberty, that are least intrusive to the individual, and that provide for the greatest degree of independence;
- (b) Be treated with dignity and respect;
- (c) Participate in the development of a written service plan, receive services consistent with that plan and participate in periodic review and reassessment of service and support needs, assist in the development of the plan, and receive a copy of the written service plan;
- (d) Have all services explained, including expected outcomes and possible risks;
- (e) Confidentiality and the right to consent to disclosure in accordance with ORS 107.154 (Authority of parent when other parent granted sole custody of child), 179.505 (Disclosure of written accounts by health care services provider), 179.507 (Enforcement of ORS 179.495 and 179.505), 192.515 (Definitions for ORS 192.515 and 192.517), 192.507, 42 CFR Part 2 and 45 CFR Part 205.50;
- (f) Give informed consent in writing prior to the start of services, except in a medical emergency or as otherwise permitted by law. Minor children may give informed consent to services in the following circumstances:
- (A) Under age 18 and lawfully married;
- (B) Age 16 or older and legally emancipated by the court; or
- (C) Age 14 or older for outpatient services only. For purposes of informed consent, outpatient service does not include service provided in residential programs or in day or partial hospitalization programs.
- (g) Inspect their service record in accordance with ORS 179.505 (Disclosure of written accounts by health care services provider);
- (h) Refuse participation in experimentation;
- (i) Receive medication specific to the individual's diagnosed clinical needs, including medications used to treat opioid dependence;
- (j) Receive prior notice of transfer, unless the circumstances necessitating transfer pose a threat to health and safety;
- (k) Be free from abuse or neglect and to report any incident of abuse or neglect without being subject to retaliation;
- (L) Have religious freedom;
- (m) Be free from seclusion and restraint;
- (n) Be informed at the start of services and periodically thereafter of the rights guaranteed by this rule;
- (o) Be informed of the policies and procedures, service agreements and fees applicable to the services provided, and to have a custodial parent, guardian, or representative assist with understanding any information presented;
- (p) Have family and guardian involvement in service planning and delivery;
- (q) Have an opportunity to make a declaration for mental health treatment, when legally an adult;
- (r) File grievances, including appealing decisions resulting from the grievance;
- (s) Exercise all rights set forth in ORS 109.610 (Right to care for certain sexually transmitted infections without parental consent) through 109.697 (Right to contract for dwelling unit and utilities without parental consent) if the individual is a child, as defined by these rules;
- (t) Exercise all rights set forth in ORS 426.385 (Rights of committed persons) if the individual is committed to the Authority; and
- (u) Exercise all rights described in this rule without any form of reprisal or punishment.
- (2) The provider shall give to the individual and, if appropriate, the guardian a document that describes the applicable individual's rights as follows:
- (a) Information given to the individual shall be in written form or, upon request, in an alternative format or language appropriate to the individual's need;
- (b) The rights and how to exercise them shall be explained to the individual, and if applicable the guardian; and
- (c) Individual rights shall be posted in writing in a common area.
- I have received a copy of this document

Client Name

Date



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Notice of Privacy Practices

What are your privacy rights?

- You can ask to limit how we use or share your information. You must ask in writing. We can agree if law allows.
- You can ask us to contact you in a certain way or in a certain place. We will follow any realistic request.
- In most cases, you can look at or get copies of your records. You must ask in writing. You may have to pay for the copies. Please contact us for the form.
- You can ask to amend health information in your medical or billing records. This must be in writing. We may not agree to these changes in certain situations.
- You can ask us what health information we shared about you after April 14, 2003. You must ask in writing. This list will not have information we shared for treatment, payment, or health care operations that you gave permission to share.
- You can usually take back your written permission if you ask us in writing. We can't take back any information we have already given.

What is Protected?

Protected Health Information (PHI), which means any medical information with your name on it.

Your Records: Are kept in a chart with your name on it. They can be stored in a computer. Tell what treatment and test you have had and what health care choices have been made.

Protecting your privacy: By law, we must keep your medical information private except in some situations. We must give you a copy of these rules. All Deschutes County Health Service Employees and volunteers must follow these rules.

When we need your written permission: To share some information such as: Mental Health, Alcohol and Drug Abuse Treatment, HIV/AIDS testing or treatment and genetic testing information.

How we may share you PHI Medical Treatment: Information for payment. Your medical care.

Appointment reminders. To tell you about services or treatment. DCHS Business associates, Labs, Pharmacies, and Interpreters. **Special situations:** to talk to people who help for your care, Workers compensation. To schedule an interpreter for you. In the event of a disease, To report births or deaths, Healthcare emergency. Eminent threat to self or others.

Legal purposes: For specific court request such as subpoenas. To report suspected abuse, neglect or domestic violence. For investigations or audits. To jails or prisons. For national security or to protect the President.

Privacy Complaints: We care about your concerns! If you do not agree with how we used or disclosed information about you, you may file a complaint. You will not be punished and your care will not be affected if you file a complaint.

To file a privacy complaint, please contact:

- NPFs Program Director; Karen Ludwig (541) 923-2654 Fax (541)548-8099
1655 SW Highland Ave Suite 3, Redmond, OR, 97756
- Deschutes County Risk Manager (541) 330-4631 Fax (541) 617-4704
1300 NW Wall St. Suite 200, Bend, OR, 97701
- Secretary of the Department of Health & Human Services Region 10 HHS
Voice phone (206) 615-2290 TDD (206) 615-2296 Fax (206) 615-2297

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