

Melissa R. Kinder, MD LLC
Hand and Reconstructive Surgery Northwest
10121 SE Sunnyside Rd. Ste. 235 Clackamas, OR 97015

Office Procedures, Policies, Privacy Practices and Consents

Acknowledgement and Consent

I understand that Hand and Reconstructive Surgery Northwest (referred to below as “This Practice”) will use and disclose **health information** about me.

I understand that my **health information** may include information both created and received by the practice, may be in the form of written or electronic records or spoken words, and may include information about my health history, health status, symptoms, examinations, test results, diagnoses, treatments, procedures, prescriptions, and similar types of health-related information.

I understand and agree that This Practice may use and disclose my **health information** in order to:

- Make decisions about and plan for my care and treatment;
- Refer to, consult with, coordinate among, and manage along with other health care providers for my care and treatment;
- Determine my eligibility for health plan or insurance coverage, and submit bills, claims and other related information to insurance companies or others who may be responsible to pay for some or all of my health care; and
- Perform various office, administrative and business functions that support my physician’s efforts to provide me with, arrange and be reimbursed for quality, cost-effective health care.

I also understand that I am receiving a written description of how This Practice will handle health information about me. This written description is known as a **Notice of Privacy Practices** and describes the uses and disclosures of health information made and the information practices followed by the employees, staff and other office personnel of This Practice, and my rights regarding my health information.

I understand that the Notice of Privacy Practices may be revised from time to time, and that I am entitled to receive a copy of any revised Notice of Privacy Practices. I also understand that a copy or a summary of the most current version of This Practice’s Notice of Privacy Practices in effect will be posted in waiting/reception 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 This Practice is not required by law to agree to such requests.

Authorization for Medical Photography

Medical Photography Policy and Consent

In order to provide optimal treatment planning and to document progress through your treatment, medical photographs and images may be taken before, during or after a surgical procedure or treatment. Consent is required to obtain such images. Additionally, patients may consent to release this material for a stated purpose. This is a consent document that has been prepared to help inform you concerning permission to take photographs and to use these images for a purpose as defined within this consent. Please read this information carefully and completely. After reviewing please provide a signature to acknowledge understanding of the information provided, and to provide consent for medical photography as a component of your care. We comply strictly with previously acknowledged HIPPA guidelines for protection of patient privacy and confidentiality.

Consent

I hereby authorize the doctor and/or her staff to take preoperative, intraoperative, and postoperative photographs as a component of my care and treatment. I authorize the doctor to release only for professional medical purposes. Medical records including illustrations, photographs or other imaging records for scientific and educational purposes, or for examination, testing, credentialing, or certifying purposes by the American Board of Plastic Surgery, Inc.

Dr. Kinder and staff believe it is our responsibility and priority to respect and protect your privacy. Your photographs will never be released for public viewing on a website or in an office portfolio without your express written consent on a separate document.

Appointment Cancellation/Late and No Show Policy

1. **Late cancellation:** if an appointment is not cancelled at least **24 hours in advance (one business day)** you will be charged a fifty dollar (\$50) fee; this will not be covered by your insurance company.
2. **Late appointments:** If a patient is 15 minutes late for their scheduled appointment, the patient will not be seen and the appointment will be rescheduled. This will be considered a no show, and you will be charged a fifty dollar (\$50) fee; this will not be covered by your insurance.
3. **No show:** if a patient does not show up for a scheduled appointment you will be charged a fifty dollar (\$50) fee; this will not be covered by your insurance company. If a patient does not show up for three (3) scheduled appointments the relationship between the patient and the doctor will be terminated.
4. **Late cancellation/No Show surgery appointments:** If a surgery is not cancelled with a minimum notice of **48 hours (2 business days)** you will be charged a seventy five dollar (\$75) fee; this will not be covered by your insurance company. Please note that you are required to arrive 2 hours before your scheduled surgery time. Late arrival will be cause to cancel your surgery and you will be charged a one hundred dollar (\$100) fee; this will not be covered by your insurance company. If a patient does not show up for a scheduled surgery you will be charged a one hundred dollar (\$100) fee; this will not be covered by your insurance company, and will require another pre op surgery appointment before the surgery will be rescheduled. Any out of pocket expenses will be reimbursed to the patient in full if paid by cash or check. If paid by credit/debit card, a 3% fee will be deducted from reimbursement.

Prescriptions

-Due to recent DEA (drug enforcement administration) changes, prescription narcotics can no longer be prescribed over the telephone. **Prescriptions for narcotics must be hand delivered to your pharmacy.** Prescription narcotics will only be filled by Dr. Kinder at the time of your appointment. **Prescriptions are not available after clinic hours or on weekends.** You will need to contact your Primary Care Physician or seek attention at an Urgent Care, or Emergency Dept. Thank you for your attention to this matter.

Photos / Cell phone use

Please help us protect others and your privacy. We ask that you do not use your cell phone in this clinic.

PHOTOS AND VIDEOS ARE PROHIBITED.

Fees

FMLA forms, Disability paperwork

Any physician statement paperwork not required by Workers Compensation that Dr. Kinder or staff fill out will be \$35.00 for 1-3 pages and \$40 for 4 or more pages. This fee will be charged for each set of forms you require. Payment is due at time of paperwork completion and cannot be billed to insurance.

Checks, Collections

There is a \$25 fee for returned checks. - Checks will be processed within 90 days.

A rebilling fee of \$10 will be added to all accounts that are not paid in full after first statement or enrolled in automatic payments. This fee will be charged for each rebilling.

Accounts with past due balances that are sent to collections will acquire a 40% service charge.

Any refunds to patients for overpayments will be made via check. Charge card refunds due to procedure cancellation or charged to incorrect card, etc. will have a 3% fee deducted from refund to cover processing fees.

Insurance Billing

To avoid out of network fees, it is your responsibility to verify that Dr. Kinder is in network with your insurance plan.

Note: Receipt of this paperwork does not establish patient physician relationship and does not direct any responsibility to Dr. Kinder or any entity of Hand and Reconstructive Surgery Northwest.

NOTICE OF PRIVACY PRACTICES

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION

PLEASE REVIEW IT CAREFULLY.

WHO WILL FOLLOW THIS NOTICE

This notice describes the information privacy practices followed by our employees, staff and other office personnel.

YOUR HEALTH INFORMATION

This notice applies to the information and records we have about your health, health status, and the health care and service you receive at this office. Your health information may include information created and received by this office, may be in the form of written or electronic records or spoken words, and may include information about your health history, health status, symptoms, examinations, test results, diagnoses, treatments, procedures, prescriptions, related billing activity and similar types of health related information.

We are required by law to give you this notice. It will tell you about the ways in which we may use and disclose health information about you and describes your rights and our obligations regarding the use and disclosure of that information.

HOW WE MAY USE AND DISCLOSE HEALTH INFORMATION ABOUT YOU

We may use and disclose health information for the following purposes:

- **For Treatment.** We may use health information about you to provide you with medical treatment or services. We may disclose health information about you to doctors, nurses, technicians, office staff or other personnel who are involved in taking care of you and your health.

For example, your doctor may be treating you for a heart condition and may need to know if you have other health problem that could complicate your treatment. The doctor may use your medical history to decide what treatment is best for you. The doctor may also tell another doctor about your condition so that doctor can help determine the most appropriate care for you.

Various personnel in our office may share information about you and disclose information to people who do not work in our office in order to coordinate care, such as phoning in prescriptions to your pharmacy, scheduling lab work and ordering x-rays. Family members and other health care providers may be part of your medical care outside this office and may require information about you that we have.

- **For Payment.** We may use and disclose health information about you so that the treatment and services you receive at this office may be billed to and payment may be collected from you, an insurance company or a third party.

For example, we may need to give your health plan information about a service you received here so your health plan will pay us or reimburse you for the service. We may also tell your health plan about a treatment you are going to receive to obtain prior approval, or to determine whether your plan will pay for the treatment.

- **For Health Care Operations.** We may use and disclose health information about you in order to run the office and make sure that you and our other patients receive quality care.

For example, we may use your health information to evaluate the performance of our staff in caring for you. We may also use health information about all or many of our patients to help us decide what additional services we should offer, how we can become more efficient, or whether certain new treatments are effective.

We may also disclose your health information to health plans that provide you insurance coverage and other health care providers that care for you. Our disclosures of your health information to plans and other providers may be for the purpose of helping these plans and providers provide or improve care, reduce cost, coordinate and manage health care and services, train staff and comply with the law.

- **Appointment Reminders.** We may contact you as a reminder that you have an appointment for treatment or medical care at the office.
- **Treatment Alternatives.** We may tell you about or recommend possible treatment options or alternatives that may be of interest to you.
- **Health-Related Products and Services.** We may tell you about health-related products or services that may be of interest to you.

Please notify us if you do not wish to be contacted for appointment reminders, or if you do not wish to receive communications about treatment alternatives or health-related products and services. If you advise us **in writing** that you do not wish to receive such communications, we will not use or disclose your information for these purposes.

SPECIAL SITUATIONS

We may use or disclose health information about you for the following purposes, subject to all applicable legal requirements and limitations:

- **To Avert a Serious Threat to Health or Safety.** We may use and disclose health information about you when necessary to prevent a serious threat to your health and safety or the health and safety of the public or another person.
- **Required By Law.** We will disclose health information about you when required to do so by federal, state or local law.
- **Research.** We may use and disclose health information about you for research projects that are subject to a special approval process. We will ask you for your permission if the researcher will have access to your name, address or other information that reveals who you are, or will be involved in your care at the office.
- **Organ and Tissue Donation.** If you are an organ donor, we may release health information to organizations that handle organ procurement or organ, eye or tissue transplantation or to an organ donation bank, as necessary to facilitate such donation and transplantation.
- **Military, Veterans, National Security Intelligence.** If you are or were a member of the armed forces, or part of the national security intelligence communities, we may be required by military command or other government authorities to release health information about you. We may also release information about foreign military personnel to the appropriate foreign military authority.
- **Workers' Compensation.** We may release health information about you for workers' compensation or similar programs. These programs provide benefits for work-related injuries or illness.
- **Public Health Risks.** We may disclose health information about you for public health reasons in order to prevent or control disease, injury or disability; or report births, deaths, suspected abuse or neglect, non-accidental physical injuries, reactions to medications or problems with products.
- **Health Oversight Activities.** We may disclose health information to a health oversight agency for audits, investigations, inspections, or licensing purposes. These disclosures may be necessary for certain state and federal agencies to monitor the health care system, government programs, and compliance with civil rights laws.
- **Lawsuits and Disputes.** If you are involved in a lawsuit or a dispute, we may disclose health information about you in response to a court or administrative order. Subject to all applicable legal requirements, we may also disclose information about you in response to a subpoena.
- **Law Enforcement.** We may release health information if asked to do so by a law enforcement official in response to a court order, subpoena, warrant, summons or similar process, subject to all applicable legal requirements.
- **Coroners, Medical Examiners and Funeral Directors.** We may release health information to a coroner or medical examiner. This may be necessary, for example, to identify a deceased person or determine the cause of death.
- **Information Not Personally Identifiable.** We may use or disclose health information about you in a way that does not personally identify you or reveal who you are.
- **Family and Friends.** We may disclose health information about you to your family members or friends if we obtain your verbal agreement to do so or if we give you an opportunity to object to such a disclosure and you do not raise and objection. We may also disclose health information to your family or friends if we can infer from the circumstances, based on our professional judgment that you would not object. For example, we may assume you agree to our disclosure of your personal health information to your spouse when you bring your spouse with you into the exam room during treatment or while treatment is discussed.

In situations where you are not capable of giving consent (because you are not present or due to your incapacity or medical emergency), we may, using our professional judgment, determine that a disclosure to your family members or friends is in your best interest. In that situation, we will disclose only health information relevant to the person's involvement in your care. For example, we may inform the person who accompanied you to the emergency room that you suffered a heart attack and provide updates on your progress and prognosis. We may also use our professional judgment and experience to make reasonable inferences that is in your best interest to allow another person to act on your behalf to pick up, for example, filled prescriptions, medical supplies, or x-rays.

OTHER USES AND DISCLOSURES OF HEALTH INFORMATION

We will not use or disclose your health information for any purpose other than those identified in the previous sections without your specific, written *Authorization*. If you give us *Authorization* to use or disclose health information about you, you may revoke that *Authorization in writing*, at any time. If you revoke your *Authorization*, we will no longer use or disclose information about you for the reasons covered by your written *Authorization*, but we cannot take back any uses or disclosures already made with your permission.

In some instances, we may need specific, written authorization from you in order to disclose certain types of specially-protected information such as HIV, substance abuse, mental health, and genetic testing information.

YOUR RIGHTS REGARDING HEALTH INFORMATION ABOUT YOU

You have the following rights regarding health information we maintain about you:

- Right to Inspect and Copy. You have the right to inspect and copy your health information, such as medical and billing records, that we keep and use to make decisions about your care. You must submit a written request in order to inspect and/or copy records of your health information. If you request a copy of the information, we may charge a fee for the costs of copying, mailing or other associated supplies.

We may deny your request to inspect and/or copy records in certain limited circumstances. If you are denied copies of or access to, health information that we keep about you, you may ask that our denial be reviewed. If the law gives you a right to have our denial reviewed, we will select a licensed health care professional to review your request and our denial. The person conducting the review will not be the person who denied your request, and we will comply with the outcome of the law.

- Right to Amend. If you believe health information we have about you is incorrect or incomplete, you may ask us to amend the information. You have the right to request an amendment as long as the information is kept by this office.

We may deny your request for an amendment if your request is not **in writing** or does not include a reason to support the request. In addition, we may deny your request if you ask us to amend information that:

- We did not create, unless the person or entity that created the information is no longer available to make the amendment.
- Is not part of the health information that we keep.
- You would not be permitted to inspect and copy
- Is accurate and complete

- Right to an Accounting Disclosures. You have the right to request and "accounting of disclosures." This is a list of the disclosures we made of medical information about you for purposes other than treatment, payment, health care operations, and a limited number of special circumstances involving national security, correctional institutions and law enforcement. The list will also exclude any disclosures we have made based on your written authorization.
- Right to Request Restrictions. You have the right to request a restriction or limitation on the health information we use or disclose about you for treatment, payment, or health care operations. You also have the right to request a limit on the health information we disclose about you to someone who is involved in your care or the payment for it, like a family member or friend. For example, you could ask that we not use or disclose information about a surgery you had.

We are not required to agree to your request. If we do agree, we will comply with your request unless the information is needed to provide you emergency treatment or we are required by law to use or disclose information.

- Right to Request Confidential Communications. You have the right to request that we communicate with you about medical matters in a certain way or at a certain location. For example, you can ask that we only contact you at work or by mail.
- Right to a Paper Copy of This Notice. You have a right to a paper copy of this notice. You may ask us to give you a copy of this notice at any time. Even if you have agreed to receive it electronically, you are still entitled to a paper copy.

CHANGES TO THIS NOTICE

We reserve the right to change this notice, and to make the revised or changed notice effective for medical information we already have about you as well as any information we receive in the future. We will post the current notice in the office with its effective date in the top right hand corner. You are entitled to a copy of the notice currently in effect.

COMPLAINTS

If you believe your privacy rights have been violated, you may file a complaint with our office or with the Secretary of the Department of Health and Human Services. ***You will not be penalized for filing a complaint.***