



NEW PATIENT REGISTRATION PACKET (Non-Indian)

Indian Health Council, Inc. (IHC) would like to take this opportunity to thank you for your interest in registering with us as a patient.

Patient health and well-being is our primary concern. Our philosophy is to provide comprehensive care while treating every patient with dignity and respect. IHC is able to treat a full spectrum of both acute illnesses and chronic conditions and offer a wide variety of services and preventive programs to address your physical, mental, and spiritual being. We strive to "Empower Native Wellness."

To register as a Non-Indian IHC patient, **persons must meet one of the following categories and submit required documentation.** 1. Spouse, including same sex spouse. Must submit marriage certificate. 2. Dependents of eligible Indians, including adopted, step and foster children. Must submit marriage certificate and/or appropriate court documentation. 3. Women pregnant with an eligible Indian's child. The father will be required to complete a paternity statement.

In addition to the above requested documentation, persons need to complete the forms contained within this registration packet in entirety and provide copies of the below listed documents, thereby completing the registration process and becoming an IHC patient.

- PICTURE ID**
- PROOF OF RESIDENCY** (Water or Electric Bill, DMV Registration, Rental/Lease Agreement)
- CURRENT MEDICAL AND DENTAL INSURANCE CARD(S)** (all uninsured non-native spouses will be seen on a sliding fee scale for all services rendered, based on provided proof of income. A \$20.00 co-payment is due at time of each visit).
- COPY OF SOCIAL SECURITY CARD**

Again, thank you for choosing to register with IHC. We look forward to assisting you with your healthcare needs.

Sincerely, Indian Health Council, Inc.

Phone: (760) 749-1410 ext. 5285 or 5297

Fax: (760) 233-5594



ADULT NON-INDIAN PATIENT REGISTRATION DEMOGRAPHIC INFORMATION

Patient Name: (Last) _____ (First) _____ (Middle) _____

Other Names: (Maiden, AKA) _____ Birth Sex: (Male) _____ (Female) _____

Date of Birth: (Month) _____ (Day) _____ (Year) _____ Social Security# _____ / _____ / _____

Physical Address: _____ (City) _____ (State) _____ (Zip) _____

Do you live on the Reservation: (Yes) _____ (No) _____ If yes what reservation: _____

Mailing Address: _____ (City) _____ (State) _____ (Zip) _____

Home Ph # (_____) _____ Cell Ph # (_____) _____ Email _____

Preferred method of appointment reminders: Text Voice reminders Email Patient Portal None

Race: American Indian African American Asian Hispanic Pacific Islander White Decline to Report

Ethnicity: Hispanic or Latino Not Hispanic or Latino Decline to Report

Are you a Veteran: (Yes) _____ (No) _____ Do you have VA Benefits: (Yes) _____ (No) _____

Person to Contact in Case of Emergency: (Name) _____ (Relationship) _____

Emergency Contact Phone #: (_____) _____

SPOUSE INFORMATION

Spouse's Name: (Last) _____ (First) _____ (Middle) _____

Date of Birth: (Month) _____ (Day) _____ (Year) _____ Social Security# _____ / _____ / _____

Is Your Spouse Enrolled in a Federally Recognized Tribe: (Yes) _____ (No) _____

Is Your Spouse a Descendant: (Yes) _____ (No) _____

Spouse's Tribal Affiliation: _____ Spouse's Tribal Enrollment #: _____

Where is Your Spouse's Tribe Located: (City) _____ (State) _____



PATIENT INSURANCE AND SCREENING INFORMATION

PRIMARY MEDICAL INSURANCE

Subscriber Name: _____

Subscriber Date of Birth: _____

Relationship to Patient: _____

Insurance Name: _____

Insurance Phone #: (_____) _____

Policy #: _____

Group #: _____

Employer: _____

PRIMARY DENTAL INSURANCE

Subscriber Name: _____

Subscriber Date of Birth: _____

Relationship to Patient: _____

Insurance Name: _____

Insurance Phone #: (_____) _____

Policy #: _____

Group #: _____

Employer: _____

SECONDARY MEDICAL INSURANCE

Subscriber Name: _____

Subscriber Date of Birth: _____

Relationship to Patient: _____

Insurance Name: _____

Insurance Phone #: (_____) _____

Policy #: _____

Group #: _____

Employer: _____

SECONDARY DENTAL INSURANCE

Subscriber Name: _____

Subscriber Date of Birth: _____

Relationship to Patient: _____

Insurance Name: _____

Insurance Phone #: (_____) _____

Policy #: _____

Group #: _____

Employer: _____



NON-INDIAN POLICY ACKNOWLEDGEMENT

According to the Indian Health Council, Inc. Manual, Eligibility for Care Policy, services will be provided, as medically necessary, to the following Non-Indian patients as indicated by the below listed categories. Please read them carefully, initial all the boxes, and indicate your agreement and understanding by signing at the bottom.

1. **Spouses.** Any spouse, including a same-sex spouse, of an eligible Indian, shall be eligible for Direct Care Services at Indian Health Council, Inc. provided they complete the registration application and submit a copy of their marriage certificate. These persons will remain eligible after the death of their eligible spouse until the widow/widower remarries or cohabitates with a non-Indian or until they cease using services of IHC for a period of 12 consecutive months, whichever occurs first. If these persons are uninsured they can complete a sliding fee application for reduced payment (proof of income is required). If persons are uninsured and decline to apply for sliding fee scale, they will be responsible for full cost of all services rendered. A \$20.00 copayment will be due at the time of each visit.
2. **Dependents of Eligible Indians:** Non-Indians who are the natural or adopted child, step child, foster child, legal ward or orphan of an eligible Indian are eligible for care until they reach the age of 19. The Board has determined that persons in these categories will remain eligible for direct care until the age of 21 if they are full time students.
3. **Women Pregnant with Indian's Child:** Non-Indian women pregnant with the child of an eligible Indian during pregnancy and postpartum (6 weeks after delivery) are eligible for care. If the non-Indian is not married to the Indian, then paternity must be acknowledged in writing by the Indian or determined by order of the court, prior to any services being administered.
4. **Preventing Spread of Disease:** Non-Indian members of an Indian's household may be served to prevent the spread of communicable disease or otherwise deal with a public health hazard. This is based on availability of resources at the time of outbreak.
5. **Persons with Medical Emergency:** Non-Indians may be treated to achieve stability in a medical emergency. Such patients, once stable, will be routed to a non-Indian Health facility with the patient responsible for the costs.
6. **Non-Native Regular Employees and their dependents** who are enrolled in IHC's group health insurance plan may access services offered at IHC in Medical, Dental and Pharmacy during their employment and continued participation in the group plan. Insurance carriers will be billed for services rendered and co-pay and deductibles may apply.

Patient's Name: _____

DOB: _____

Signature: _____

Date: _____



Consent to Receive Text Messages and/or Emails

By signing below, I authorize Indian Health Council (IHC) through its vendor to contact me via SMS text messages and/or emails for general health related notifications such as reminders of upcoming appointments, schedule appointments or pick up my medications.

The **cell phone number** that I authorize to receive text messages from IHC is (____)____ - _____

The **email address** that I authorize to receive emails is _____

I understand that I must notify the IHC of any change in my cell phone number or email address by contacting any front office staff or registration staff.

I understand that message/data rates may apply to messages sent by IHC under my cell phone plan. I understand that text messages are not a substitute for professional or medical urgent attention. I know that I am under no obligation to authorize IHC to send me text messages and/or emails; and I may opt-out of receiving these communications at any time by notifying IHC in writing. I indicate that I am the person legally responsible for all use of my mobile account, that I am at least 18 years of age (**exceptions: emancipated patient or 12 years of age or older patient who legally can consent for treatment related to medical/behavioral health/substance use disorder as allowed by federal or California laws**), and I agree to all terms and conditions of use for the text messaging services.

Patient Name _____

DOB: _____

Signature _____

Date: _____

Patient or Legal Representative/Guardian

Print Name of Legal Representative/Guardian

Relationship to Patient

REVOCATION: I hereby revoke my request to receive any future reminders of appointments, pick-up medications and general health via:

_____ **text messages**

_____ **emails**

Initial

Initial

Signature _____

Date _____

Patient or Legal Representative/Guardian

Print Name of Legal Representative/Guardian

Relationship to Patient



Chart # _____

Consent for Treatment & Assignment of Benefits

1. Consent to Medical, Dental, Psychological, Nursing and Surgical Procedures:

The undersigned consents to the patient entering the IHC Facility and receiving medical, dental, psychological, general duty nursing or surgical procedures, which may include emergency services, laboratory procedures, x-ray examinations, anesthesia and other procedures under the general and specific instructions of the patient’s healthcare provider(s). The undersigned acknowledges that the patient or the legal representative of the patient will be required to sign additional consent forms for complex treatments and procedures which require the patient’s provider to obtain informed consent from the patient or the patient’s legal representative for such treatment or procedures.

2. Release of Patient Information:

The IHC Facility will not release patient identifiable information to any third party without the patient’s written consent, except as permitted or required by law: The undersigned agrees that the Facility may release information without a patient consent, to the extent necessary, (1) to insure continued treatment by healthcare providers and (2) to determine who is responsible for payment and to obtain payment or reimbursement for services provided to the patient; Third parties who may receive such information under this paragraph include insurance companies, utilization reviewers, case managers, federal and state agencies, consulting and treating providers, patient’s employer and managed care plans who are responsible for payment of covered services. (Psychological/HIV/AIDS information will require a special consent prior to release).

3. Payment for services rendered:

I, the undersigned, certify that the information given to the IHC Facility in applying for payment by third parties is correct. I hereby authorize payment of benefits on my behalf for services furnished to me and authorize the IHC Facility to release minimum necessary patient health information pertaining to the visit to the Health Care Financing Administration or to the California Department of Health Services or other agents which is necessary to determine benefits or payment for services under these programs.

Patient’s Name: _____

DOB: _____

Signature: _____

Patient/Legal Representative

Date: _____

Printed name of Parent/Guardian/Legal Rep _____



OFFICE POLICY NOTICE TO PATIENTS

IHC strives to provide you the best personalized care available. To make this possible, IHC adheres to a set of very important guidelines. Please read them carefully, initial all the boxes, and indicate your agreement and understanding by signing at the bottom.

LATE POLICY

Medical & Dental Department: Being more than ten (10) minutes late to an appointment may require you to reschedule your appointment. For more information on our late policy please refer to the Late/No-Show Policy Acknowledgement.

TWENTY-FOUR HOUR ADVANCE NOTICE

Medical & Dental Department: If you wish to change or cancel an appointment, we would like 24-hour advance notice. If we do not receive 24-hour advance notice, then it is considered a no-show. Advance notice allows someone else (who needs it) time to reserve it in place of you. Please be courteous and responsible. For more information on this policy please refer to the Late/No Show Policy Acknowledgement.

NO-SHOWS

Medical & Dental Department: If you fail to show up for an appointment without notice, that is considered a no-show. The departments adhere to a strict policy stating that after 3 no-shows, a patient will have all future appointments removed and will not be rescheduled for a three-month period. For more information on this policy please refer to the Late/No-Show Policy Acknowledgement.

MISSING INDIAN VERIFICATION (PROOF OF INDIAN)

Native Americans coming into the clinic without their Proof of Indian (Tribal ID or CDIB) will be seen one time only and will be required to complete a "One Time Only Visit" form.

ELIGIBILITY FOR IHC HEALTHCARE SERVICES DOES NOT MEAN SERVICES ARE FREE

Fees for services and responsibility for payment are based on the patient's eligibility for care according to the following categories: PRC Native, Direct Native and Non-Native and as governed by federal laws and regulations. There are times that patients will be charged for services rendered by IHC.

SPECIALTY COPAYMENTS ARE DUE AT TIME OF SERVICE

Patients with an eligibility status of Direct, who do not have insurance, are required to pay a \$20 copayment at the time of service for the following specialty services: acupuncture, cardiology, chiropractic, podiatry, and optometry. In addition, uninsured Direct Natives are responsible for copayments for major dental work and shall be given a dental treatment estimate in advance of work being performed.

If you are experiencing financial difficulties and are unable to afford the cost of our services, we offer a sliding fee scale set in accordance with federal poverty guidelines according to household size and income. Proof of income is required to access discounted fees.

CELL PHONES & VIDEO/AUDIO MONITORING

Cell Phones: We realize emergencies may arise and allow you to have your phone with you during your appointment however please set it to silent mode or have it turned off so as not to interrupt your time with your provider and to maximize your quality of care.

Video & Audio Monitoring: IHC prohibits patients from video or audio recording of other patients or employees without their prior consent.

Patient's Name: _____

DOB: _____

Signature: _____

Patient/Legal Representative

Date: _____



ACKNOWLEDGEMENT OF RECEIPT OF ADVANCE DIRECTIVE INFORMATION

PLEASE READ THE FOLLOWING TWO STATEMENTS:

Place your initials after each statement.

- 1) I have been offered written materials about my right to accept or refuse medical treatments:

- 2) I understand that I am not required to have an **ADVANCE DIRECTIVE** in order to receive medical treatment at this clinic:

PLEASE CHECK ONE OF THE FOLLOWING STATEMENTS:

- I have executed an **ADVANCE DIRECTIVE** for health care.
- I have **not** executed an **ADVANCE DIRECTIVE** for health care.

Patient Date of Birth:

Print Name:

Date:

Signature:

Date:

Witness: _____

Date: _____



ACKNOWLEDGEMENT OF RECEIPT OF NOTICE OF PRIVACY PRACTICES

Patient Name: _____

Date of Birth: _____

By signing this form, you acknowledge receipt of Indian Health Council's current "Notice of Privacy Practices." The "Notice" describes how we may use and disclose your protected health information and informs you of your rights with respect to your protected health information. We encourage you to read it in full.

I understand that I may request a copy of the "Notice of Privacy Practices" at any time. I understand that the Notice may also be viewed at: www.indianhealth.com.

I understand that the "Notice of Privacy Practices" is subject to change. I understand that Indian Health Council will inform me of such changes.

Signature of Patient or Legal Representative

Date of Signature

Printed name of Parent/Guardian/Legal Rep _____

If signed by other than patient, please indicate relationship: _____

INABILITY TO OBTAIN ACKNOWLEDGEMENT

Indian Health Council, Inc. has made good faith efforts to obtain your signature. This section will only be completed if no signature is obtained.

Reasons why the Acknowledgement was not signed:

Patient refused to sign this Acknowledgement even though the patient was asked to do so and was given the Notice of Privacy Practices.

Other: _____

IHC Employee Name

Date of Signature

Signature



Chart # _____

***ACKNOWLEDGEMENT OF RECEIPT OF
Dental Materials Fact Sheets***

"I understand that I can request from Indian Health Council, Inc. Dental Department, a copy of the Dental Materials Fact Sheet dated May 2004, at any time."

Patient Name (Print)

Patient's Date of Birth

Signature of Patient/Parent/Guardian

Date

Printed name of Parent/Guardian/Legal Rep

Signature and title of IHC Employee

Date

For Patients Unable to Acknowledge Receipt

I hereby certify that the patient was unable to acknowledge receipt of "Dental Materials Fact Sheet" packet because:

Signature of IHC Staff: _____

Date: _____



ACKNOWLEDGEMENT OF RECEIPT OF PATIENT RIGHTS AND RESPONSIBILITIES

Patient Name: _____

Date of Birth: _____

By signing this form, you acknowledge receipt of Indian Health Council's current "Patient Rights and Responsibilities." We encourage you to read it in full. I understand that I may request a copy of the "Patient Rights and Responsibilities" at any time. I understand that the document may also be viewed at: www.indianhealth.com under Forms. I understand that "Patient Rights and Responsibilities" are subject to change. I understand that Indian Health Council will inform me of such changes.

Signature of Patient or Legal Representative

Date

If Signed by Legal Representative, please print name: _____

If signed by other than patient, please indicate relationship: _____

INABILITY TO OBTAIN ACKNOWLEDGEMENT

Indian Health Council, Inc. has made good faith efforts to obtain your signature. This section will only be completed if no signature is obtained.

Reasons why the Acknowledgement was not signed: _____

Patient refused to sign this Acknowledgement even though the patient was asked to do so and was given the Notice of Patient Rights and Responsibilities.

IHC Employee Name

Date

Signature



Patient Rights and Responsibilities

As a patient, you have the right to:

1. Receive considerate, compassionate and respectful care in a safe and secure environment free from all forms of abuse, harassment, neglect and mistreatment.
2. Be treated with respect and regard for privacy, individuality, personal values, beliefs, spiritual and cultural traditions.
3. Be informed of your rights and the policies regarding them both verbally and in writing in a manner in which you or your representative understands.
4. Personal privacy and confidentiality. Consultation, examination, treatment and case discussion are confidential and will be conducted discreetly.
5. Receive timely and qualified care in a setting appropriate to health care needs.
6. Receive referrals to staff and services in a timely manner consistent with quality professional practice.
7. Access protective and advocacy services in cases of abuse or neglect.
8. Know the professional status of the person(s) directing and/or providing care and those giving medical advice after hours.
9. Participate in decisions affecting your care and treatment according to your desires, needs, and understanding including the choice to have family and friends participate in the process.
10. Receive information regarding your health status, diagnosis, prognosis, the course of treatment, the benefits and risks of treatment, and the prospects for good health in terms you can understand.
11. Refuse care, treatment and services, to the extent permitted by law. You will be fully informed of possible consequences of such refusal.
12. Submit an Advanced Directive and appoint someone to make health care decisions for you if you are unable to. If you do not have an Advance Directive, we can provide you with information and help you complete one. All patients' rights apply to the person whom you elect.
13. Express satisfaction regarding services rendered and to comment and make suggestions for improvement of the quality of care and services.
14. File a complaint and to receive a response in a timely manner without fear of discrimination.
15. Access your medical records, approve and refuse the release of your medical records. Records are maintained private and confidential in a safe and secure environment.
16. Know, in advance of services, the cost of services and any applicable payment policy.
17. Agree or refuse to participate in research/experimental activities.
18. Change your Primary Care or Dental providers if other qualified practitioners are available.

As a patient, you have the responsibility to:

1. Ask questions and actively participate in discussions and decisions regarding your health care.
2. Provide complete and accurate information about your health and medical history, including present condition, past illnesses, hospitalizations and medications.
3. Discuss your health care problems, concerns, and personal needs with your provider in an honest manner and to inform the health care provider of any changes occurring in your health.
4. Come to all appointments drug and alcohol free. Patient's believed to be under the influence will be asked to leave.
5. Cooperate with all health care personnel involved in your care and to conduct yourself in a polite and respectful manner.
6. Respect the rights of your health care provider and to exchange information in a non-abusive manner either physically or verbally while receiving care.
7. Follow your provider's health care instructions or inform provider if you cannot or will not follow treatment plan.
8. Accept consequences for refusing care or not following treatment plan.
9. Show consideration and respect the rights and property of all health care professionals, employees, and other patients.
10. Make and keep all scheduled appointments. To assure that all patients are served in a timely manner, patients are responsible for calling and changing appointments 24 hours in advance.
11. Pay for services at the time service is provided and to provide the patient registration office with accurate, complete, and current information pertaining to insurance coverage, home address, telephone number, social security number, and Native American Indian verification. You have a right to receive detailed information regarding your bill.
12. Advise your provider of all changes in decisions concerning advance directives and/or persons designated by you to make health care decisions.

IHC recognizes and adheres to patient rights under HIPAA CFR 164.524. Additional information can be found at www.hhs.gov – Privacy Rule.



PATIENT LATE/NO-SHOW POLICY ACKNOWLEDGEMENT- MEDICAL & DENTAL DEPARTMENT

Patient Name: _____ Date of Birth: _____

Purpose:

The purpose of the Late/No-Show policy is to ensure that our patients maintain a standard of care for their health and well-being. Our providers are better able to monitor health or dental conditions, manage medication(s) appropriately, and give optimal care when our patients keep their scheduled appointments. Implementing a Late/No-Show policy will help to decrease unfilled appointment slots which could have been scheduled for other patients. It is our goal to try and accommodate everyone in a fair and efficient manner.

Policy:

Late arrivals- A patient is considered late if the patient arrives 10 minutes after their appointment time. The patient will be notified that their arrival is late and will need to be rescheduled. The visit will be recorded as a no-show, and information will be given to the patient about future late arrivals and consequences.

Appointment Change/Cancellation- 24-hour advance notice is required to change or cancel an appointment, if not provided then it is recorded as a no-show.

No-Show Process- After 3 no-shows in a department in a 3-month period, all the patient's future appointments will be removed for that department and will not be rescheduled for a three-month period. If the patient wants to be seen during this period, they must arrive and wait to see if an opening becomes available. Once seen, the patient will be removed from the no-show list.

Specialty Services- For specialty services, other restrictions may apply. These services may include Obstetrics, Endodontics, IV Sedation, and Orthodontics, but is not exclusive. Reference should be made to the applicable Department's process.



**PATIENT LATE/NO-SHOW POLICY ACKNOWLEDGEMENT- MEDICAL & DENTAL
DEPARTMENT**

At IHC, we strive to meet and exceed the expectations of all our patients, and we are dedicated to providing our patients with the best care and services possible. We also strive to meet our patients’ needs by providing appointment times that best fit your schedule.

Time is specifically reserved for you on our schedule when you make your appointment. When sufficient notice is not given to cancel or reschedule your appointment, it does not give us enough time to contact another patient who could come to the clinic during your assigned time. This results in other patients not getting the care they need when they need it.

In order to be fair and consistent with all of our patients, we have implemented this Late/No-Show Policy. We understand that unanticipated events happen occasionally; emergency cancellations are handled on a case by case basis to be determined by the patient’s provider. As a courtesy, Indian Health Council, Inc. will make an effort to confirm with you two days before your appointment; however, it ultimately remains the patient’s responsibility to keep track of scheduled appointments.

Definitions:

Late- is a specified amount of time after the scheduled appointment time.

No-Show- is not showing up for an appointment with no notice or not canceling/rescheduling an appointment within 24 hours of the appointment. Showing up late for an appointment also qualifies as a no-show.

I have read and understand Indian Health Council’s Late/No-Show Policy. I consent to these terms.

Patient Printed Name _____

Patient Signature _____

Date _____