



Jeff Clark, ND - Wendy Rogers, ND, LAc - Bijana Devo, ND, LAc - Anya Chang, ND, LMT

Office address:  
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Office Phone: (503) 691-0901  
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Website: [www.truehealthmedicine.com](http://www.truehealthmedicine.com) Email: [Frontdesk@truehealthmedicine.com](mailto:Frontdesk@truehealthmedicine.com)

## OFFICE POLICIES

Welcome to our family of patients. The purpose of these policies is to enable our office to serve you to the best of our abilities.

**Initials:**

❖ **Making Appointments:** For healing to be most effective, the doctors often suggest a series of visits. In such cases, we advise that you schedule in advance to ensure continuity of appointments. \_\_\_\_\_

❖ **Cancellation Policy:** Missed appointments without prior notifications are subject to a \$45 charge. Please give prior notice of at least 24 hours so the doctors can help other patients in that appointment time. Please, note that insurance does not cover this fee. \_\_\_\_\_

❖ **Childcare Policy:** We do not offer childcare in this clinic. **Please do not leave children unattended.** \_\_\_\_\_

❖ **Address Change:** Please notify us when your address and/or your phone number changes as soon as possible. \_\_\_\_\_

❖ **Cell Phones:** This office is a cell phone-free zone. Please take any calls outside the office and silence all cell phones upon entering the clinic. Thank you for helping to create a healing environment. \_\_\_\_\_

❖ **Email Policy:** Some physicians at True Health Medicine, PC (THM) use email to correspond with patients as a convenience. However, these emails are not encrypted and could theoretically be read by a malicious outside party with the technical skills to intercept such correspondences. By initialing this line, you are consenting to allow THM and its physicians to correspond with you via email in spite of these potential risks. \_\_\_\_\_

❖ We do not bill insurance for supplement prescriptions and typically insurance companies will not cover them under their policies. **We do not accept returns on any supplements. Please be sure before you buy. This policy is in effect for your safety.** \_\_\_\_\_

❖ **Returned Check Policy:** Due to bank charges to us, we must make a \$25 fee for all returned checks. \_\_\_\_\_

❖ **Motor Vehicle Accidents:** Please notify us if you are billing insurance for a motor vehicle accident. We will be happy to bill under your Personal Injury Protection coverage. \_\_\_\_\_

❖ **Collection Policy:** We may charge interest of 1.5% per month (18% APR) for unpaid balances after 30 days. If an account is over six month in arrears, it will be subject to legal collection. The key to avoiding this situation is communication. **WE WILL WORK WITH YOU!** Just talk to us. \_\_\_\_\_

**Please only initial one of the following:**

❖ **INSURANCE POLICY:** We will bill insurance as a courtesy to our patients. It is your responsibility to make sure that your insurance policy covers the treatment you are receiving. You must clearly understand and agree that all services rendered to you are charged directly to you and that if any treatment is not covered by your policy, you are personally responsible for payment. \_\_\_\_\_

**I agree to have True Health Medicine P.C. bill my insurance carrier/third party payor for their portion of the services covered by them. I understand that any discounts do not apply. I agree to pay my scheduled co-payment and/or the percentage not covered by my insurance policy. I authorize the provider to release to my insurance company any and all information necessary to process a claim. I further authorize that insurance payments be made directly to the provider.** \_\_\_\_\_

❖ **PAYMENT AT TIME OF SERVICE OPTION AGREEMENT:** Payment in full is due at the time services are rendered. We offer a discount to patients who pay in full at the time of service. Any visit that is not paid for in full, including insurance billing, will be billed at our regular fee. This option is available to uninsured or out-of-network patients only. For patients covered by non-contracted insurance providers, we will give you a detailed receipt so that you can submit a claim to your insurance provider and they will reimburse you directly. \_\_\_\_\_

**I agree to use this prompt payment option. I will pay in full at the time services are rendered.** \_\_\_\_\_

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

Date of Birth: \_\_\_\_\_

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

Today's Date: \_\_\_\_\_



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PERSONAL INFORMATION

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

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

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone # (home): \_\_\_\_\_ (cell): \_\_\_\_\_ E-mail address: \_\_\_\_\_

Insurance? No / Yes Insurance Name: \_\_\_\_\_ Phone #: \_\_\_\_\_

Policy/ID Number: \_\_\_\_\_ Group Number: \_\_\_\_\_

S.S#: \_\_\_\_\_ Age: \_\_\_\_\_ Date of Birth: \_\_\_\_\_ Gender: Female \_\_\_ Male \_\_\_

Married: \_\_\_ Separated: \_\_\_ Divorced: \_\_\_ Widowed: \_\_\_ Single: \_\_\_ Partnership: \_\_\_\_\_

Live with: Spouse \_\_\_ Partner \_\_\_ Parents \_\_\_ Children \_\_\_ Friends \_\_\_ Alone \_\_\_ Other \_\_\_

Occupation: \_\_\_\_\_ Hours per week: \_\_\_\_\_ Retired: \_\_\_\_\_

Employer: \_\_\_\_\_ Phone #: \_\_\_\_\_

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

How did you hear about our clinic? \_\_\_\_\_

Has any other family member already been a patient at the clinic? \_\_\_\_\_

Next of kin or other to reach in an emergency: \_\_\_\_\_

Relationship: \_\_\_\_\_ Phone: \_\_\_\_\_

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

GENERAL HEALTH REVIEW

Are you currently receiving healthcare? Y / N If yes, where and from whom: \_\_\_\_\_

If no, when and where did you last receive medical or health care? \_\_\_\_\_

What was the reason? \_\_\_\_\_

What are your most important health problems? List as many as you can in order of importance:

- 1) \_\_\_\_\_
2) \_\_\_\_\_
3) \_\_\_\_\_

What is your reason for coming in today?

\_\_\_\_\_
\_\_\_\_\_
\_\_\_\_\_

## CURRENT MEDICATIONS & SUPPLEMENTS

Please list **any** prescription medications, over the counter medications, vitamins or other supplements you are taking?

- 1) \_\_\_\_\_ 5) \_\_\_\_\_  
2) \_\_\_\_\_ 6) \_\_\_\_\_  
3) \_\_\_\_\_ 7) \_\_\_\_\_  
4) \_\_\_\_\_ 8) \_\_\_\_\_

## GENERAL HEALTH HISTORY

**Family History:** Do you have a family history of any of the following (please circle)?

Cancer	Diabetes	Heart Disease	High Blood Pressure
Kidney Disease	Epilepsy	Arthritis	Glaucoma
Tuberculosis	Stroke	Anemia	Mental Illness
Asthma/Hay fever/Hives	Osteoporosis	Metal Sensitivity	

Any other relevant family history? \_\_\_\_\_

**Childhood Illnesses:** Please circle whether you had any of these as a child:

Scarlet fever    Diphtheria    Rheumatic fever    Mumps    Measles    German measles

**Hospitalization, Surgery, Imaging:** What hospitalizations, surgeries, X-Rays, CAT Scans, EEG, EKG's have you had?

_____ Year: _____	_____ Year: _____
_____ Year: _____	_____ Year: _____
_____ Year: _____	_____ Year: _____

**Allergies:** Are you hypersensitive or allergic to...

Any drugs? \_\_\_\_\_

Any foods? \_\_\_\_\_

Any environmental or chemicals? \_\_\_\_\_

**General:** Height: \_\_\_\_\_ Weight: \_\_\_\_\_ lbs. Weight 1 year ago \_\_\_\_\_ lbs.

Maximum Weight: \_\_\_\_\_ lbs. When: \_\_\_\_\_

When during the day is your energy the best? \_\_\_\_\_ worst? \_\_\_\_\_

## Typical Food Intake

Breakfast: \_\_\_\_\_

Lunch: \_\_\_\_\_

Dinner: \_\_\_\_\_

Snacks: \_\_\_\_\_

To drink: \_\_\_\_\_



Y=a condition you have now

N=Never had

P=Significant problem in the past**Eyes**

Spots in Eyes?	Y N P	Cataracts?	Y N P
Impaired vision?	Y N P	Glasses or contacts?	Y N P
Blurriness?	Y N P	Eye pain/strain?	Y N P
Color blindness?	Y N P	Tearing or dryness?	Y N P
Double Vision?	Y N P	Glaucoma?	Y N P

**Ears**

Impaired hearing?	Y N P	ringing?	Y N P
Earaches?	Y N P	Dizziness?	Y N P

**Nose and Sinuses**

Frequent colds?	Y N P	Nose Bleeds?	Y N P
Stiffness?	Y N P	Hay fever?	Y N P
Sinus problems?	Y N P	Loss of smell?	Y N P

**Mouth and Throat**

Frequent sore throat?	Y N P	Copious saliva?	Y N P
Teeth grinding?	Y N P	Sore tongue/lips?	Y N P
Gum problems?	Y N P	Hoarseness?	Y N P
Dental cavities?	Y N P	Jaw clicks?	Y N P

**Neck**

Lumps?	Y N P	Swollen glands?	Y N P
Goiter?	Y N P	Pain or stiffness?	Y N P

**Respiratory**

Cough?	Y N P	Sputum?	Y N P
Spitting up blood?	Y N P	Wheezing	Y N P
Asthma?	Y N P	Bronchitis?	Y N P
Pneumonia?	Y N P	Pleurisy?	Y N P
Emphysema?	Y N P	Difficulty breathing?	Y N P
Pain on breathing?	Y N P	Shortness of breath?	Y N P
Shortness of breath at night?	Y N P	Shortness of breath while lying down?	Y N P
Tuberculosis?	Y N P		

**Cardiovascular**

Heart disease?	Y N P	Angina?	Y N P
High/Low Blood Pressure?	Y N P	Murmurs?	Y N P
Blood clots?	Y N P	Fainting?	Y N P
Phlebitis?	Y N P	Palpitations/Fluttering?	Y N P
Rheumatic Fever?	Y N P	Chest pain?	Y N P
Swelling in ankles?	Y N P		

**Gastrointestinal**

Trouble swallowing?	Y N P	Heartburn?	Y N P
Change in thirst?	Y N P	Abdominal pain or cramps?	Y N P
Change in appetite?	Y N P	Belching or passing gas?	Y N P
Nausea/vomiting	Y N P	Constipation?	Y N P
Ulcer?	Y N P	Diarrhea?	Y N P
Jaundice (yellow skin)?	Y N P	Bowel Movements: How often? _____	
Gall Bladder disease?	Y N P	Is this a recent change?	Y N
Liver Disease?	Y N P	Black stools?	Y N P
Hemorrhoids?	Y N P	Blood in stool?	Y N P

**Urinary**

Pain on urination?	Y N P	Increased frequency?	Y N P
Frequency at night?	Y N P	Inability to hold urine?	Y N P
Frequent infections?	Y N P	Kidney stones?	Y N P

Y=a condition you have now

N=Never had

P=Significant problem in the past

**Musculoskeletal**

Joint pain or stiffness?	Y N P	Arthritis?	Y N P
Broken bones?	Y N P	Weakness?	Y N P
Muscle spasms or cramps?	Y N P	Sciatica?	Y N P

**Blood / Peripheral Vascular**

Easy bleeding or bruising?	Y N P	Anemia?	Y N P
Deep leg pain?	Y N P	Cold hands/feet?	Y N P
Varicose veins?	Y N P	Thrombophlebitis?	Y N P

**Male Reproduction**

Hernias?	Y N P	Chlamydia?	Y N P
Testicular pain?	Y N P	Prostate disease?	Y N P
Testicular masses?	Y N P	Discharge or sores?	Y N P
Are you sexually active?	Y N	Sexually transmitted infections?	Y N P
Sexual orientation: _____		Gonorrhea?	Y N P
Erectile dysfunction?	Y N P	Condyloma?	Y N P
Premature ejaculation?	Y N P	Herpes?	Y N P
Birth control? Type? _____		Syphilis?	Y N P

**Female Reproduction / Breasts**

Age of first menses? _____		Date of last annual exam/ PAP _____	
Age of last menses? (if menopausal) _____		Are cycles regular?	Y N
Length of cycle? _____ days		Bleeding between cycles?	Y N P
Duration of menses? _____ days		Pain during intercourse?	Y N P
Painful menses?	Y N P	Clotting?	Y N P
Heavy or excessive flow?	Y N P	Discharge?	Y N P
PMS?	Y N P	Birth control?	Y N P
If yes, what are your symptoms? _____		What type? _____	
_____		Number of pregnancies: _____	
Endometriosis?	Y N P	Number of live births: _____	
Ovarian cysts?	Y N P	Number of miscarriages: _____	
Abnormal Pap?	Y N P	Number of abortions: _____	
Cervical Dysplasia?	Y N P	Menopausal symptoms?	Y N P
Sexual difficulties?	Y N P	Are you sexually active?	Y N
Difficulty conceiving?	Y N P	Chlamydia?	Y N P
Breast pain/tenderness?	Y N P	Condyloma?	Y N P
Do you do breast self-exams?	Y N P	Syphilis?	Y N P
Breast lumps?	Y N P	Gonorrhea?	Y N P
Nipple discharge?	Y N P	Herpes?	Y N P
		Sexual orientation: _____	

**Thank you for your time and effort. We look forward to providing you with the best possible care.**

I hereby authorize the release of medical information necessary to process my insurance claim and any future insurance claims, without obtaining my signature on each claim. This may include intake forms, chart notes, reports, correspondences, billing statements and any other information to my attorneys, health care providers and insurance case managers.

I am responsible for all charges of all services provided. In the event that the insurance company denies benefits or makes a partial payment, I am responsible for any balance due.

I give my consent for these services. I will consult with my practitioner with any questions or concerns immediately.

I have stated all medical conditions that I am aware of and will keep my practitioner informed of any changes.

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

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



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## Informed Consent for Treatment

I, \_\_\_\_\_, hereby authorize the doctors of True Health Medicine, P.C., to perform the following specific procedures as necessary to facilitate my diagnosis and treatment:

- **Common diagnostic procedures:** e.g., venipuncture, UA, Pap smears, radiography, laboratory.
- **Minor office procedures:** e.g., ear cleansing.
- **Naturopathic physical medicine:** e.g. craniosacral technique, muscle energy stretching, therapeutic massage techniques, heat and cold therapies, electric stimulation, manual therapies and other related treatments.
- **Medical use of nutrition:** therapeutic nutrition, nutritional supplementation, intramuscular vitamin injections.
- **Western Botanical medicine:** botanical substances may be prescribed as teas, alcoholic tinctures, capsules, tablets, creams, gels, or suppositories.
- **Homeopathic medicine:** the use of highly dilute quantities of naturally occurring plants, animals, and minerals to gently stimulate the body's healing responses.
- **Lifestyle counseling:** promotion of wellness including recommendations for exercise, sleep, stress reduction and balancing of work, spiritual awareness, and social activities.

**I recognize the potential risks and benefits of these procedures as described below:**

- **Potential risks:** allergic reactions to prescribed herbs and supplements; side effects of natural medicines; inconvenience of lifestyle changes; injury from injections, venipuncture, or physical medicine.
- **Potential benefits:** restoration of health and the body's maximal capacity, relief from pain and symptoms of disease, assistance in injury and disease recovery, and prevention of disease or its progression.
- **Notice to Pregnant Women:** All female patients must alert the doctor if they know or suspect that they are pregnant as some of the therapies used could present a risk to the pregnancy.

With this knowledge, I voluntarily consent to the above procedures, realizing that no guarantees have been given to me by the naturopathic physician regarding cure or improvement of my condition. I understand that I am free to withdraw my consent and to discontinue participation in these procedures at any time. I understand that my record of health services provided to me is confidential and that I may look at my medical record at any time and can request a copy of it by paying the appropriate fee.

Patient Signature: \_\_\_\_\_ Date: \_\_\_\_\_



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# HIPAA Notice of Privacy Practices

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**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.**

This Notice of Privacy Practices describes how we may use and disclose your protected health information (PHI) to carry out treatment, payment or health care operations (TPO) and for other purposes that are permitted or required by law. It also describes your rights to access and control your protected health information. "Protected health information" is information about you, including demographic information, that may identify you and that relates to your past, present or future physical or mental health or condition and related health care services.

## **Uses and Disclosures of Protected Health Information**

Your protected health information may be used and disclosed by your physician, our office staff and others outside of our office that are involved in your care and treatment for the purpose of providing health care services to you, to pay your health care bills, to support the operation of the physician's practice, and any other use required by law .

**Treatment:** We will use and disclose your protected health information to provide, coordinate, or manage your health care and any related services. This includes the coordination or management of your health care with a third party. For example, we would disclose your protected health information, as necessary, to a home health agency that provides care to you. For example, your protected health information may be provided to a physician to whom you have been referred to ensure that the physician has the necessary information to diagnose or treat you.

**Payment:** Your protected health information will be used, as needed, to obtain payment for your health care services.

**Healthcare Operations:** We may use or disclose, as-needed, your protected health information in order to support the business activities of your physician's practice. These activities include, but are not limited to, quality assessment activities, employee review activities, training of medical students, licensing, and conducting or arranging for other business activities. For example, we may disclose your protected health information to medical school students that see patients at our office. In addition, we may use a sign-in sheet at the registration desk where you will be asked to sign your name and indicate your physician. We may also call you by name in the waiting room when your physician is ready to see you. We may use or disclose your protected health information, as necessary, to contact you to remind you of your appointment.

We may use or disclose your protected health information in the following situations without your authorization. These situations include: as Required By Law, Public Health issues as required by law, Communicable Diseases: Health Oversight: Abuse or Neglect: Food and Drug Administration requirements: Legal Proceedings: Law Enforcement: Coroners, Funeral Directors, and Organ Donation: Research: Criminal Activity: Military Activity and National Security: Workers' Compensation: Inmates: Required Uses and Disclosures: Under the law, we must make disclosures to you and when required by the Secretary of the Department of Health and Human Services to investigate or determine our compliance with the requirements of Section 164.500.

**Other Permitted and Required Uses and Disclosures Will Be Made Only With Your Consent, Authorization or Opportunity to Object unless required by law.**

**You may revoke this authorization**, at any time, in writing, except to the extent that your physician or the physician's practice has taken an action in reliance on the use or disclosure indicated in the authorization.

## **Your Rights**

Following is a statement of your rights with respect to your protected health information.

**You have the right to inspect and copy your protected health information.** Under federal law, however, you may not inspect or copy the following records: psychotherapy notes, information compiled in reasonable anticipation of, or use in, a civil, criminal, or administrative action or proceeding, and protected health information that is subject to law that prohibits access to protected health information.

**You have the right to request a restriction of your protected health information.** This means you may ask us not to use or disclose any part of your protected health information for the purposes of treatment, payment or healthcare operations. You may also request that any part of your protected health information not be disclosed to family members or friends who may be involved in your care or for notification purposes as described in this Notice of Privacy Practices. Your request must state the specific restriction requested and to whom you want the restriction to apply.

Your physician is not required to agree to a restriction that you may request. If physician believes it is in your best interest to permit use and disclosure of your protected health information, your protected health information will not be restricted. You then have the right to use another Healthcare Professional.

**You have the right to request to receive confidential communications from us by alternative means or at an alternative location. You have the right to obtain a paper copy of this notice from us,** upon request, even if you have agreed to accept this notice alternatively i.e. electronically.

**You may have the right to have your physician amend your protected health information.** If we deny your request for amendment, you have the right to file a statement of disagreement with us and we may prepare a rebuttal to your statement and will provide you with a copy of any such rebuttal.

**You have the right to receive an accounting of certain disclosures we have made, if any, of your protected health information.**

We reserve the right to change the terms of this notice and will inform you by mail of any changes. You then have the right to object or withdraw as provided in this notice.

### **Complaints**

You may complain to us or to the Secretary of Health and Human Services if you believe your privacy rights have been violated by us. You may file a complaint with us by notifying our privacy contact of your complaint. **We will not retaliate against you for filing a complaint.**

This notice was published and becomes effective on/or before **July 28, 2008.**

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We are required by law to maintain the privacy of, and provide individuals with, this notice of our legal duties and privacy practices with respect to protected health information. If you have any objections to this form, please ask to speak with our HIPAA Compliance Officer in person or by phone at our Main Phone Number.

Signature below is only acknowledgment that you have received this Notice of our Privacy Practices:

\_\_\_\_\_

Date

\_\_\_\_\_

Signature

\_\_\_\_\_

Print Name