

Hi there,



Welcome to the Mountain Valleys Health Centers' Family

Our Mission

The mission of MVHC is to provide access to total health care services for all people, with an emphasis on preventative care and education, and with self-care and health maintenance being the end result. This will be achieved through effective program management, fully equipped medical facilities, and by the recruitment and development of highly qualified and dedicated health care professionals willing to serve the rural populations.

Services

Medical Services

- Primary Care
- Preventative Health
- Chronic Disease Management
- Physicals- CHDP, Sports, School, DMV, etc.
- Geriatric Care
- Women's Health
- Prenatal Care and Well Baby Care
- Family Planning
- Urgent Care
- Podiatry
- Minor Surgery
- Diabetic Education
- Tobacco Cessation Counseling
- Basic Laboratory Services and Blood Draws
- Diagnostic Testing
- Hearing and Vision Screening
- Immunizations
- Pediatrics

Dental Services

- Primary and Preventative Dental Care
- Emergency Visits
- Exams and X-Rays
- Oral Cancer Screening
- Standard Teeth Cleaning
- Fluoride Treatment and Sealants
- Deep Teeth Cleaning
- Fillings
- Root Canals
- Crowns
- Extractions
- Dentures and Partial

Behavioral Health Services

- Counseling
- Marriage and Couples Therapy
- Bereavement
- Child and Adolescent Therapy
- Psychological Disorders Arising from Health Problems
- Stress, Mood, and Anxiety Treatment and Management
- Psychological Assessment and Evaluation
- Addiction and Addiction Related Disorders
- Case Management
- Medication Assisted Treatment

After Hours Access

Even after regular clinic hours have ended, patients still have the ability to contact a nurse with health-related questions. MVHC offers this service through Partnership Health Plan and Team Health Medical Call Center. A patient can speak with a Registered Nurse simply by calling any MVHC phone number; easy prompts will direct your call to appropriate system.

Sliding Fee

MVHC offers sliding fee discounts to eligible patients with or without insurance. Eligibility is based on annual income and family size compared to Federal Poverty Guidelines. Anyone may apply. Please ask the front desk, we are always happy to assist you.

Let's Work as a Team

We strive to be as efficient and effective as possible with your health care. We need your help! At each clinic visit please:

- Bring all of your medication bottles, or a complete list of all medications that you take, including strength, how often you take, including over the counter medications
- If you need refills on your medications, please let us know at your appointment
- Let us know if you have had care elsewhere- specialty provider, hospital visit, emergency room diagnostic testing (lab, x-ray)
- Please make sure we stay up to date with your most current information- phone number, address, and insurance information

A Message from our CEO

Mountain Valleys Health Centers, Inc., is a not-for-profit community health center organization offering quality health, behavioral health, and dental care to rural communities in northeastern California for over 30 years. It is our goal to provide top-of-the-line comprehensive health care to our patients. We strive to recruit the best medical providers, dentists, and behavioral health specialists available and to provide them with quality staff. We believe the personal relationship between a patient and doctor is the key to quality care. It is our goal to treat all patients like family.

All eight of MVHC's sites are designated as Federally Qualified Health Centers (FQHC). As an FQHC, our goal is to promote wellness and education. We accomplish this through regular, comprehensive health care.

What is a not-for-profit? The very simple definition is that the company owners are not compensated. So who are the owners? They are a group of very dedicated volunteers who donate their time to serve on the board of directors. The MVHC board meets monthly to review financial operations and approve policy. Each community served by MVHC is represented by members on the board; essentially, the community owns the health centers. The board hires the CEO to oversee operations and provide day-to-day management.

It is my honor to serve our rural communities in beautiful Northeastern California.

Shannon Gerig, CEO
Mountain Valleys Health Centers



Our Locations

Big Valley Health Center
Phone: (530)999 9010

Fall River Valley Health Center
(530)999 9020

Big Valley Dental Center
Phone: (530)999 9011

Tulelake Health Center
(530)999 9060

Burney Health Center
Phone: (530)999 9030

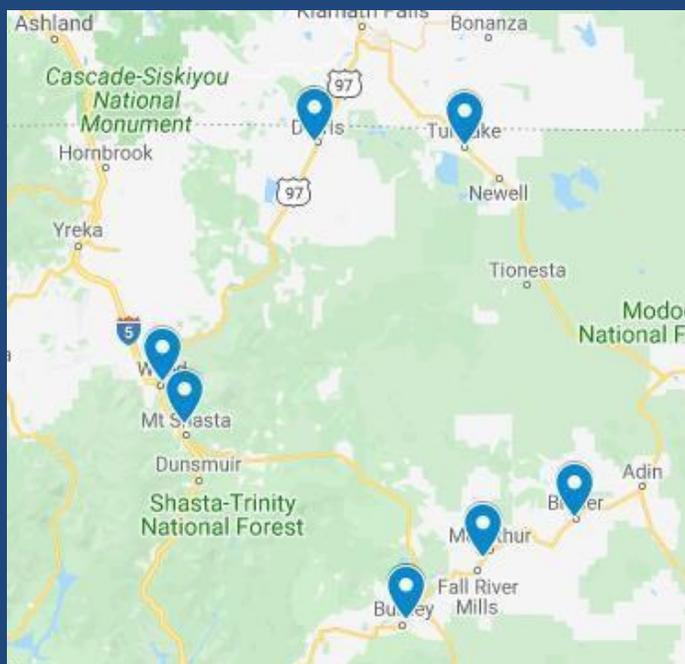
Mt. Shasta Health Center
(530)999 9040

Burney Dental Center
Phone: (530)999 9031

Weed Health Center
(530)999 9050

Butte Valley Health Center
(530)999 9070

Butte Valley Dental Center
(530)999 9071





Notice of Nondiscrimination

Mountain Valleys Health Centers (MVHC) complies with applicable Federal civil rights laws and does not discriminate, exclude, or treat people differently because of race, color, national origin, age, disability, or sex.

MVHC provides free aid and services to people with disabilities to communicate effectively with us such as:

- Written information in other formats (large print and electronic formats)

MVHC provides free language services to people whose primary language is not English such as:

- Interpreters
- Information written in other languages

Please request interpreter services when making your appointment.

MVHC staff, with prior notice, may translate forms and notices upon request using Google Translate <https://translate.google.com/>.

If you have any questions regarding the aforementioned services or if you believe that MVHC has failed to provide these service or discriminated against you on the basis of race, color, national origin, age, disability, or sex, you may file a grievance in person, by mail, or fax by contacting:

Michelle Salters CCO
P.O. Box 277
Bieber, CA 96009
Phone: (530) 999-9010
Fax: (530) 294-5392

You may also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

The complaint form is available at <http://www.hhs.gov/ocr/office/file/index.html>.

Notice of Privacy Practices

Effective Date May 1, 2018

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

WHO WE ARE

This Notice describes the privacy practices of **Mountain Valleys Health Centers (MVHC)** and the privacy practices of:

- All of our doctors, nurses, and other health care professionals authorized to enter information about you into your medical record;
- All of our departments, including, our medical records and billing departments;
- All Mountain Valleys Health Center sites.
- All MVHC staff, volunteers, and other personnel who work for us or on our behalf.

OUR RESPONSIBILITIES

We understand that health information about you and the health care you receive is personal. When you receive treatment and other health care services from us, we create a record of the services that you received. We need this record to provide you with quality care and to comply with legal requirements. This notice applies to all of the records relating to your care maintained by MVHC and tells you about the ways in which we may use and disclose your protected health information (PHI) as well as your rights with respect to the health information that we keep about you.

We are required by law to:

- Make sure that health information that identifies you is kept private in accordance with relevant law;
- Give you this notice of our legal duties and privacy practices with respect to your PHI;
- Notify you if there is a breach of your PHI; and
- Follow the terms of this notice currently in effect for all of your personal health information.

HOW WE MAY USE AND DISCLOSE YOUR HEALTH INFORMATION

We are allowed by law to use and disclose certain PHI without your written permission. Following are some examples of these uses and disclosures.

For Treatment

We can use your PHI and disclose it to other medical professionals who are treating you. For example, a healthcare provider treating you for an injury may ask another healthcare provider about your overall health condition.

For Payment

We can use and disclose your PHI to bill and get payment from a health plan or other entities. For example, we give information about you to your health insurance plan so it will pay for your services.

For Healthcare Operations

We can use and disclose your PHI to run our business, improve your care, and contact you when necessary. For example, we can use health information about you to manage your treatment and services.

OTHER WAYS IN WHICH WE USE OR DISCLOSE YOUR HEALTH INFORMATION

We are allowed or required to disclose your PHI in other ways – including ways that contribute to the public good, such as for public health and research purposes. Following are some examples of these uses and disclosures.

Health-Related Services and Treatment Alternatives

We may use and disclose your PHI to tell you about health-related services or recommend treatment options or alternatives that may be of interest to you. Please let us know if you do not wish us to contact you with this information, or if you wish to have us use an alternate contact when sending this information.

Appointment Reminders

We may use and disclose your PHI to contact you as a reminder that you have an appointment at MVHC.

Help With Public Health and Safety Issues

We can disclose your PHI for certain situations such as:

- Preventing disease;
- Helping with product recalls;
- Reporting adverse reactions to medications;

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- Reporting suspected abuse, neglect, or domestic violence;
- Preventing or reducing a serious threat to anyone's health or safety.

Research

We can use or disclose your PHI for health research.

As Required by Law

We will disclose information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we are complying with federal privacy law.

Organ and Tissue Donation

We can disclose your PHI to organ procurement organizations.

Coroners, Health Examiners, Funeral Directors

We can disclose your PHI to a coroner, medical examiner, or funeral director when an individual dies.

Workers' Compensation, Law Enforcement, and Other Government Requests

We can use or disclose your PHI:

- For worker's compensation claims;
- For law enforcement purposes or with a law enforcement official;
- With health oversight agencies for activities authorized by law;
- For special government functions such as military, national security, and presidential protective services.

Lawsuits and Legal Actions

We can disclose your PHI in response to a court or administrative order, or in response to a subpoena.

Inmates

If you are an inmate of a correctional institution or under the custody of a law enforcement official, we may disclose your PHI to the corrections institution or law enforcement official for certain purposes such as to protect your health and safety, the health and safety of someone else or the safety and security of the correctional institution.

YOUR CHOICES

If you have a clear preference for how we disclose your PHI in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

Disclosures in Case of Disaster Relief

We may use or disclose your PHI with a public or private entity authorized by law to assist in disaster relief efforts. Such disclosure will be made so your location and condition may be accessible to family and friends unless you object at the time.

Others Involved in Your Care

Your PHI may be disclosed when a family member or other person involved in your care is present while we are discussing your PHI unless you object.

If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and disclose your PHI if we believe it is in your best interest. We may also disclose your information when needed to lessen a serious and imminent threat to health or safety.

Health Information Exchange

We participate in one or more health information exchanges (HIEs). An HIE is a system that electronically moves and exchanges PHI between a group of participating health care providers. Your PHI will be available to providers authorized to use the HIE unless you notify us in writing that you do not want to participate.

Fundraising Activities

We may contact you for fundraising efforts, but you can tell us not to contact you again.

DISCLOSURES REQUIRING A WRITTEN AUTHORIZATION

We are required to receive written authorization to use or disclose your PHI in certain situations. Some examples of which include, disclosures to a life insurer for coverage purposes, a pre-employment physical or lab test, disclosures to a

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pharmaceutical firm for their own marketing purposes, most uses or disclosures of psychotherapy notes, marketing communications and sales of PHI.

Other uses and disclosures of your PHI not covered by this notice or applicable law will be made only with your written authorization. If you give us your written authorization to use or disclose your personal health information, you may revoke your authorization, in writing, at any time. If you revoke your authorization, we will no longer use or disclose your PHI for the reasons covered by your written authorization. You understand that we are unable to take back any uses and disclosures that we have already made with your authorization, and that we are required to retain our records of the care that we have provided to you.

YOUR RIGHTS

You have certain rights with respect to your PHI. This section of our notice describes your rights and how to exercise them.

Right to Inspect and Copy

You have the right to inspect your medical and billing records.

You have the right to request a copy of your PHI as a photocopy or in an electronic format as agreed to by you and MVHC. You may ask that your PHI be sent to a third party designated by you, provided that any such choice is clear and conspicuous. Please be aware that email across open networks is not secure and may represent a risk to you if you request a copy of your PHI in this manner.

Please be aware that your request to view or copy your medical record may be denied in certain very limited circumstances.

To inspect and/or receive a copy of your PHI you must submit your request in writing. You may be charged a reasonable cost-based fee for the expense of supplies, postage and the labor involved in fulfilling your request.

Right to Correct your Medical Record

If you feel that the PHI we maintain about you is incorrect or incomplete, you may ask us to amend the information. This request must be made in writing on a single page, handwritten legibly or typed. It must fully explain the need for correction and provide a reason that supports your request.

We may deny your request if it 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 correct information that:

- Was not created by us, unless the person or organization that created the information is no longer available to make the amendment;
- Is not part of the health information kept by or for MVHC;
- Is not part of the information which you would be permitted to inspect and copy; or
- Is accurate and complete.

After receiving your request, we will review it and respond to you in writing. If approved, we will make the correction or addition to your PHI. If denied you will be given the opportunity to submit a written statement limited to 250 words for each alleged incorrect or incomplete item. Your statement must clearly indicate your desire to have the statement made a part of your record. When so indicated, we will attach the statement as an addendum to your record and shall include it whenever that portion of your record is disclosed to any third party.

Right to request Confidential Communications

You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address. We will agree to all reasonable requests.

Right to Request Restrictions

You can ask us **not** to disclose certain health information for treatment, payment or healthcare operations. You can request a limit on the PHI we disclose about you to someone who is involved in your care or for the payment for your care, such as a family member or friend. In most instances we are not required to agree to your request, and we may say “no” if it would affect your care.

If you pay for a service or health care item out-of-pocket in full, you can ask us **not** to disclose that information to your health insurer for the purpose of paying for our operations. We will say “yes” unless a law requires us to share that information. You must notify our staff, in writing, at the time of service if you wish to exercise this right.

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Right to Receive an Accounting of Disclosures

You have the right to receive an accounting of disclosures of your PHI maintained in our electronic health record.

To request an accounting of disclosures you must submit the request in writing to our privacy contact person identified on the last page of this notice and state the period of time for which you are requesting the accounting. Such time may not be more than three (3) years from the request date.

MVHC will provide one accounting of disclosures to a patient in any 12-month period free of charge. Additional requests for an accounting of disclosures within a 12-month period may be assessed a fee.

Right to a Paper Copy of this Notice

You have the right to receive a paper copy of this notice at any time. To receive a copy, please request it from our privacy contact person identified on the last page of this notice.

COMPLAINTS

If you believe your privacy rights have been violated, you may file a complaint with us or with the Secretary of the Department of Health and Human Services: U.S. Department of Health & Human Services, 200 Independence Avenue, S. W. Washington, D.C. 20201. Phone (202) 619-0257 Toll Free (877) 696-6775.

You may file a complaint with MVHC by mailing, faxing or e-mailing a written description of your complaint or by telling us about your complaint in person or over the telephone. Please describe what happened and give us the dates and names of anyone involved. Please also let us know how to contact you so that we can respond to your complaint. You will not be penalized for filing a complaint.

MVHC's privacy contact person is:

Michelle Salters, CCO
Mountain Valleys Health Centers
P.O. Box 277
554-850 Medical Center Drive
Bieber, California 96009
Phone: 530-999-9010 Fax: 530-294-5392

CHANGES TO THIS NOTICE

We reserve the right to change this notice and to make the changed notice effective for all PHI that we maintain about you, whether it is information that we previously received about you or information we may receive about you in the future. We will post a copy of our current notice in our facility. Our notice will indicate the effective date on the first page, in the top right-hand corner. We will also give you a copy of our current notice upon request.

Please sign and date the attached Acknowledgment of Receipt and return it to the Front Desk.
Please retain this Notice of Privacy practices for your records.



Patient Name: _____ Date of Birth: _____

About Our Notice of Privacy Practices

We are committed to protecting your personal health information in compliance with the law. The attached Notice of Privacy Practices states:

- Our obligation under the law with respect to your personal health information.
- How we may use and disclose the health information that we keep about you.
- Your rights relating to your personal health information.
- Our rights to change our notice of Privacy Practices.
- How to file a complaint if you believe your privacy rights have been violated.
- The conditions that apply to uses and disclosures not described in this notice
- The person to contact for further information about our privacy practices.

We are required by law to give you a copy of our Notice of Privacy Practices and to obtain your written acknowledgement.

Patient acknowledgement of receipt

I _____, hereby acknowledge that I have
(Print Name)

Received a copy of Mountain Valleys Health Centers (MVHC's) Notice of Privacy Practices.

Patient's Signature Date

Signature of parent or patient representative (if applicable) Date

Description of legal Authority to act on behalf of patient. Date



Name: _____ Date of Birth: _____ Date: _____

Adult Patient Health Questionnaire-9 (PHQ-9)

Over the **last 2 weeks**, how often have you been bothered by any of the following problems?
(Please check your answer)

	Not at all	Several days	More than half the days	Nearly every day
1. Little interest or pleasure in doing things	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
2. Feeling down, depressed, or hopeless	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
3. Trouble falling or staying asleep, or sleeping too much	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
4. Feeling tired or having little energy	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
5. Poor appetite or overeating	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
6. Feeling bad about yourself — or that you are a failure or have let yourself or your family down	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
7. Trouble concentrating on things, such as reading the newspaper or watching television	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
8. Moving or speaking so slowly that other people could have noticed? Or the opposite — being so fidgety or restless that you have been moving around a lot more than usual	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
9. Thoughts that you would be better off dead or of hurting yourself in some way	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>

If you checked off any problems, how difficult have these problems made it for you to do your work, take care of things at home, or get along with other people?

(SBIRT)PHQ-9 Score: _____

Not difficult at all

Somewhat difficult

Very difficult

Extremely difficult

ADULT SCREENING, BRIEF INTERVENTION, AND REFERRAL TO TREATMENT (SBIRT)

1. Used tobacco products in the past 3 months? Yes No

2. In the past 3 months, how often do you have a drink containing alcohol?

Never Monthly or less 2-4 times a month 2-3 times a week 4 or more times a week

3. In the past 3 months, how many drinks containing alcohol do you have on a typical day when you are drinking?

1 or 2 3 or 4 5 or 6 7 to 9 10 or more

4. In the past 3 months, how often do you have 4 or more drinks on one occasion (males 65 and older and females)?

Never Less than monthly Monthly Weekly Daily/Almost daily

5. In the past 3 months, how often do you have 5 or more drinks on one occasion (males younger than 65)?

Never Less than monthly Monthly Weekly Daily/Almost daily

6. In the last twelve months, did you smoke pot, use another street drug, or use a prescription painkiller, stimulant, or sedative for a non-medical reason? Yes No



HEALTH HISTORY

Name: _____ DOB: _____ Today's Date: _____

Please check and comment on all that apply. Any additional detail is helpful- year, right/left, etc.

Past or Current Medical History

- Allergies _____
- Anxiety _____
- Arthritis _____
- Arthritis, Rheumatoid _____
- Asthma _____
- Atrial Fibrillation _____
- Anemia _____
- Bleeding Disorders _____
- Bladder Problems _____
- Coronary Artery Disease _____
- Chronic Obstructive Pulmonary Disease (COPD) _____
- Cancer _____
- Congestive Heart Failure (CHF) _____
- Diabetes _____
- Depression _____
- Eyesight Problems _____
- Gallbladder Disease _____
- Gastric Ulcer _____
- GERD _____
- Gout _____
- Hearing Loss _____
- Hepatitis _____
- HIV Infection _____
- Hyperlipidemia (High Cholesterol) _____
- Hypertension (High Blood Pressure) _____
- Hypothyroidism _____
- Insomnia _____
- Low Back Pain _____
- Migraine Headaches _____
- Obesity _____
- Osteoarthritis _____
- Osteoporosis _____
- Peripheral Vascular Disease _____
- Psychiatric Disorders _____
- Seizure Disorders _____
- Sleep Apnea _____
- Venereal Diseases _____
- Number of Pregnancies _____
- Number of Children _____

Other Disorders or Diagnosis that you have been given by any doctor _____

Surgical History

Eye Ear Nose Throat

- Cataract _____
- Thyroid Surgery _____
- Tonsillectomy _____
- Adenoidectomy _____
- Ear Surgery _____

Cardiovascular Surgery

- Aortic Aneurysm _____
- Angioplasty _____
- CABG _____
- Heart Valve _____
- Cardiac Stent _____
- Vascular Surgery _____

Breast Surgery

- Mastectomy _____
- Lumpectomy _____
- Augmentation _____

Gastrointestinal Surgery

- Abdominal Surgery _____
- Appendectomy _____
- Cholecystectomy (gallbladder removal) _____
- Gastric Surgery _____
- Hernia Repair _____
- Ulcer Surgery _____
- Laparoscopy _____
- Pancreatic Surgery _____

Skin Surgery

Orthopedic Surgery

- Joint Surgery _____
- Carpal Tunnel _____
- Back Surgery _____
- Other _____

GYN/GU Surgeries

- Cesarean (C-section) _____
- Hysterectomy _____
- Tubal Ligation _____
- Vasectomy _____
- Bladder Surgery _____
- Prostate Surgery _____
- Kidney Surgery _____



MOUNTAIN VALLEYS HEALTH CENTERS

Health History Continued

Name: _____

ER or Urgent Care (Recent) _____ **Previous Hospitalizations** _____
(Please list details, such as, reason, year, facility, etc.) _____

Social History:

Alcohol: Type _____ How much/often? _____

Caffeine: Type _____ How much/often? _____

Tobacco: Type _____ How much/often? _____

Street Drugs: Type _____ How often? _____

Exercise: Type _____ How much/often? _____

Special Dietary Needs: _____

Work History: Type of Work _____

Full Time, Part Time, Retired, Disabled

Family History:

Mother: Age: _____ Living or Deceased

If deceased, cause of death: _____ Any History of: Diabetes , Stroke ,
Heart Attack , High Blood Pressure , Cancer , Other: _____

Father: Age: _____ Living or Deceased

If deceased, cause of death: _____ Any History of: Diabetes ,
Stroke , Heart Attack , High Blood Pressure , Cancer , Other: _____

Brother(s): Age: _____ Living or Deceased

If deceased, cause of death: _____ Any History of: Diabetes , Stroke , Heart
Attack , High Blood Pressure , Cancer , Other: _____

Sister(s): Age: _____ Living or Deceased

If deceased, cause of death: _____ Any History of: Diabetes ,
Stroke , Heart Attack , High Blood Pressure , Cancer
Other: _____

Other Pertinent Family History: _____

List Routine Care by Other Doctors/Specialists/Hospitals:

Recent Health Maintenance:

- | | | |
|---------------------------------------------|------------|---------------|
| <input type="checkbox"/> Pap Smear: | Year _____ | Results _____ |
| <input type="checkbox"/> Mammogram | Year _____ | Results _____ |
| <input type="checkbox"/> Colonoscopy | Year _____ | Results _____ |
| <input type="checkbox"/> Cholesterol Screen | Year _____ | Results _____ |
| <input type="checkbox"/> Pneumonia Shot | Year _____ | |
| <input type="checkbox"/> Tetanus: Tdap, Td | Year _____ | |



MOUNTAIN VALLEYS HEALTH CENTERS REVIEW OF SYSTEMS

Name: _____ Date of Birth: _____ Today's Date: _____

1. Constitutional

- weight gain
- weight loss
- inadequate sleep
- unusual fever
- fatigue

2. Ophthalmologic

- eye pain
- redness
- dryness
- drainage

3. Ear/Nose/Throat

- ear pain (otalgia)
- ringing ears (tinnitus)
- decreased hearing
- nasal discharge
- hoarseness
- trouble swallowing (dysphagia)
- dizziness (vertigo)

4. Cardiovascular

- chest pain
- ankle swelling (edema)
- irregular heart beat (palpitations)
- calf pain while walking (claudication)
- inability to lie flat in bed at night (orthopnea)
- waking suddenly at night to catch your breath (paroxysmal nocturnal dyspnea-PND)

5. Respiratory

- chronic cough
- coughing up blood (hemoptysis)
- shortness of breath
- wheezing

6. Gastrointestinal

- nausea
- vomiting
- diarrhea
- constipation
- abdominal bloating
- heartburn
- blood in stools (hematochezia)

7. Skin

- rash
- unusual "moles"

8. Women Genitourinary/ Breast

- painful or frequent urination
- blood in urine (hematuria)
- inability to control urination (incontinence)
- pelvic pain, pain with intercourse (dyspareunia)
- unusual vaginal bleeding or discharge
- breast lumps
- unusual nipple discharge

9. Men Genitourinary

- bulge in groin
- decreased urine stream
- dribbling, or getting up to urinate at night (nocturia)
- impaired erections
- blood in urine (hematuria)

10. Neurologic

- headache
- weakness on one side
- numbness involving face/arms/legs
- slurred speech
- blackout spells (syncope)
- sensation of a curtain being pulled over one eye (amaurosis fugax)
- double vision (diplopia)
- difficulty with balance (ataxia)
- memory loss or lapse

11. Hematologic/ Lymphatic

- lumps in neck/armpits/groin
- unusual bleeding or bruising

12. Psychiatric

- hearing voices
- seeing things that are really not there
- feeling nervous or "jittery" (anxious)
- feeling sad or worthless (depressed)

13. Musculoskeletal

- back pain
- neck pain
- joint pain
- joint swelling
- muscle weakness
- pain

Tuberculosis (TB) Risk Assessment Questionnaire

Have you experienced any of the following symptoms:	Yes	No
1. A productive, prolonged cough		
2. Coughing up blood		
3. An unexplained, persistent fever		
4. Unexplained, excessive fatigue		
5. Unexplained weight loss		
6. Have you had a tuberculin skin test within the last 6 to 12 months		
- If your test was positive, were you treated		
7. Have you ever traveled outside the United States? If so, where? _____		



Adult

Name: _____ Birthdate: _____ Age: _____

Nickname: _____ Social Security Number (SSN): _____

Gender: M F Choose not to disclose Transgender Male/Female-to-Male
 Transgender Female/Male-to-Female Other

Sexual Orientation: Straight Choose not to disclose Lesbian or Gay Bisexual Other Unknown

Mailing Address: _____
(P.O. Box) City State Zip Code

Physical Address: _____ County: _____

Telephone - home: _____ cell: _____ work: _____

E-Mail Address: _____ Driver's License Number _____

Employment: Fulltime Part-time None Employer: _____ Phone: _____

Marital Status: Married Single Divorced Widow Legally Separated

Spouse's Name: _____ Spouse's Date of Birth: _____

Spouse's SSN: _____ Employer: _____

Primary Care Provider: _____ Pharmacy: _____

Primary Language: English Language other than English (specify) _____

Do you work in Agriculture? Yes / No Are you homeless? Yes / No Are you a Veteran? Yes / No

Ethnicity Hispanic or Latino Not Hispanic or Latino

Race American Indian/Alaska Native Black/African American Other Pacific Islander Asian
 Native Hawaiian White

Do you have an Advanced Directive? Yes / No May we have a copy? Yes / No / Not Applicable

Annual Family Income: Under \$15,000 \$15,000 to \$24,999 \$25,000 to \$34,999 \$35,000 to \$49,000
 \$50,000 to 74,999 \$75,000 to \$100,000 Over \$100,000

Number in Family: _____

METHOD OF PAYMENT Private Insurance Medicare Medi-Cal Partnership Health Plan of California
 Private Pay Sliding Fee Cash Other

INSURANCE INFORMATION

Name of Insurance Company: _____ Birthdate Insured: _____

Privacy Law allows MVHC to leave a phone message asking for a call back or to leave an appointment reminder. WITH YOUR PERMISSION, we can leave a detailed message about your medical or dental care such as, lab/test results, follow-up, case management, and medications. I give MVHC permission to leave a detailed message on my: Home Phone: Yes / No Cell Phone: Yes / No E-mail: Yes / No Please initial _____

Emergency Contact

Name: _____ Relationship to patient: _____

Address: _____ Phone: _____

Signature of Patient or Patient Representative _____ Married Single Divorced Widow
 Legally Separated

MVHC complies with applicable Federal civil rights laws and does not discriminate based on race, color, national origin, age, disability, or sex.

ATENCIÓN: Si usted habla español, servicios de asistencia lingüística, de forma gratuita, están disponibles para usted. Por favor, háganos saber cuando haga la cita que se necesita ayuda con el idioma.

注意: 如果您说中文, 您可以免费获得语言协助服务。请在预约时告知我们您需要



Authorization to Discuss Patient Information

Patient Name: _____

Date of Birth: _____

I authorize Mountain Valleys Health Centers Staff to discuss: (check all that apply)

- Medical Information
- Financial Information
- Behavioral Health Information
- Dental Information

With:

Name: _____

Relationship to Patient: _____

Phone Number: _____

Name: _____

Relationship to Patient: _____

Phone Number: _____

Name: _____

Relationship to Patient: _____

Phone Number: _____

This authorization will remain in effect until revoked by me in writing.

Patient or Parent/Legal Guardian Signature

Date



Mountain Valleys Health Centers

Sliding Fee Discount Program Policy Statements

- Patients shall receive and acknowledge receipt of MVHC's Sliding Fee Discount Program Policy.
 - The Sliding Fee Discount Program shall be offered to all MVHC patients with or without insurance.
 - MVHC must gather personal information in order to give a discount on medical/dental services. This information will be held in strict confidence.
 - All income must be reported and used to determine eligibility for the Program. Changes to income or family size are required to be reported to MVHC.
 - Patients must verify income and family size every twelve months.
 - Following are some examples of documents that show proof of income:
 - * W-2 form
 - * Tax Return (required for self-employed earnings)
 - * Pay Stubs (2)
 - * Social Security/SSI benefit statement letter
 - * 1099G (Unemployment benefits)
 - * Bank statement (showing direct deposit by name)
 - * Letter from an employer
 - * Unemployment Stub
 - **Patients declining to be assessed for eligibility in the Sliding Fee Discount Program by refusing to provide the required information are not eligible for the Sliding Fee Discount Program.**
 - Patients unable to provide proof of income because no reasonable option for providing it exists, must complete a *Self-Declaration of Income Statement* to be approved by the Site Manager or the COO.
 - Patients have 30 days from the date of service to submit a completed application with proof of income. Until required documents have been submitted and eligibility has been determined the patient is responsible for full fees. If the patient applies at a later time, **eligibility is not retroactive.**
 - Payment is expected at time of service. Please note that payment in full at time of service will qualify for an additional discount - 10% for dental/medical, 15% for 65 and over **dental only.**
- Please acknowledge receipt of this policy by signature designated on the Sliding Fee Discount Program Application. Please retain this Policy for your records.**

Notice of Nondiscrimination

Mountain Valleys Health Centers (MVHC) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Translation Services

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Sliding Fee Discount Program Application

Name: _____	Date of Birth _____
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Do you have any type of insurance that will cover all or a portion of your medical expense? Yes No If yes, please list below:

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Definition of Family Size: "Family size" shall be determined by considering, as a group, any related or nonrelated individuals living together whose production of income and consumption of goods are co-mingled. In addition, a single individual living alone shall be counted as one person for "family size" for purposes of the sliding fee. Please answer the following based on this definition of family size.

Family size: _____

Besides Yourself, Give Name and Date of Birth for all individuals included in the family size. Please indicate if they are a current patient by circling yes or no.

Name	Date of Birth	Current Patient
		Yes <input type="checkbox"/> or No <input type="checkbox"/>
		Yes <input type="checkbox"/> or No <input type="checkbox"/>
		Yes <input type="checkbox"/> or No <input type="checkbox"/>
		Yes <input type="checkbox"/> or No <input type="checkbox"/>
		Yes <input type="checkbox"/> or No <input type="checkbox"/>
		Yes <input type="checkbox"/> or No <input type="checkbox"/>

How often do you get paid? ___ Weekly ___ Bi-Weekly ___ Twice Monthly ___ Monthly

Definition of Income: Income is the total amount of annual money income each individual received before payments for income taxes, social security, Medicare deductions, etc. Please answer the following based on this definition of income.

For Everyone in your household, please list the gross income (before taxes) based on the aforementioned definition of income.

Wages:	Public Assistance:
Social Security/SSI:	Rental Income:
Unemployment:	Interest Income:
Disability/Workers Comp.:	Education Assistance:
Retirement/Pension:	Child Support, Alimony:
Self-Employment (Tax Return Required):	Other (specify):

- I acknowledge that I received and understand the MVHC Sliding Fee Discount Program Policy.
- I declare the above information is true and correct. I understand that this information will be kept in strict confidence. I understand if my income or "family size" should change, I am required to notify MVHC on my next visit to the health center. I understand that giving false information will result in the denial of discount benefits and that I will be responsible for the full fee and no longer eligible for the Sliding Fee Discount Program.

Applicant's Signature: _____ **Date:** _____

For Office Use Only

Date of Service: _____	Application received by: _____	Date: _____	W/I 30 Days Y N
Reviewed by: _____ Date _____ Supervisor Approval (for Self-Declaration) _____			

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Self-Declaration of Income Statement

Name: _____ DOB: _____

I am unable to provide proof of income and must self-declare my income by completing this form. I understand that I must report any income I received during the twelve months prior to the date of this declaration.

Sources and amounts of income listed in the application for which I have no proof:

Source: _____ Amount for the last 12 months: _____

Reason I cannot provide proof:

Source: _____ Amount for the last 12 months: _____

Reason I cannot provide proof:

Source: _____ Amount for the last 12 months: _____

Reason I cannot provide proof:

Source: _____ Amount for the last 12 months: _____

Reason I cannot provide proof:

If you declared zero income please explain your current living situation and how your monthly expenses are met.

I declare the above information is true and correct. I understand that this information will be kept in strict confidence. I also understand that if my income or "family size" should change, I am required to notify MVHC on my next visit to the health center. I understand that giving false information will result in the denial of discount benefits and that I will be responsible for the full fee and no longer eligible for the Sliding Fee Discount Program.

Patient Signature _____ Date _____

Self-Declared income must be approved by the Team Lead, COO or Billing Manager (signature acknowledging approval is required on the Sliding Fee Application).



Name: _____

Date of Birth: _____

Consent for Evaluation and Treatment

Mountain Valleys Health Centers (MVHC) believes the best care is given when health care providers work together. To that end MVHC provides Primary Care, Behavioral Health, and Dental services, and healthcare providers within these disciplines make referrals to each other to treat the whole patient. This care relationship is enhanced by MVHC's electronic health record which is integrated, meaning that clinical and behavioral health documentation is kept in one patient record. All access to patient records falls under HIPAA laws and patient information is used or disclosed by MVHC staff only as necessary and/or authorized.

MVHC shall observe federal and state laws with regard to uses and disclosures of protected health information (PHI) and shall provide its patients with a Notice of Privacy Practices which explains the patient's rights and MVHC's obligation with regard to PHI.

The professional staff of MVHC shall depend on statements made by the patient, patient's medical history, and other information to evaluate the patient's condition and decide on the best treatment. The evaluation and treatment of children and adolescents often requires the involvement of the parent(s) and/or other family members or patient representatives. However, in accordance with state and federal law, minors 12 and older may consent to certain treatment without parental/guardian involvement. When a minor may legally consent to a treatment or service the parent(s)/guardian(s)/representatives have no legal rights to those records of service and they remain under the control of the minor.

In treating patients, studies including x-rays, laboratory tests, EKGs, or psychological tests may be warranted. The medical provider will inform the patient or patient's representative of the patient's condition or disease and proposed treatment. Patients will have an opportunity to refuse treatment for each condition as provided by law. Health professions are not exact sciences and no guarantees are made concerning the course or effect of treatment proposed by the provider nor outcomes of treatment. Any questions about the benefits, risks, available options, or the limits of confidentiality with regard to a proposed treatment plan should be directed to the treatment staff.

There are risks involved in taking any medications and any questions about medications will be answered by the medical staff. Patient accepts the risks of taking prescribed medication and other treatment.

Some services at MVHC may involve the use of telemedicine equipment and interaction with providers who are not physically onsite. These sessions are transmitted via secure, dedicated, high-speed lines, and are not videotaped, routed through the internet, or saved in any way.

In order to conform to state regulations concerning treatment of all patients, MVHC must have this signed consent to examine and treat. This is a permanent consent that can be withdrawn at any time.

I understand that if I am a minor, under the age of 18, I may consent to certain Family Planning/Sensitive Services and within legal guidelines to Behavioral Health and Drug and Alcohol Counseling services; If I am under the age of 18 and under California law, able to make **all** healthcare decisions, or I am 18 years of age or older, I may consent for all health services. By signing this form, (parent or legal guardian signature, if required) I agree that I have read or had



this form read and/or explained to me, that I understand it and that any questions I asked have been answered. I understand that I am agreeing to be truthful in providing information.

I authorize the staff at MVHC to examine and treat me, or my child and also to perform any tests necessary for treatment. I personally accept financial responsibility for payment of these services and I agree to pay for them at the time of service unless I make prior arrangements with the financial department.

I authorize MVHC and its agents to release any medical information to my insurance company and I authorize the payment of insurance or Medicare benefits to be paid directly to MVHC. I acknowledge and accept that I may be seen by a medical or dental trainee, working under the guidance of a health care professional.

If signing as a parent/guardian or patient representative, I hereby represent and warrant that I am legally empowered and entitled to make healthcare decisions.

Patient's or Guardian's/Representative's Signature

Date

Type or Print Name

Date

Witness

Date