



Dear Patient,

Thank you for scheduling your annual appointment with Anchorage Women's Clinic. At AWC our mission is to provide first-class women's health care services, and we'd like to get started by providing some information useful for your first visit.

There are a few things we will need for your upcoming appointment:

- Completed forms (enclosed); bringing completed forms with you to your appointment will allow for a faster check-in process.
- Photo ID
- Current insurance card

To ensure the same level of personalized care is provided to all our patients, we request that you arrive 10 minutes prior to your appointment. This allows time for the review of any paperwork or visit-related information prior to being seen by a provider, as well as the taking of a photo at check-in to add to your medical record. Late arrival may result in a rescheduling of your appointment.

We do not pre-order annual screening labs before your appointment; your provider will determine what lab work is required during your appointment. However, if you are anticipating that you will need annual lab work and would like this drawn on the day of your appointment, please do not eat or drink anything other than water twelve hours before your scheduled appointment.

Anchorage Women's Clinic files insurance claims for most primary insurances as a courtesy to our patients. Please note that we no longer accept Tricare, ChampusVA or VA. We recommend that you review your insurance coverage prior to your appointment (we cannot guarantee payment coverage by your insurance). Payments for co-pays or deductibles are expected at time of service.

We do our best to ensure that all charges are to the front desk upon the time of check out. However, in the case of some lab test results (e.g. abnormal pap smear) follow-up testing may be required. In instances such as this, you may receive an additional charge after your visit.

Please be advised that if you discuss additional topics with your provider that are considered outside of a routine, preventative annual exam, you may be charged an additional fee. If you have other healthcare concerns which need to be addressed before your annual appointment, please call our office at 561-7111 and we will be happy to schedule a separate appointment at your earliest convenience.

We look forward to seeing you,

The Providers and Staff of Anchorage Women's Clinic

This notice describes how your Protected Health Information (called PHI) may be used and disclosed and how you can get access to this information. Please review it carefully.

AWC takes the privacy of your health information seriously. Protected health information is the information we create and obtain in providing our services to you. Such information may include documenting your symptoms, examination, and test results, diagnoses, treatment, and applying for future care or treatment. It also includes billing documents for those services.

We are required by law to maintain the privacy of your health information and provide you with this Notice of Privacy Practices. We will act according to the terms of this Notice. We are required to notify you if we cannot accommodate a requested restriction or request and accommodate your reasonable requests regarding methods to communicate health information to you. We reserve the right to change this Notice of Privacy Practices and to make any new practices effective for all Protected Health Information that we keep. Any changes made to the Notice of Privacy Practices will be prominently displayed, available at our offices and posted on our web site (www.anchoragewomensclinic.com).

The clinic is permitted by federal privacy laws to make uses and disclosures of your health information for purposes of treatment, payment and health care operations. We will attempt in good faith to obtain your signed Acknowledgement that you were offered a copy of this Notice to use and disclose your confidential medical information for the following purposes.

Treatment Purposes:

- A medical assistant or nurse obtains treatment information about you and records it in a health record.
- During the course of your treatment, the provider determines he/she will need to consult with another specialist in the area. He/she will share the information with such specialist and obtain his/her input.

Payment Purposes:

We submit requests for payment to your health insurance company. The health insurance company (or other business associate helping us obtain payment) requests information from us regarding medical care given. We will provide information to them about you and the care given. ****Exception: If you have paid a visit in full and have requested the information not be shared with your insurance carrier, we will not disclose that particular visit.****

Health Care Operations:

We obtain services from our insurers or other business associates such as quality assessment and improvement, outcome evaluation, protocol and clinical guideline development, training programs, credentialing, medical review and legal services. We will share information about you with such insurers or business associates as necessary to obtain these services.

Other Disclosures and Uses:

Examples of other types of disclosures and uses of your PHI are listed below (note that this is not an exhaustive list). If you would like additional information on these, please contact us.

- Communication with Family
- Threat to health or safety
- Public Health
- Notification of persons responsible for your care
- Law Enforcement as required by law; Judicial proceedings
- Health Oversight to agencies for health oversight activities
- FDA, related to adverse events
- Abuse & Neglect

We will not sell your PHI without your written authorization. We will not use your PHI for marketing purposes without your written authorization. Patients do have a right to 'opt out' of such marketing information. Except where required by law, we will not disclose your psychotherapy notes without your written authorization.

Other uses and disclosures, besides those identified in this Notice, will be made only with your written authorization and you may revoke the authorization as stated under "Your Health Information Rights."

Your Health Information Rights

The health and billing records we maintain are the physical property of the clinic. The information in it, however, belongs to you. You have a right to:

- Request a restriction on certain uses and disclosures of your health information by delivering the request to our clinic - we are not required to grant the request, but we will comply with any request granted.
- Request a restriction on disclosures of medical information to a health plan for purposes of carrying out payment or health care operations (and is not for purposes of carrying out treatment; and the PHI pertains solely to a health care service for which the provider has been paid out of pocket in full)—we must comply with this request.
- Obtain a paper copy of the current Notice of Privacy Practices for Protected Health Information.
- Request that you be allowed to inspect and copy your health record and billing record – you may exercise this right by delivering the request to our clinic. Access to your health records will not include information to which your access is restricted by law. We may charge a reasonable fee for providing a copy of your health records or a summary of those records at your request, which includes the cost of copying, postage and preparation or an explanation or summary of the information. Electronic copies are also available on CD.
- Appeal a denial of access to your protected health information, except in certain circumstances.
- Request that your health care record be amended to correct incomplete or incorrect information by delivering a request to our clinic. We may deny your request if you ask us to amend information that:
 - Was not created by us, unless the person or entity that created the information is no longer available to make the amendment.
 - Is not part of the health information kept by or for the clinic;
 - Is not part of the information that you would be permitted to inspect and copy; or,
 - Is accurate and complete.

If your request is denied, you will be informed of the reason for the denial and will have an opportunity to submit a statement of disagreement to be maintained with your records.

- Request that communication of your health information be made by alternative means or at an alternative location by delivering the request in writing to our clinic.
- Obtain an accounting of disclosures of your health information as required to be maintained by law by delivering a request to our clinic. An accounting will not include uses and disclosures of information for treatment, payment, or operations; disclosures made to you or made at your request; disclosures made pursuant to an authorization signed by you; to family members or friends relevant to that person's involvement in your care or in payment for such care. We will not charge you for the first accounting in any twelve-month period; however, we will charge you a reasonable fee for each subsequent request for an accounting within the same twelve-month period.
- Revoke authorizations that you made previously to use or disclose information by delivering a written revocation to our clinic, except to the extent information or action has already been taken.
- You have the right to be notified of any breach of your information that occurs.

To Request Information or File a Complaint

If you have questions, would like additional information, or want to report a problem regarding the handling of your information, you may contact the Privacy Officer for AWC at 907-561-7111.

Additionally, if you believe your privacy rights have been violated, you may file a written complaint at our office by delivering the written complaint to the Practice Administrator. You may also file a complaint with the Department of Health and Human Services (DHHS) by contacting the Regional Office for Civil Rights in Seattle, WA.

We cannot, and will not, require you to waive the right to file a complaint with the Secretary of Health and Human Services (HHS) as a condition of receiving treatment from the office/hospital. We cannot, and will not, retaliate against you for filing a complaint with the Secretary of Health and Human Services.



**ACKNOWLEDGEMENT OF RECEIPT
Notice of Privacy Practices**

I, _____, acknowledge and agree that I have been offered a copy of Anchorage Women's Clinic's *Privacy Practices*.

Signature

Date

Patient Legal Representative Signature *(if applicable)*

Date

Print name of Legal Representative

Date

FOR OFFICE USE ONLY

We attempted to obtain written acknowledgement of receipt of Notice of Privacy Practices, but were unable due to:



Patient Name: _____

**Access to Personal Health Information
Family and Friends**

I authorize Anchorage Women’s Clinic, LLC to discuss my personal health information, “PHI”, with the following individuals:

1. _____ Relationship: _____

2. _____ Relationship: _____

I do not wish for Anchorage Women’s Clinic, LLC to discuss my personal health information with anyone.

By signing below you agree that Anchorage Women’s Clinic, LLC may discuss “PHI” with the above individual(s). This will remain in effect for one year from the date signed below.

If you wish to cancel this you must do so in writing directed to:

HIPAA Compliance Officer
Anchorage Women’s Clinic, LLC
3260 Providence Dr. Suite 425
Anchorage, AK 99508

Please call 907-561-7111 if you have additional questions.

Signature: _____

Date _____

Date of Birth: _____



PATIENT NOTICE OF BILLING PRACTICES

Anchorage Women's Clinic (AWC) is committed to providing quality medical services to our patients and clearly defining our financial policy. If you have any questions, please ask one of our staff members to assist you.

PAYMENT AT TIME OF SERVICE

Medical Services provided by AWC are payable at the time of service. We accept the following:

- Cash, Visa, MasterCard, Discover, Personal Checks, Money Orders, and Debit Cards.

Checks returned for insufficient funds (NSF) will be assessed a \$30 fee.

_____ (initial) I understand that I am responsible for payment of co-pays, deductible, and co-insurance at time of service.

I understand past due amounts must be paid in full prior to the scheduling of any future appointments, unless prior arrangements have been made and approved by management.

Self-Pay Patients (No Insurance) - Payment is due, in full, at time of service.

ADDITIONAL CHARGES *(Charges that may be billed after you leave the office)*

_____ (initial) I understand there may be charges for services rendered which do not appear on my account at check-out. This is because some services may require additional laboratory tests or follow-up, and some OB-related charges may not be present in my chart until reviewed by another provider.

_____ (initial) If I am a counseling patient, I understand that if I no-show for future appointments and/or have not cancelled more than 24 hours in advance, I will be charged a **\$90 no-show fee**.

INSURANCE BILLING

_____ (initial) I authorize AWC to release any medical information required by my insurance company for the processing of any medical claims filed on my behalf.

AWC bills most major insurances, with the exception of TRICARE (except as secondary), VA, and auto insurance policies.

_____ (initial) Services not covered by your insurance and/or specific plan, such as, but not limited to, counseling, nutrition, fertility, skin tag removal, will be your responsibility.

LAB SERVICES

_____ (initial) I understand that LabCorp is AWC's primary lab.

I understand Providence is AWC's primary lab for some immediate/urgent tests.

If your insurance company requires use of a different lab, please notify our staff so that an annotation can be made in your chart. Please tell the staff at every visit.

MEDICAID

AWC currently accepts Medicaid (Denali Kid Care and Denali Care). Proof of eligibility is due at time of service. *AWC does not back-bill for any services.*

MEDICARE

We accept new Medicare patients for problem-specific visits by referral only. Existing patients who convert to Medicare may still be seen for routine care. Medicare co-pays are due in full at time of service. Any services not covered by Medicare may be the patient's responsibility.

PATIENT CREDITS

Patient credits will be refunded once all visits have been responded to by insurance. No refunds will be issued while there are future appointments scheduled.

Obstetrical patients will have any credits applied to future visits and/or to their delivery. Once the delivery has been responded to by insurance, any remaining credit will be refunded.

There is a \$25 stop payment/re-issuing fee for any lost or reissued refund checks.

COLLECTIONS

Payment for services rendered by AWC is the responsibility of the patient, regardless of insurance status. If you are having difficulty paying your bill, please call our billing department.

Patients who refuse to remit payment or make financial arrangements will have their account reviewed for collection action and will be considered for dismissal from AWC. If account is transferred to an outside collection agency, you will be assessed an administrative fee in addition to the outstanding AWC bill.

I have read the above payment options and understand my financial responsibility to Anchorage Women's Clinic. If I have additional questions, I understand that I may speak with a billing representative prior to my appointment.

Patient or Guardian Signature

Date Signed



Patient Rights & Responsibilities

The team at Anchorage Women's Clinic (AWC) is dedicated to promoting excellent women's healthcare services to every woman, every time. As a patient at AWC **you have the right to:**

1. Be afforded considerate and respectful care in a safe environment, and free from mental, physical, sexual and verbal abuse, neglect and exploitation.
2. Medical care without discrimination as to race, religion, national origin, sex or sexual orientation, disability, source of payment or age.
3. Be fully informed, in layman's terms, concerning your health, diagnosis, treatment options and prognosis. You have the right to helpful information and answers to your questions.
4. Make decisions about your care and to include or exclude family members or others when making decisions.
5. Be furnished with the name of the provider(s) and staff helping with your care.
6. Accept or refuse any treatment by the clinic to the extent permitted by law and to be informed of the medical consequences of such acceptance or refusal.
7. Designate a representative to make healthcare decisions on your behalf.
8. Privacy, which shall be respected to the extent consistent with providing adequate medical care to you, with the efficient administration of the clinic and with applicable law. (See AWC's Notice of Privacy Practices.)
9. Discuss concerns you may have when, from time to time, your provider may ask another provider, medical assistant or a medical student to accompany them in the exam room.
10. Change providers or transfer your care.
11. Refuse to participate in any research program should one be offered.
12. Examine your bill and receive an explanation of the charges, regardless of the source of payment of such bill. An itemized bill will be furnished upon request.
13. Review your medical record, and obtain a copy for a reasonable fee.
14. Be involved in your care.
15. Receive translation or other communication assistance.
16. Have any concerns, complaints and grievances heard and addressed without fear of reprisals.
17. Have the right to request a chaperone.



Your Responsibilities

Anchorage Women's Clinic has the right to expect responsible behavior from its patients and their families. We expect that you will:

1. Provide AWC with correct and complete information about past illnesses, hospitalizations, medications, allergies and any other matters relating to your health.
2. Inform AWC if you do not understand information or instructions given to you by the staff or if you think you will be unable to carry out any particular instruction.
3. Report any unexpected changes in your condition or concerns about your care.
4. Follow the care, treatment and service plans developed for you by your healthcare team.
5. Keep all appointments and advise AWC when you are unable to keep an appointment.
6. Arrive 10 minutes prior to your scheduled appointments to allow time for the review of any paperwork or visit-related information.
7. As a courtesy to others, you will likely be rescheduled if you arrive to AWC past your scheduled appointment time.
8. Repetitive cancellations, no-shows or lateness may result in discharge from the clinic.
9. Be considerate of other patients, their visitors and their property.
10. Be considerate of AWC staff and our property. *Please note that we have a zero tolerance policy regarding any verbally, physically or mentally abusive or threatening behaviors to any AWC staff, providers or other patients. Such behaviors will be grounds to terminate your care and therapeutic relationship with AWC.*
11. Share any concern you may have if your provider asks another provider, medical assistant or medical student to accompany them in the exam room. This would occur when the provider requires support and/or we have a student training at our clinic.
12. Provide complete and sufficient information necessary for insurance processing of your bill.
13. Assume the financial responsibility of paying for all services rendered either through your insurance or by taking personal responsibility to pay for any services that are not covered by insurance.

I have read and acknowledge the above policy.

Patient or Guardian Signature

Date Signed

You can communicate a concern or complaint through the **Contact Us** tab on our website (www.anchoragewomensclinic.com), by email manager@awcp.net or by calling 561-7111. If you feel your concern or complaint has not been addressed you may contact the Joint Commission (complaint@jointcommission.org).