



Michael Pincus, DDS • Scott Pincus, DMD • Selda Sayek, DMD
Pedro Barea, DMD • Ellis Shwarts, DDS

Insurance

We believe our patients deserve the best possible care we can provide. In an effort to maintain this high quality of care, we would like to share this information with you regarding your dental insurance.

Your dental insurance is a tremendous benefit that your employer provides for you. Often, understanding your benefits is confusing at best! We will do our best to assist you in this manner, but please keep in mind we are a third party: we have limited access to information regarding your dental benefits. **It is impossible for us to generate any payment from your insurance company.** Many plans have specific restrictions that you, the patient, need to be aware of, and you should consult your dental insurance handbook for details.

Regardless of what we calculate as your dental plan benefit in dollars, we must stress the fact that you, the patient, are responsible for the TOTAL cost of your dental treatment. We are happy to extend to you the courtesy of filing your insurance claim with your primary insurance company one time for direct reimbursement. We do not resubmit claims. Every dental claim will be submitted with the necessary x-rays and narratives.

Please keep in mind that your insurance company will never guarantee your benefit or tell us exactly what they will pay directly to us. **This is why we can only estimate your portion.** We ask that you pay your estimated portion and deductibles at the time of service. If your insurance company has not paid your claim in 45 days, the balance will be billed to you; we ask that you deal with your insurance company for reimbursement.

Thank you for your understanding and your cooperation.

Patient name: _____

Signature: _____ Date: _____



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Appointment Policy

We value your time and would like to reserve appointment times that work well for your busy schedule. We reserve time exclusively for you.

If an unforeseen complication arises with your scheduled appointment, please call the office at least 2 business days prior to your reserved time.

WE DO NOT ACCEPT AN EMAIL TO CANCEL APPOINTMENTS.

A fee of \$50.00 per hour scheduled will be charged to your account if adequate notice is not given.

Thank you for your understanding and cooperation.

Patient printed name: _____

Signature: _____ Date: _____



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Notice of Privacy Practices Acknowledgement Parkhaven Dental Care

I understand that, under the Health Insurance Portability & Accountability Act of 1996 (HIPAA), I have certain rights to privacy regarding my protected health information. I understand that this information can and will be used to:

- Conduct, plan, and direct my treatment and follow-up among the multiple healthcare providers who may be involved in that treatment directly and indirectly.
- Obtain payment from third-party payers.
- Conduct normal healthcare operations such as quality assessments and physician certifications.

I acknowledge that I have received your Notice of Privacy Practices containing a more complete description of the uses and disclosures of my health information. I understand that this organization has the right to change its Notice of Privacy Practices from time to time and that I may contact this organization at any time at the address above for a current copy of the Notice of Privacy Practices. I understand that I may request in writing that you restrict how my private information is used or disclosed to carry out treatment, payment, or health operations. I also understand you are not required to agree to my requested restrictions, but if you do agree then you are bound to abide by such restrictions.

Patient printed name: _____

Relationship to Patient: _____

Signature: _____ Date: _____



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Patient Record of Disclosure

The Health Insurance Portability & Accountability Act of 1996 (HIPAA) privacy rule gives individuals the right to request a restriction on notes and disclosure of their protected health information. The individual is also granted the right to request confidential communications or an alternate means of communication.

I wish to be contacted in the following manner: *(check all that apply)*

- By my home telephone; my number is: _____
- It is OK to leave me a message with detailed information.
- It is NOT OK to leave me a message with detailed information.
- It is OK to contact me at work; my number is _____
- It is OK to leave me a message at work with detailed information.
- It is NOT OK to leave me a message at work with detailed information.
- It is OK to leave a call-back number only at my work number.

I authorize you to discuss my medical history and release any and all medical information to the following individuals: *(fill in all that apply)*

- My spouse, whose name is: _____ Phone: _____
- My parent, whose name is: _____ Phone: _____
- No one other than myself
- Fill in other name you desire: _____ Phone: _____

Patient Signature: _____ Date: _____

Printed Name: _____ Date of Birth: _____

Name of Legal Guardian/Caretaker: _____



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PATIENT INFORMATION

Patient Name: _____ Date: _____

 First MI Last

Male Female Married Single Child Other: _____

Birth Date: _____ Social Security #: _____

Phone (Home): _____ (Work): _____ Ext: _____ (Cell): _____

Address: _____

 Street Apt. City State Zip Code

Mailing Address (if different): _____

Employer Name: _____ Occupation: _____

Spouse's Name: _____ Patient Email Address: _____

Spouse or Responsible Party Information (if different from patient)

The following is for: the patient's spouse the person responsible for payment

Name: _____

Relationship to patient: _____

Social Security #: _____ Birthdate: _____

Phone (Home): _____ (Work): _____ Ext: _____ (Cell): _____

Address: _____

 Street Apt. City State Zip Code

Dental Insurance Information

Name of Insured: _____ Is Insured a patient? Yes No

 First MI Last

Insured's Employer Name: _____

Insured's Birth Date: _____ SS#: _____ Group #: _____ Insured ID #: _____

Insurance Name: _____ Insurance Phone: _____

Insurance Address: _____



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HEALTH INFORMATION

Name of person or office referring you to our practice: _____

- Previous Dentist: _____
- Name of Physician: _____ Phone: _____

Have you ever had any of the following? Please circle Yes or No:

Y N	AIDS/HIV	Y N	Growths	Y N	Pacemaker	Prescription Allergies:
Y N	Allergies	Y N	Hay Fever	Y N	Phen Phen or Redux	<input type="checkbox"/> Codeine Allergy
Y N	Anemia	Y N	Head Injuries	Y N	Radiation Treatment	<input type="checkbox"/> Penicillin Allergy
Y N	Arthritis	Y N	Heart Disease	Y N	Respiratory Problems	<input type="checkbox"/> Sulfa Allergy
Y N	Artificial Joints	Y N	Heart Murmur	Y N	Rheumatic Fever	<input type="checkbox"/> Latex Allergy
Y N	Asthma	Y N	Heart Stent	Y N	Rheumatism	<input type="checkbox"/> Other:
Y N	Blood Disease	Y N	Hepatitis A B or C	Y N	Scartlet Fever	
Y N	Blood Thinners	Y N	High Blood Pressure	Y N	Sinus Problems	
Y N	Cancer	Y N	High Cholesterol	Y N	Stomach Problems	
Y N	Cerebral Palsy	Y N	Jaundice	Y N	Steroid Treatment	
Y N	Diabetes	Y N	Kidney Disease	Y N	Stroke	
Y N	Dizziness	Y N	Liver Disease	Y N	Thyroid Treatment	
Y N	Epilepsy	Y N	Malignancies	Y N	Tuberculosis	
Y N	Excessive Bleeding	Y N	Mental Disorders	Y N	Tumors	
Y N	Fainting	Y N	Mitral Valve Prolapse	Y N	Ulcers	
Y N	Glaucoma	Y N	Nervous Disorders	Y N	Venereal Disease	

Do you need to pre-medicate with antibiotics prior to dental treatment? Yes No

Do you have any health problems that need further clarification? Yes No

If yes, please explain: _____

Are you pregnant? Yes No

If yes, when are you due: _____ **Name of OB/GYN:** _____

Are you currently taking any medications (prescription or over the counter)? **Please list:** _____

Do you smoke? _____

Are you taking any herbal supplements? _____

Do you use alcohol? _____ How many times per week? _____

Have you ever had any complications following dental treatment? Yes No

If yes, please explain: _____

Have you been admitted to a hospital or needed emergency care during the past two years? Yes No

If yes, please explain: _____

To the best of my knowledge, all of the preceding answers and information provided are true and correct. If I ever have any change in my health, I will inform the doctors at the next appointment without fail. I have also reviewed the Parkhaven Dental Care policy on Confidential Health Information and Privacy Practices.

Signature of patient (parent or guardian)

Date

NOTICE OF PRIVACY PRACTICES

**Parkhaven Dental Care
5961 N. Dallas Pkwy Suite 600
Plano, Tx 75093
(972) 416- 2330**

Name of Privacy Officer: Judy Galindo

Effective Date: 12/01/2019

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

We understand the importance of privacy and are committed to maintaining the confidentiality of your medical/ dental information. We make a record of the dental care we provide and may receive such records from others. We use these records to provide or enable other health care providers to provide quality dental care, to obtain payment for services provided to you as allowed by your health plan and to enable us to meet our professional and legal obligations to operate this dental practice properly. We are required by law to maintain the privacy of protected health information, to provide individuals with notice of our legal duties and privacy practices with respect to protected health information, and to notify affected individuals following a breach of unsecured protected health information. This notice describes how we may use and disclose your medical/ dental information. It also describes your rights and our legal obligations with respect to your medical/ dental information. If you have any questions about this Notice, please contact our Privacy Officer listed above.

A. How This Dental Practice May Use or Disclose Your Health Information

This dental practice collects health information about you and stores it in a chart [and/or on a computer][and in an electronic health record/personal health record]. This is your dental record. The dental record is the property of this dental practice, but the information in the dental record belongs to you. The law permits us to use or disclose your health information for the following purposes:

1. Treatment. We use medical/ dental information about you to provide your dental care. We disclose medical/ dental information to our employees and others who are involved in providing the care you need. For example, we may share your medical/ dental information with other dentists or other health care providers who will provide services that we do not provide. Or we may share this information with a pharmacist who needs it to dispense a prescription to you, or a laboratory that performs a test. We may also disclose medical/ dental information to members of your family or others who can help you when you are sick or injured, or after you die.

2. Payment. We use and disclose medical/ dental information about you to obtain payment for the services we provide. For example, we give your health plan the information it requires before it will pay us. We may also disclose information to other health care providers to assist them in obtaining payment for services they have provided to you.

3. Health Care Operations. We may use and disclose medical/ dental information about you to operate this dental practice. For example, we may use and disclose this information to review and improve the quality of care we provide, or the competence and qualifications of our professional staff. Or we may use and disclose this information to get your dental plan to authorize services or referrals. We may also use and disclose this information as necessary for dental reviews, legal services and audits, including fraud and abuse detection and compliance programs and business planning and management. We may also share your medical/ dental information with our "business associates," such as our billing service, that perform administrative services for us. We have a written contract with each of these business associates that contains terms requiring them and their subcontractors to protect the confidentiality and security of your protected health information. We may also share your information with other health care providers, health care clearinghouses or dental plans that have a relationship with you, when they request this information to help them with their quality assessment and improvement activities, their patient-safety activities, their population-based efforts to improve health or reduce health care costs, their protocol development, case management or care-coordination

activities, their review of competence, qualifications and performance of health care professionals, their training programs, their accreditation, certification or licensing activities, or their health care fraud and abuse detection and compliance efforts.

4. Appointment Reminders. We may use and disclose medical/ dental information to contact and remind you about appointments. If you are not home, we may leave this information on your answering machine or in a message left with the person answering the phone.

5. Sign In Sheet. We may use and disclose medical/ dental information about you by having you sign in when you arrive at our office. We may also call out your name when we are ready to see you.

6. Notification and Communication With Family. We may disclose your health information to notify or assist in notifying a family member, your personal representative or another person responsible for your care about your location, your general condition or, unless you had instructed us otherwise, in the event of your death. In the event of a disaster, we may disclose information to a relief organization so that they may coordinate these notification efforts. We may also disclose information to someone who is involved with your care or helps pay for your care. If you are able and available to agree or object, we will give you the opportunity to object prior to making these disclosures, although we may disclose this information in a disaster even over your objection if we believe it is necessary to respond to the emergency circumstances. If you are unable or unavailable to agree or object, our health professionals will use their best judgment in communication with your family and others.

7. Marketing. Provided we do not receive any payment for making these communications, we may contact you to give you information about products or services related to your treatment, case management or care coordination, or to direct or recommend other treatments, therapies, health care providers or settings of care that may be of interest to you. We may similarly describe products or services provided by this practice and tell you which health plans this practice participates in. We may also encourage you to maintain a healthy lifestyle and get recommended tests, participate in a disease management program, provide you with small gifts, tell you about government sponsored health programs or encourage you to purchase a product or service when we see you, for which we may be paid.

Finally, we may receive compensation, which covers our cost of reminding you to take and refill your medication, or otherwise communicate about a drug or biologic that is currently prescribed for you. We will not otherwise use or disclose your medical/ dental information for marketing purposes or accept any payment for other marketing communications without your prior written authorization. The authorization will disclose whether we receive any compensation for any marketing activity you authorize, and we will stop any future marketing activity to the extent you revoke that authorization.

8. Sale of Health Information. We will not sell your health information without your prior written authorization. The authorization will disclose that we will receive compensation for your health information if you authorize us to sell it, and we will stop any future sales of your information to the extent that you revoke that authorization.

9. Required by Law. As required by law, we will use and disclose your health information, but we will limit our use or disclosure to the relevant requirements of the law. When the law requires us to report abuse, neglect or domestic violence, or respond to judicial or administrative proceedings, or to law enforcement officials, we will further comply with the requirement set forth below concerning those activities.

10. Public Health. We may, and are sometimes required by law, to disclose your health information to public health authorities for purposes related to: preventing or controlling disease, injury or disability; reporting child, elder or dependent adult abuse or neglect; reporting domestic violence; reporting to the Food and Drug Administration problems with products and reactions to medications; and reporting disease or infection exposure. When we report suspected elder or dependent adult abuse or domestic violence, we will inform you or your personal representative promptly unless in our best professional judgment, we believe the notification would place you at risk of serious harm or would require informing a personal representative we believe is responsible for the abuse or harm.

11. Health Oversight Activities. We may, and are sometimes required by law, to disclose your health information to health oversight agencies during the course of audits, investigations, inspections, licensure and

other proceedings, subject to the limitations imposed by law.

12. Judicial and Administrative Proceedings. We may, and are sometimes required by law, to disclose your health information in the course of any administrative or judicial proceeding to the extent expressly authorized by a court or administrative order. We may also disclose information about you in response to a subpoena, discovery request or other lawful process if reasonable efforts have been made to notify you of the request and you have not objected, or if your objections have been resolved by a court or administrative order.

13. Law Enforcement. We may, and are sometimes required by law, to disclose your health information to a law enforcement official for purposes such as identifying or locating a suspect, fugitive, material witness or missing person, complying with a court order, warrant, grand jury subpoena and other law enforcement purposes.

14. Coroners. We may, and are often required by law, to disclose your health information to coroners in connection with their investigations of deaths.

15. Public Safety. We may, and are sometimes required by law, to disclose your health information to appropriate persons in order to prevent or lessen a serious and imminent threat to the health or safety of a particular person or the general public.

16. Specialized Government Functions. We may disclose your health information for military or national security purposes or to correctional institutions or law enforcement officers that have you in their lawful custody.

17. Workers' Compensation. We may disclose your health information as necessary to comply with workers' compensation laws. For example, to the extent your care is covered by workers' compensation, we may be required make periodic reports to your employer about your condition. We are also required by law to report cases of occupational injury or occupational illness to the employer or workers' compensation insurer.

18. Change of Ownership. In the event that this dental practice is sold or merged with another organization, your health information/record will become the property of the new owner, although you will maintain the right to request that copies of your health information be transferred to another dentist or dental group.

19. Breach Notification. In the case of a breach of unsecured protected health information, we will notify you as required by law. If you have provided us with a current e-mail address, we may use e-mail to communicate information related to the breach. In some circumstances our business associate may provide the notification. We may also provide notification by other methods as appropriate. [Note: Only use e-mail notification if you are certain it will not contain PHI and it will not disclose inappropriate information. For example if your e-mail address is "digestivediseaseassociates.com" an e-mail sent with this address could, if intercepted, identify the patient and their condition.]

B. When This Dental Practice May Not Use or Disclose Your Health Information

Except as described in this Notice of Privacy Practices, this dental practice will, consistent with its legal obligations, not use or disclose health information which identifies you without your written authorization. If you do authorize this dental practice to use or disclose your health information for another purpose, you may revoke your authorization in writing at any time.

C. Your Health Information Rights

1. Right to Request Special Privacy Protections. You have the right to request restrictions on certain uses and disclosures of your health information by a written request specifying what information you want to limit, and what limitations on our use or disclosure of that information you wish to have imposed. If you tell us not to disclose information to your commercial health plan concerning health care items or services for which you paid for in full out-of-pocket, we will abide by your request, unless we must disclose the information for treatment or legal reasons. We reserve the right to accept or reject any other request, and will notify you of our decision.

2. Right to Request Confidential Communications. You have the right to request that you receive your health information in a specific way or at a specific location. For example, you may ask that we send information to a particular e-mail account or to your work address. We will comply with all reasonable requests submitted in writing which specify how or where you wish to receive these communications.

3. Right to Inspect and Copy. You have the right to inspect and copy your health information, with limited

exceptions. To access your medical/ dental information, you must submit a written request detailing what information you want access to, whether you want to inspect it or get a copy of it, and if you want a copy, your preferred form and format. We will provide copies in your requested form and format if it is readily producible, or we will provide you with an alternative format you find acceptable, or if we can't agree and we maintain the record in an electronic format, your choice of a readable electronic or hardcopy format. We will also send a copy to any other person you designate in writing. We will charge a reasonable fee which covers our costs for labor, supplies, postage, and if requested and agreed to in advance, the cost of preparing an explanation or summary. We may deny your request under limited circumstances. If we deny your request to access your child's records or the records of an incapacitated adult you are representing because we believe allowing access would be reasonably likely to cause substantial harm to the patient, you will have a right to appeal our decision.

4. Right to Amend or Supplement. You have a right to request that we amend your health information that you believe is incorrect or incomplete. You must make a request to amend in writing, and include the reasons you believe the information is inaccurate or incomplete. We are not required to change your health information, and will provide you with information about this dental practice's denial and how you can disagree with the denial. We may deny your request if we do not have the information, if we did not create the information (unless the person or entity that created the information is no longer available to make the amendment), if you would not be permitted to inspect or copy the information at issue, or if the information is accurate and complete as is. If we deny your request, you may submit a written statement of your disagreement with that decision, and we may, in turn, prepare a written rebuttal. All information related to any request to amend will be maintained and disclosed in conjunction with any subsequent disclosure of the disputed information.

5. Right to an Accounting of Disclosures. You have a right to receive an accounting of disclosures of your health information made by this dental practice, except that this dental practice does not have to account for the disclosures provided to you or pursuant to your written authorization, or as described in paragraphs 1 (treatment), 2 (payment), 3 (health care operations), 6 (notification and communication with family) and 18 (specialized government functions) of Section A of this

Notice of Privacy Practices or disclosures for purposes of research or public health which exclude direct patient identifiers, or which are incident to a use or disclosure otherwise permitted or authorized by law, or the disclosures to a health oversight agency or law enforcement official to the extent this dental practice has received notice from that agency or official that providing this accounting would be reasonably likely to impede their activities.

6. Right to a Paper or Electronic Copy of this Notice. You have a right to notice of our legal duties and privacy practices with respect to your health information, including a right to a paper copy of this Notice of Privacy Practices, even if you have previously requested its receipt by e-mail.

If you would like to have a more detailed explanation of these rights or if you would like to exercise one or more of these rights, contact our Privacy Officer listed at the top of this Notice of Privacy Practices.

D. Changes to this Notice of Privacy Practices

We reserve the right to amend this Notice of Privacy Practices at any time in the future. Until such amendment is made, we are required by law to comply with the terms of this Notice currently in effect. After an amendment is made, the revised Notice of Privacy Protections will apply to all protected health information that we maintain, regardless of when it was created or received. We will keep a copy of the current notice posted in our reception area, and a copy will be available at each appointment. We will also post the current notice on our website.

E. Complaints

Complaints about this Notice of Privacy Practices or how this dental practice handles your health information should be directed to our Privacy Officer listed at the top of this Notice of Privacy Practices.

If you are not satisfied with the manner in which this office handles a complaint, you may submit a formal complaint to:

Region VI - Dallas (Arkansas, Louisiana, New Mexico, Oklahoma, Texas)

Jorge Lozano, Regional Manager
Office for Civil Rights
U.S. Department of Health and Human Services

1301 Young Street, Suite 1169
Dallas, TX 75202

Voice Phone (800) 368-1019
FAX (214) 767-0432
TDD (800) 537-7697
OCRMail@hhs.gov

The complaint form may be found at
www.hhs.gov/ocr/privacy/hipaa/complaints/hipcomplaint.pdf

You will not be penalized in any way for filing a
complaint.

Notice of Electronic Disclosure of Protected Health Information

If Parkhaven Dental Care obtains or creates information about your health, Parkhaven Dental Care is required by law to protect the privacy of your information. Protected health information (PHI) includes any information that relates to:

- Your past, present, or future physical or mental health or condition;
- Health care provided to you; and,
- Past, present, or future payment for your health care.

Parkhaven Dental Care may not disclose your PHI electronically without your authorization unless allowed by law. For example, Parkhaven Dental Care may share your PHI through approved, secure electronic methods for the purpose of treatment, payment for health care services, or health care operations such as case management or care coordination. Parkhaven Dental Care may also need to share your PHI electronically for public health purposes such as preventing and controlling the spread of infectious diseases or for certain disaster relief efforts. For a complete list of reasons that Parkhaven Dental Care is allowed by law to share your PHI, please refer to Parkhaven Dental Care's Privacy Notice

If you believe that Parkhaven Dental Care has violated the obligations described in this notice, you have the right to file a complaint with the Parkhaven Dental Care Privacy Officer by mail at Parkhaven Dental Care; or by telephone at Parkhaven Dental Care; or by e-mail at: office@parkhavendental.com