



Marshall Health

A provider-based facility of Cabell Huntington Hospital

Welcome to Marshall Health, the medical group of faculty physicians and other health care providers at the Marshall University Joan C. Edwards School of Medicine. We appreciate your choosing us for your health care needs, and we are committed to doing our best for you.

Our goal is to provide you with high-quality, affordable health care while teaching our students and resident physicians how to best care for patients.

Payment is required at the time of service unless insurance or another billing process is arranged in advance. In certain situations of financial hardship, special arrangements can be made. Marshall Health is a provider-based facility of Cabell Huntington Hospital, Inc. If you believe you may qualify, please talk to our financial counselor today.

We accept most major insurance programs, including Medicare, Medicaid and PEIA. We expect that you pay the deductible and/or co-payment amount at the time of service, and with your consent we will bill the balance directly to your insurer. Although we will make every effort to collect from your insurance company, you are ultimately responsible for payment, except to the extent otherwise provided by law.

Before they will pay for certain procedures or specialists, some insurance plans require that you get advance approval. It is your responsibility to inform Marshall Health if your policy requires an authorization or precertification. If your visit today might require approval and you do not yet have it, please talk to the receptionist now.

Thank you for choosing us for your medical care. Would you please take a few moments after you leave to let us know how your visit met your expectations? Your comments and suggestions will be appreciated.

1600 MEDICAL CENTER DRIVE, HUNTINGTON, WV 25701 • 304-691-1600 OR 1-877-691-1600 (TOLL-FREE)

REV 05-22

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M-278

PATIENT INFORMATION LABEL

PATIENT INFORMATION

Patient name: _____
(last) (first) (middle) (maiden)

DOB: _____ Sex: M F Marital status: Single Married Divorced Widowed

Social security number: _____ Email: _____

Preferred language: Arabic Chinese English German Hindi Russian Spanish Other _____

Race: African American Alaska Native Asian Caucasian/White Hispanic/Latino Native American
 Pacific Islander Declined

Ethnicity: Hispanic/Latino Non-Hispanic/Latino Declined

Patient address: _____
(street)

(city) (state) (zip)

Driver's license number: _____
(state)

Home phone: _____ Work phone: _____ Mobile phone: _____

Employer name: _____

Employer address: _____
(street) (city) (state) (zip)

Primary care provider: _____

If under 18, who is parent/legal guardian?

Guardian name: _____ DOB: _____

Responsible party (person who will be responsible for any amount not covered by insurance): _____

Relationship to patient: _____ Social security number: _____ DOB: _____

Address: _____
(street) (city) (state) (zip)

Home phone: _____ Work phone: _____ Mobile phone: _____

Employer name: _____

Employer address: _____
(street) (city) (state) (zip)

Spouse's name/other parent if under 18: _____

Employer name: _____ Work phone: _____

In case of an emergency, notify (friend or relative not in your home):

Name: _____ Relationship to patient: _____

Phone: _____

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INSURANCE INFORMATION

Primary medical insurance: _____ Phone: _____

Policyholder name: _____ DOB: _____

Address: _____
(street) (city) (state) (zip)

ID number: _____ Group number: _____

Plan number: _____ Effective date: _____ Expiration date: _____

Secondary medical insurance: _____ Phone: _____

Policyholder name: _____ DOB: _____

Address: _____
(street) (city) (state) (zip)

ID number: _____ Group number: _____

Plan number: _____ Effective date: _____ Expiration date: _____

Other health insurance (Dental, Worker's Comp., Medicare Supplement, etc.)

Insurance: _____ Policyholder name: _____ DOB: _____

Policyholder's relationship to patient: _____ Policyholder's employer: _____

Insurance address: _____
(street) (city) (state) (zip)

ID number/SSN: _____ Group number: _____

Plan number: _____ Effective date: _____ Expiration date: _____

If patient is under 18 years old, please list other children in the household.

CHILD'S NAME (PLEASE LIST NAME CHILD PREFERS)

CHILD'S BIRTHDATE

1. _____ Male Female _____

2. _____ Male Female _____

3. _____ Male Female _____

4. _____ Male Female _____

5. _____ Male Female _____

How did you hear about Marshall Health?

Billboard

Newspaper ad

Social media (Facebook, Twitter, etc.)

Web search (Google, Bing, etc.)

Referred by a friend/family member

Television ad

Referred by a provider (name): _____

Other: _____

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PATIENT'S AGREEMENT

Revised 5/2022

Please Read Carefully

I consent to care and treatment. I consent to examination, treatment and testing as advised by the physicians and other providers of Joan C. Edwards School of Medicine ("the School") and Marshall Health. I understand that Marshall Health is associated with a university. I give permission for health care professionals in training to observe and participate in my care and treatment under the supervision of licensed health care providers. In addition, I consent to the use or disclosure of my protected health information by the School and Marshall Health to diagnose and treat me, to obtain payment for my bills and to conduct its health care operations and business. I understand I may receive a call or survey from the determined Marshall Health vendor asking about my satisfaction with my care and services at Marshall Health.

I further consent to any treatment and testing by Cabell Huntington Hospital, Inc. ("Cabell"), such as laboratory testing and radiology procedures, which may be performed at the request of my physician or other provider. I understand that I may receive a survey by phone, mail or email from Press Ganey asking about my satisfaction with my care and services provided by Cabell. I understand that the email address provided may be used to invite me to enroll in Cabell's patient portal. I may also receive calls from Cabell staff to follow up on my care and treatment. I agree that the terms and conditions set forth in this Patient's Agreement, including the agreement to pay for the cost of care, shall also apply to treatment and testing by Cabell.

I have received the Notice of Privacy Practices. I have received the Notice of Privacy Practices of the School and Marshall Health, which tells how my health information may be used and shared. I understand that these institutions reserve the right to revise the notice at any time, and that I can always get the current copy by asking for it.

I agree that payments can be made directly to Marshall Health. I allow Marshall Health to directly bill and collect payment from my insurance company, Medicare, Medicaid or other person or entity that pays my medical bills. I assign my right to receive payment of any insurance to Marshall Health, including Medicare, Medicaid or other benefits payable from any source. Some insurance companies will not pay for services unless they authorize the service in advance. I understand it is my responsibility to inform Marshall Health if my insurance policy requires such authorization (sometimes it is called precertification).

I agree to pay for the cost of care. I accept full responsibility for the cost of all services that Marshall Health provides to me. I promise to personally pay all expenses and charges that are not paid by my insurance company or anyone else, but only to the extent that Marshall Health legally may bill me for such expenses and charges.

I can cancel this agreement. I understand that I can revoke this agreement in writing. This can be done at any time by delivering to Marshall Health a written statement of revocation, except to the extent that the School and Marshall Health have taken action in reliance on this consent, agreement and authorization. I will be financially responsible for any medical services provided before the date of such revocation.

I agree to follow-up calls and/or emails. I expressly give my consent that University Physicians & Surgeons, dba Marshall Health ("Marshall Health") and its employees and independent contractors, may deliver or cause to be delivered to me telephone calls, telephone voice messages and telephone text messages or emails, for any purposes related to my health care that Marshall Health deems appropriate and that are permitted by law, by using an automated telephone dialing system or an artificial or prerecorded voice or message. I understand that I am not required to give this consent to Marshall Health as a condition of being treated or receiving services.

I have read this form and I fully understand to what I am agreeing. *(The patient or another responsible party on behalf of the patient must sign this Agreement. Upon signing, the responsible party assumes all liability for the consents, authorizations and financial responsibility discussed above.)*

Patient/Legal representative signature: _____ Date: _____

STATEMENT OF PATIENT'S LEGAL REPRESENTATIVE OR AGENT

I give the consents and authorizations made above on behalf of the patient, and I have the authority to do so. The patient did not sign because he or she is (check one):

- A minor (under 18 years of age)
- Mentally or physically unable to understand to sign
- Other (describe): _____

I am authorized to sign for the patient because: (for example: being a parent or having medical power of attorney)

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PATIENT INFORMATION LABEL



Policy Regarding the Prescribing of Medications with Potential for Abuse or Addiction

Department of Psychiatry & Behavioral Medicine

Effective 4/10/2014

The Department supports the appropriate prescribing of all psychiatric medication to its patients. It is recognized that some psychiatric medications have the potential for abuse and addiction. It is also recognized that some patients have addictive and substance abuse disorders, including that of prescription medications. The purpose of this policy is to ensure appropriate prescribing of medications with the potential for abuse or addiction from this clinic, and to ensure proper use of such prescriptions by patients.

1. Clinicians will only prescribe medications with the potential for addiction or abuse including but not limited to benzodiazepines, hypnotics and stimulant medications when absolutely necessary, when there are not appropriate alternatives, and in patients in whom the abuse/addiction potential is minimal.
2. If used at all, the prescribing of such medications will follow FDA guidelines, evidence-based practice and will adhere to a commonly recognized standard of care. For example, under most circumstances, the simultaneous use of more than one such medication, either in the same or different class of medication, is contraindicated. Exceptions to such will have the reasons documented in the patient chart.
3. For patients who present to clinic already on such medications, either singly or in combination, assessment for appropriate discontinuation of such medications should be considered. When deciding to continue such medication (s), appropriate reasons for continuation should be present in the patient chart. Any plans for future tapering and discontinuation of such medication should also be documented in the patient chart.
4. For patients to continue to receive such prescriptions, they must be seen a minimum of every 3 months in the clinic. If they miss an appointment, the medication will not be refilled but if it is a medication that puts the patient at risk of serious withdrawal, the patient must make an appointment to see the prescriber within 2 weeks, and only enough of the medication will be prescribed to cover until the next appointment will be given. If the patient fails to come to that appointment, no further prescriptions of any kind are given, and the Department Basic Clinic Policy on missed appointments (would be 2 missed appointments) is followed.
5. For patients who will continue to receive prescriptions for such medications, it is clinic policy that random urine drug testing may be done every 3-6 months, or more often if clinically indicated, at the clinicians discretion, to insure that patients receiving such medications are not using other inappropriate drugs or medications that are contraindicated with the prescribing of such medications. The urine drug screen is also used to confirm that patients show evidence in the urine drug screen that they are taking the medication prescribed.

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6. When the urine drug test is ordered, it must be done that day and directly following the visit (within the hour).
7. No prescription for such medication will be released until the result of the urine drug test is received and reviewed by the prescribing clinician.
8. Patients who test positive for inappropriate substances in their urine, or have urine drug test results showing that they are not taking the medication prescribed, will be notified by their prescribing provider and will no longer have the medication prescribed by this clinic. In instances where there is an issue of physical dependence on the medication, the clinician may prescribe enough of the medication to ensure a safe taper and prevent serious medication withdrawal.
9. Patients prescribed medications for taper and discontinuation will not have any further refills of that medication, even if they lose the prescription.
10. It is recognized that urine drug testing does not detect all substances of abuse (including but not limited to synthetics, herbal, huffing, erectile dysfunction medication) , and the prescribing clinician reserves the right to stop prescribing controlled substances if they have good reason to suspect the patient is abusing any substance.
11. Prescribing clinicians reserve the right to stop prescribing controlled substances for patients who contact multiple different providers for controlled substances, for example as seen via the WV Board of Pharmacy database.
12. No prescriptions for pain medications (narcotic or otherwise) will be dispensed from the clinic.
13. No prescriptions for erectile dysfunction medications (as they have abuse potential) will be dispensed from the clinic. Patient desiring such medications for complaints of erectile dysfunction should appropriately be referred back to the primary doctor for proper medical and urologic assessment.

Individual/Legal representative signature: _____ Date: _____

Relationship, if not individual: _____

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General Policy and Practices

Effective 12/16/2003

Thank you for choosing Marshall Psychiatry to receive your mental health care. The following are our policies and practices that we require you to read and sig prior to any treatment.

Normal office hours: Monday - Friday, 8 a.m. to 5 p.m.

Appointments

1. In consideration of all patients, individuals who arrive more than 15 minutes late may need to reschedule their appointment. At the discretion of staff, this policy may be waived on a case-by-case basis to allow an abbreviated visit. If you are running late, please contact our office at 304-691-1500 to advise us.
2. Cancellations of scheduled appointments must be made with a minimum of 24-hour notice to avoid any late fee. If a scheduled appointment is cancelled with than 24-hour notice, that late cancellation will be treated as a no-show.
3. A fee of \$25 will be charged for every no-show and late cancellation occurrence.
4. Three (3) no-shows or late cancellations may result in the termination of our professional relationship
5. Although staff ma regularly confirm appointments 1 day prior, it is the responsibility and an expectation of the patient to attend follow-up appointments. Follow-up appointments will be scheduled at the end of each visit in order to foster continuity of care.
6. Please note that our office does not allow and are no responsible for unattended children (under 12 years old) in the lobby.
7. It is the responsibility of the patient to inform us of any changes in insurance or other demographic information (address, telephone, email, release of information).

Payments

1. Co-pays for insurance plans are due at time of service.
2. Full payment for self-pay patients is required at time of service.
3. We reserve the right to discontinue our professional relationship if the balance is not resolved
4. Although our billing department may assist, the patient is responsible for being aware of current insurance coverage, including deductibles, co-pays, need for pre-certification, annual visits and out-of-network benefits (if applicable).
5. If a third-party payer (insurance or other sponsor) fails to resolve the balance, the patient will be responsible. In some instances, the level of care and frequency of visits as determined by your clinician may exceed what your insurance plan may cover.

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Prescriptions

We strive for safety and quality care for our patients. Prescribing medicines requires that patients come to their appointments regularly so that they can be monitored for effectiveness and safety. Prescriptions are given to you at your appointment and will be prescribed enough to last until your next visit. Thus, it should be unusual that you would need to call for prescriptions. If you miss an appointment and run out of medicine, before a prescription is called in, it will be required that you make a follow-up appointment within a week, and then just enough will be prescribed to get you to your next appointment. If you miss that appointment, no further prescriptions will be given until you have an appointment. In the event a prescription is called in from our nurse, please allow 48 hours (two business days) for refill requests to be processed.

After-hour resources

1. Services will typically be provided to the patient within normal business hours.
2. In you call the clinic after hours, there is an answering service that can take a message that can be returned during the next business day.
3. In case of an emergency, the patient should call 911, or got to the nearest emergency room.

Prohibition of weapons policy

It is the policy of this clinic to strictly prohibit any firearms, knives or other deadly weapons on the premises in order to provide a safe environment for patients, employees and visitors. Possession of any such weapon in the clinic is grounds for immediate termination of care in this clinic.

Behavior

We understand that patients experience many difficulties as a result of mental health problems or other stressors and we strive to provide the best outpatient service for our patients. However, if at any point staff or clinicians feel threatened by an individual, this may be cause for immediate termination of our professional relationship.

Confidentiality

1. We understand the need to keep your matters confidential and will act in good-faith to maintain your privacy. Please using caution leaving us home or work contact numbers to call you back, as leaving a message there may jeopardize your confidentiality.
2. Staff or physicians may require a HIPAA compliant authorization in order to speak to family members or other providers, unless we believe in good-faith there is an emergency and it serves your best interest. Please ask the receptionist for releases for anyone you would like to have access to our information.

Please let us know if you have any questions or concerns.

Please sign below to attest that you understand Marshall Psychiatry's general policy and practices.

Individual/Legal representative signature: _____ Date: _____

Relationship, if not individual: _____

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Psychiatric Medication List

Patient name: _____ Date: _____

PAST PSYCHIATRIC MEDICATIONS. If you have ever taken any of the following medications, please indicate dates, dosage and how helpful they were (if you can't remember all the details, just write in what you remember). This information is helpful in choosing your treatment plan moving forward. Your insurance company may also request this information when determining approval for future medications.

No history of using any psychiatric medications

Antidepressants

	DATES	HIGHEST DOSAGE	RESPONSE/SIDE EFFECTS
Prozac (fluoxetine)			
Zoloft (sertraline)			
Luvox (fluvoxamine)			
Paxil (paroxetine)			
Celexa (citalopram)			
Lexapro (escitalopram)			
Effexor (venlafaxine)			
Cymbalta (duloxetine)			
Wellbutrin (bupropion)			
Remeron (mirtazepine)			
Anafril (clomipramine)			
Nopramin (desipramine)			
Pamelor (nortriptyline)			
Tofranil (imipramine)			
Elavil (amitriptyline)			
Trintellix (vortioxetine)			
Pristiq (desvenlafaxine)			
Fetzima (levmilnacipran)			
Savella (milnacipran)			
Parnate (tranylcypromine)			
Nardil (phenelzine)			

Relapse/Prevention

	DATES	HIGHEST DOSAGE	RESPONSE/SIDE EFFECTS
Suboxone			
Subutex			

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Relapse/Prevention (cont.)

	DATES	HIGHEST DOSAGE	RESPONSE/SIDE EFFECTS
Methadone			
Naltrexone			
Vivitrol			

Antipsychotics/Mood Stabilizers

	DATES	HIGHEST DOSAGE	RESPONSE/SIDE EFFECTS
Latuda (lurasidone)			
Seroquel (quetiapine)			
Zyprexa (olanzapine)			
Geodon (ziprasidone)			
Abilify (aripiprazole)			
Clozaril (clozapine)			
Haldol (haloperidol)			
Prolixin (fluphenazine)			
Risperdal (risperidone)			
Navane (thiothixene)			
Mellaril (thioridazine)			
Saphris (asenapine)			
Invega (paliperidone)			

Sedative/Hypnotics/Anti-Anxiety

	DATES	HIGHEST DOSAGE	RESPONSE/SIDE EFFECTS
Amdien (zolpidem)			
Sonata (zaleplon)			
Rozerem (ramelteon)			
Restoril (temazepam)			
Desyrel (trazodone)			
Lunesta (eszopiclone)			
Librium (chlordiazepoxide)			
Xanax (alprazolam)			
Ativan (lorazepam)			
Klonopin (clonazepam)			
Valium (diazepam)			
Tranxene (clorazepate)			
Buspar (buspirone)			
Hydroxyzine			
Atenolol			
Propranolol			

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ADD/ADHD Medications

	DATES	HIGHEST DOSAGE	RESPONSE/SIDE EFFECTS
Methylphenidate			
Adderall (amphetamine)			
Adderall XR			
Concerta XR			
Ritalin LA			
Ritalin SR			
Strattera (atomoxetine)			
Metadate CD			
Vyvanse			
Daytrana			
Focalin (dexmethylphenidate)			
Focalin XR (dexmethylphendiate)			
Intuniv (guanfacine ER)			
Tenex (guanfacine)			
Clonidine			
Kapvay (clonidine ER)			
Quillivant (liquid)			
Dexedrine			

Mood Stablizers

	DATES	HIGHEST DOSAGE	RESPONSE/SIDE EFFECTS
Tegretol (carbamazepine)			
Lithium/Lithobid			
Depakote/Depakene (valproate)			
Lamictal (lamotrigine)			
Irileptal (oxycarbazepine)			
Topamax (topiramate)			
Neurontin (gabapentin)			
Keppra (levetiracetam)			
Zinegran (zonisamide)			
Oxtellar XR (oxcarbazepine)			
Other:			

Other

	DATES	HIGHEST DOSAGE	RESPONSE/SIDE EFFECTS
Congentin (bezatropine)			
Artane (trihexyphenidyl)			
Amantadine			
Benadryl (diphenhydramine)			

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Child and Teen Parent/Caregiving Information Sheet

Date: _____

Person(s) filling out this sheet: _____ Relationship: _____

Who has legal custody of this child? _____ Are there any custody or court issues? [] Yes [] No

Child's name: _____ DOB: _____

Primary care physician: _____

Do you give permission for updates to be provided to your primary care physician? [] Yes [] No

Current therapist/counselor: _____ Therapist's phone: _____

ABUSE

Has the child ever been a victim of abuse (physical, sexual, verbal and/or emotional)? [] Yes [] No

Please state at what ages, what time and by whom.

Three horizontal lines for writing details about abuse.

BULLYING

Has the child ever been the victim of bullying? [] Yes [] No

Please give details as to what type and when it occurred.

Three horizontal lines for writing details about bullying.

FAMILY MEDICAL HISTORY

What medical problems are there in the family (parents, sisters/brothers, aunts/uncles, cousins, etc.)?

Examples: high blood pressure, diabetes, seizures, etc.)

RELATIVE | MEDICAL PROBLEM

Table with 2 columns: RELATIVE and MEDICAL PROBLEM. Contains three rows of horizontal lines for data entry.

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FAMILY HISTORY

Has anyone in your family been treated for any of the following (please check all that apply and when appropriate indicate P for Paternal or M for maternal):

	FATHER	MOTHER	BROTHER	SISTER	AUNT		UNCLE		GRANDPARENT	
					P	M	P	M	P	M
Depression										
Anxiety										
Bipolar disorder										
Schizophrenia										
Alcohol problems										
Drug use problems										
ADHD										
Suicide attempt										
Autism										
Academic struggles										
Violence										

Other family psychiatric history (include any parent legal history i.e. incarcerations, domestic violence and/or arrests.):

MEDICAL HISTORY

Has the child ever tried to kill themselves (attempt suicide)? Yes No If so, how many times? _____

At what age(s)? _____ How did they attempt it? _____

Has the child ever had "self-harm" behaviors (cut self/mutilation)? Yes No

If so, at what age did that start? _____ Last time the child had self-harm behaviors? _____

Eating habits (check all the apply.)


- Refuse to eat when they are hungry
- Eat large amounts of food in one setting
- Make themselves vomit after eating
- Use laxatives
- Feel they are overweight
- Restrict what they eat
- Try to lose weight

Current medications: _____

Drug allergies: _____

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Child's medical problems, hospitalizations, surgeries: _____

- Inpatient psychiatric hospitalizations: _____
- Past outpatient psychiatric care (last doctor): _____
- Has the child ever had the following:
 - Headaches/Migraines
 - Seizures/Convulsions
 - Hearing problems
 - Fainting
 - Cancer
 - Vision problems
 - Head injury
 - Loss of consciousness
 - Brain infection
- Has the child ever had the following? EEG EKG MRI/CT scan Blood work

PRENATAL/NATAL HISTORY

Did any of these occur during the pregnancy with this child:

- Prenatal vitamins
- Medications needed
- Alcohol/Drug use
- Smoking
- Diabetes
- High blood pressure
- Toxemia
- Emotional or physical abuse

Were there any of the following complications at birth:

- Early (premature)
- Forceps
- Jaundice (yellow skin)
- C-section
- Late
- Breech
- "Blue Baby" (cyanosis)
- Incubator/NICU

Any other complications? _____

Weight at birth: _____ APGAR score at birth (if known): _____ Mothers age at birth: _____

DEVELOPMENTAL HISTORY

Please check any of the following that are of concern for the child:

- Slow to talk
- Slow to walk
- Toilet training
- Wetting/Soiling accidents
- Clumsy/Falls a lot
- Telling time
- Friendships
- Expressing thoughts
- Bedwetting
- Feeding self
- Fear of strangers
- Pedaling bicycle/tricycle
- Hygiene (taking baths/brushing teeth/hair)
- Speech problems/speech therapy
- Tying shoes/buttons/zippers
- Problems understanding others

EDUCATIONAL HISTORY

What school does the child attend? _____ Grade: _____


Has the child ever failed a grade? Yes No If so, what grade? _____

Is the child in Special Classes? Yes No What age are most of your child's friends? _____

Does the child receive Speech, Occupational or Physical Therapy? Yes No

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LEGAL HISTORY FOR CHILD

Parents

Mother's name: _____ Occupation: _____

Highest grade/degree: _____

Father's name: _____ Occupation: _____

Highest grade/degree: _____

Parents are: Married Divorced Separated Never married Remarried

Who lives in the home?

NAME	RELATIONSHIP TO CHILD	AGE

Are there any brothers/sisters/half-brothers or sisters, stepbrothers or sisters not in the home? List all and explain where they are.

Any other concerns at this time?

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A provider-based facility of Cabell Huntington Hospital

Notice of Privacy Practices

This notice describes how medical information about you may be used and disclosed and how you can get access to this information.

PLEASE READ IT CAREFULLY.

DEFINITIONS. The words “we”, “us” and “our”, as used in this notice, all refer to University Physicians & Surgeons, Inc., also known as Marshall Health, and all its employees. When we use the word “you” or “your” in this notice, we mean any person about whom we have any medical information that we received or created in our capacity as a health care provider. If any such person is a minor or has a legal guardian or other personal representative, then, as to those persons, this notice is directed to the minor’s parent, or to the legal guardian, or other personal representative, but “you” and “your” refer to the minor or incompetent person. The words “medical information”, as used in this notice, mean information received or created by us about your health care and from which it is reasonable for us to believe you could be identified. Such information is referred to as “protected health information” in federal health care privacy laws. Information from which you could not be identified is not protected health information and is not “medical information”, as that term is used in this notice.

OUR DUTIES AS TO YOUR MEDICAL INFORMATION. We have the following duties as to your medical information:

We are required by law to maintain the privacy of your medical information, to provide to you notice of our legal duties and privacy practices as to your medical information, and to notify you following any breach of your medical information. By “breach of your medical information”, we mean, generally, the acquisition, access to, use or disclosure of your medical information in a manner that is not permitted by applicable health care privacy laws. However, certain unintentional and inadvertent acquisitions, access, uses and disclosures; disclosures as a result of which we or our contractors believe in good faith the unauthorized person to whom the disclosure was made would not reasonably have been able to retain the information; and acquisitions, access, uses and disclosures with respect to which we can demonstrate there is a low probability that the information has been compromised are not considered breaches. Disclosure of information that has been rendered unusable or unreadable by the use of a method approved by designated government officials is not considered to be a breach.

We are required by law to abide by the terms of this notice as long as this notice remains in effect.

We reserve the right to change the terms of this notice and to make the notice provisions effective for all medical information that we maintain. If we revise this notice, we will make the revised notice available to take with you upon request from any of our clinical offices; we will post the revised notice in a clear and prominent location in each of our clinical offices, where you may read it; and we will post the revised notice on our website at marshallhealth.org/patients.

YOUR RIGHTS AS TO YOUR MEDICAL INFORMATION. What follows is a statement of your rights as to your medical information and a brief description of how you may exercise those rights:

You have a right to request that we restrict certain uses and disclosures of your medical information. If you request that we restrict disclosure to your health plan of your medical information related to a health care item or service, we must agree to that restriction under the following circumstances:

- if you or someone on your behalf other than your health plan has paid in full for that health care item or service; and

- the purpose of the disclosure you request that we restrict would be for payment or health care operations and is not required by law. We are not required to agree to other restrictions you request on use or disclosure of your medical information, if those uses and disclosures are otherwise permitted by law.

You have a right to request or receive communications about your medical information from us or our contractors by alternate means or at alternate locations to protect the confidentiality of such communications, and, to the extent your requests are reasonable, we must accommodate them.

You have a right to inspect and receive a copy of your medical information except for:

- psychotherapy notes;
- information compiled in reasonable anticipation of a civil, criminal or administrative proceeding;
- and certain information that is subject to restriction under law.

You have a right to have us amend your medical information, unless we determine that the medical information that is the subject of your request to amend:

- was not originated by us and the originator of the information remains available to act on the requested amendment;
- is not in records that we maintain and that specifically are about you (that is, the records you request us to amend are not in a “designated record set” as that term is defined in applicable law); or
- is not in records that you would have a right to inspect, as described above.

You have a right to receive an accounting of disclosures of your medical information made by us in the six years prior to the date on which your request for an accounting is made, except for disclosures required or permitted by law and made:

- to carry out treatment, payment, and health care operations;
- to you;
- without your authorization but required or permitted by applicable law;
- pursuant to your written authorization;
- for directory or notification purposes;
- for national security or intelligence purposes;
- to correctional institutions or law enforcement officials;
- after excluding certain identifying information about you, and your relatives, household members and employers as permitted by law (that is, disclosures in a “limited data set” as that term is defined by applicable law); or
- before we were required to comply with the federal laws that require this notice.

You have a right to have, on request, a paper copy of this notice, even if you previously have agreed to receive notices about your medical information electronically.

You may exercise all the rights described above by sending a written request to our Privacy Officer clearly stating what you want us to do, using the contact information given at the end of this notice. You may make a request for a written copy of this notice at any of our clinical offices or by contacting our Privacy Officer, using the contact information provided at the end of this notice.

You may COMPLAIN to us or to the Secretary of the United States Department of Health and Human Services, if you believe that your privacy rights have been violated. To make a complaint to us, you may contact our Privacy Officer, using the contact information provided at the end of this notice. We may require that you submit any complaint in writing to our Privacy Officer.

USES AND DISCLOSURES WE MAY MAKE WITHOUT YOUR AUTHORIZATION. We may use and disclose medical information about you for the following purposes without your authorization, except as limited in this notice:

Treatment. We will use and disclose your medical information to provide health care for you and to coordinate or manage your health care. We will disclose necessary medical information to the people or organizations involved in your care (such as doctors, nurses, physician assistants, technicians, medical students, hospitals and other health care personnel or organizations), whether or not they are employed by or affiliated with Marshall Health. For example, we may disclose your medical information to a specialist, lab or other provider or facility that your doctor has asked to help with your care.

Payment. We will use and disclose your medical information to obtain payment for the health care services we provide to you. We may disclose information about you to find out whether a service is covered, and for billing, claims

management, medical data processing and payment. The information we use and disclose for payment purposes may include copies of parts or all of your medical records that we believe are necessary for payment. For example, we may send your insurance company information that identifies you, your diagnosis and the procedures and supplies used to treat you in order to receive payment from your insurance company.

Health Care Operations. We will use and disclose your medical information to carry out the business activities of our practice, to assess the quality of care we have provided and to review the performance of our employees. For example, we may share your medical information with health care professionals in training and with our employees who are not directly involved in your care to provide continuing training and education. We may also disclose your health information to other businesses or individuals with whom we have contracts to provide billing, transcription, consulting or other services necessary to support our work. Before we share medical information with our contractors, we will require those contractors to agree in writing to protect the privacy of your health information in substantially the same way we do.

ADDITIONAL USES AND DISCLOSURES WE MAY MAKE WITHOUT YOUR AUTHORIZATION. We also may use and disclose medical information about you for the following purposes without your authorization, except as limited in this notice:

As required by law, to the extent the use or disclosure complies with and is limited to the relevant requirements of the law.

For public health activities, such as disclosure to government agencies authorized to receive information about certain diseases or to report child abuse or neglect to the appropriate government authorities, to your employer if we provided health care to you at your employer's request and to schools about immunizations if the school is required by law to have such information before admitting you and if we receive your verbal agreement to the disclosure to the school and document that agreement.

To report on victims of abuse, neglect or domestic violence, to agencies authorized to protect such victims, to the extent we believe such disclosures are necessary to protect such victims and to the extent such disclosures are authorized by law.

For health oversight activities, to health oversight agencies for oversight activities authorized by law, such as for audits; civil, criminal, and administrative investigations or proceedings; inspections, licensure or disciplinary actions; or other activities necessary for oversight of the health care system, for oversight of government benefit programs, for government regulation of health care, and for enforcement of civil rights laws.

For judicial and administrative proceedings, in response to court orders and, under some circumstances, to respond to subpoenas.

For law enforcement purposes, in response to court orders or court-ordered warrants; in response to grand jury subpoenas; and, under some circumstances, in response to administrative requests from law enforcement officials, to assist law enforcement in identifying or locating fugitives or missing persons; to alert law enforcement to a death that might have resulted from criminal conduct; to report crime on our premises; and to alert law enforcement of emergency situations.

About persons who have died, to coroners, medical examiners, and funeral directors as necessary for them to carry out their duties.

For organ, eye or tissue donation purposes, to organizations engaged in the procurement, banking or transplantation of organs, eyes or tissue from persons who have died; to facilitate donation or transplantation of organs, eyes or tissue.

For research purposes, under some circumstances, and under the supervision and with the approval of an institutional review board or privacy board that meets the requirements of applicable law.

To avert a serious threat to health or safety, to the extent the use or disclosure is necessary to avert such a threat and is to a person or persons who reasonably are able to prevent or lessen the threat, and to law enforcement authorities when necessary for them to identify or apprehend a person who has admitted commission of a violent crime or who has escaped from a correctional institution, with certain limitations.

For specialized government functions, such as certain military or veterans affairs functions, national security or intelligence functions, protection of certain government officials, medical suitability determinations for government security clearances and as needed for certain custodial duties of correctional facilities and law enforcement agencies.

For workers* compensation purposes, as authorized by and as necessary to comply with laws relating to workers' compensation programs that are established by law and that provide benefits for work-related injuries or illness without regard to fault.

Fundraising communications, to you, to our contractors and to Marshall University-related foundations, limited to use and disclosure of your demographic information, your dates of treatment, your treating physicians and departments, your outcome information and your insurance status. Each time you receive a fundraising communication, you will be reminded that you may opt out of receiving any further fundraising communications with information on how to opt out. If you opt out, you will not receive any further fundraising communications from us unless you opt back in. Your willingness or unwillingness to receive fundraising communications will not affect your treatment by us or payment to us.

ADDITIONAL USES AND DISCLOSURES WE MAKE WITHOUT YOUR AUTHORIZATION UNLESS YOU OBJECT. We also may use and disclose medical information about you for the following purposes without your authorization, unless you object under the circumstances described below and as otherwise limited in this notice:

For facility directory information, we may disclose to clergy your name, your location within our facility, your general condition and your religious affiliation. Except for your religious affiliation, we may disclose the same kinds of information to others who ask for you by name. If you want to restrict or prohibit some or all of the disclosures described in this paragraph for directory information, you may do so by telling our Privacy Officer verbally, by telephone, by email or in writing, using the contact information given at the end of this notice.

To a family member, other relative, close personal friend or any other person identified by you, we may disclose medical information directly relevant to that person's involvement with your health care or payment for your health care, and to others, we may disclose information as to your location, general condition or death, for the purpose of notifying or assisting in the notification of a family member, your personal representative, or another person responsible for your care. For uses and disclosures permitted under this paragraph, if you are present or otherwise available before we make the use or disclosure and if you have the capacity to make health care decisions, we must do at least one of the following things:

- obtain your verbal or written agreement to the use or disclosure;
- give you an opportunity to object to the use or disclosure and receive no objection from you; or
- reasonably infer, based on the exercise of professional judgment, that you do not object to the use or disclosure.

For disclosures permitted under this paragraph, if you are not present before we make the disclosure or an opportunity to agree or object to the use or disclosure cannot practicably be provided because of your incapacity or an emergency circumstance, then we may use professional judgment to determine whether the disclosure is in your best interests, and, if so, use or disclose only the information that is directly relevant to the person's involvement in your health care or payment for your health care or is needed for notification purposes.

West Virginia law places more stringent restrictions than federal law on the disclosure of certain kinds of medical information. The following information in this paragraph applies to uses and disclosures for all the purposes described above:

Generally speaking, but with several exceptions listed in the applicable West Virginia statutes, West Virginia law requires either your written authorization or a court order, for disclosure of information about your mental health care or about HIV or AIDS testing of you. West Virginia law requires that before performing an abortion for a minor, a physician intending to perform the abortion must notify the minor's parent or legal guardian if they can be found, but, under some circumstances, a minor may get a court order forbidding such disclosure. Under West Virginia law, a physician may, at the request of a minor patient, withhold from the patient's parents or legal guardian information about venereal disease treatment, birth control, pre-natal care or drug rehabilitation treatment of the minor. Under West Virginia law, a physician may, at the request of a minor patient whom the physician believes to be a "mature minor" capable of making his or her own health care decisions, withhold medical information about the minor from the minor's parents or legal guardian and may follow the minor's instructions about disclosure or non-disclosure of the mature minor's medical information. **For any medical information the use or disclosure of which is more stringently restricted by West Virginia law than by federal law, we will abide by the more stringent restrictions imposed by West Virginia law.**

USES AND DISCLOSURES THAT MAY REQUIRE YOUR WRITTEN AUTHORIZATION. With the exceptions referred to below, we will not use or disclose your medical information of the kinds described below unless we receive your written authorization to do so:

Psychotherapy notes. Psychotherapy notes are notes recorded by a behavioral health provider documenting or analyzing the content of conversation during an individual, group, joint or family counseling session, which are separated from the rest of your medical record. Records of appointment times, medications, diagnoses, test results or other behavioral

health information not related to the content of a counseling session are not psychotherapy notes. We will not use or disclose psychotherapy notes without your written authorization to do so, except for the following uses and disclosures, which may be made without your authorization:

- by the originator of the notes for treatment;
- for training of our own students and employees in mental health;
- to defend us in a legal action or other proceeding brought by you;
- to the federal Secretary of Health and Human Services when required by him or her to investigate our compliance with applicable federal law;
- when required by law;
- for health oversight activities;
- to coroners and medical examiners about persons who have died; and
- to avert a serious threat to health or safety, to the extent the use or disclosure is necessary to avert such a threat and is to a person or persons who reasonably are able to prevent or lessen the threat.

Marketing. Marketing means communications about a product or service that encourages the person who receives the communication to buy or use the product or service. However, so long as we do not receive any payment from the provider of the product or service in return for making the communication, the following are not considered marketing communications:

- communications about medications already prescribed for you;
- communications to help with your treatment; and
- communications to you about treatment or non-treatment alternatives for your case management or coordination of your care.

We will not use or disclose your medical information for marketing purposes without your written authorization to do so, except for the following uses and disclosures, which may be made without your authorization:

- face-to-face communications with you; and
- promotional gifts of slight value from us to you.

If we make any marketing communication and receive payment from anyone other than you for making the communication, your authorization for us to make the communication must state that we will receive such payment.

Sale of medical information. A sale of medical information means, generally, our disclosing medical information in return for payment by the person or entity that received the information. Certain limited disclosures to our contractors and for treatment, payment, research and similar purposes are not considered sales even if we do receive payment for the disclosure. We will not sell your medical information unless we have your written authorization to do so. That authorization must state that we will receive payment for the disclosure.

All other uses and disclosures, not described above in this notice as permissible without authorization, will be made only with your written authorization. You may revoke your written authorization, for any use or disclosure that has not already occurred at the time you revoke, by sending a written notice of revocation to our Privacy Officer, using the contact information provided below. Any written revocation will be effective when it is received by our Privacy Officer.

CONTACT INFORMATION. You may contact us for further information or to make any complaints about the privacy of your health information at:

Privacy Officer
Marshall Health
1600 Medical Center Drive, Suite 3407, Huntington, WV 25701
Phone: 304-691-1616 | Email: hipaasom@marshall.edu

Certain notifications and requests, as described in this notice, must be in writing.

Effective date: August 1, 2013.