

DATE: _____

TRUECARE™

PATIENT CONSENT TO TREAT FORM

Patient Name			DOB	Sex	Social Security Number
First	Middle	Last	mm/ dd /yy	M F	- -
Address (☐ Same as Guarantor)			Phone Number (☐ Same as Guarantor)		

ACKNOWLEDGMENT OF RECEIPT OF TrueCare WELCOME PACKET

We understand that information about you and your health is confidential, and we are committed to protecting your health information. As a patient you are required to review and sign this consent form prior to receiving care. Your authorization allows TrueCare staff to use your health information for treatment, payment, and our health care operations. Additional information regarding protection of your medical information can be found in the Notice of Privacy Practice that is included in this packet or may be found on our TrueCare website.

Please initial beside each item that you have reviewed and understand. Items contained in the Welcome Packet are available on the TrueCare website, www.truecare.org for your reference. Welcome Packets are provided to new patients, however, if you would like one or have any questions, please ask for assistance from our front desk employees.

NOTICE OF PRIVACY PRACTICES

() **Initials** I have received a copy of the Notice of Privacy Practices, or a copy was made available to me.

CONSENT FOR TREATMENT, REFUSAL OF TREATMENT, and DISCLOSURE OF HEALTH INFORMATION

() **Initials** I, (the patient, responsible party, or authorized caregiver), authorize TrueCare and its assigned clinical staff to administer and perform all medical treatment, diagnostic, surgical or other services deemed advisable or necessary for healthcare. This care may be delivered either in person or through a virtual health modality. I understand that I have the right to refuse treatment at any time. I can do so by signing a *REFUSAL OF TREATMENT* form. I also give consent to use and disclose health information necessary for treatment and payment and other healthcare operations.

Minor (Patient who are <18 years of Age), Please list both parents or legal guardians:

Mother Full Name: _____ DOB: _____
Father Full Name: _____ DOB: _____
Other, Full Name: _____ DOB: _____
Relationship to Patient: _____

CONSENT FOR ELECTRONIC COMMUNICATION

() **Initials** I, (the patient, responsible party, or authorized caregiver), authorize TrueCare and its clinical staff to communicate with me via my MyChart account by providing visit summaries and Lab results electronically, as well as sending and receiving secure messages. I understand that web-based communication is offered as an option, and I may choose not to register with MyChart.

CONSENT FOR COMMUNICATION

() **Initials** I, (the patient, responsible party, or authorized caregiver), authorize TrueCare and its clinical staff and any affiliate or agent of TrueCare to contact me or others identified below as a member of my health support group on our cell phones and/or home phones, using pre-recorded messages, artificial voice messages, automatic telephone dialing systems, text messages, SMS messages, or other computer assisted technology. I understand that my service provider may charge for such communications and that standard message and data rates may apply. I understand that I am not required to consent to such calls or messages as a condition of receiving medical service. If I do not wish to receive communications at the address or phone number above, I will ask a TrueCare staff member to provide me with a *REQUEST TO CHANGE COMMUNICATION PREFERENCES* form.

CONSENT TO RECEIVE HEALTH CARE SERVICE VIA TELEHEALTH

() **Initials** I, (the patient, responsible party, or authorized caregiver) understand that I have the right to access services through an in-person, face to-face visit or through telehealth. I understand there are Translation services and Transportation services available for services received through TrueCare. The use of telehealth is voluntary, and I may withdraw my consent to, or stop receiving services through telehealth at any time without affecting my ability to access covered services in the future. I understand that I have options to receive services in person face-to face or via telehealth. If I choose to receive services from TrueCare now or in the future via telehealth, I understand there may be potential limitations and risks related to receiving services via telehealth as compared to an in-person visit. If I have additional questions related to telehealth services, I understand the importance of addressing them with a TrueCare staff member.

CONSENT TO USE OF AI-BASED TOOLS

() **Initials** I, (the patient, responsible party, or authorized caregiver) understand that TrueCare utilizes artificial intelligence (“AI”)-based tools to support medical treatment in some cases (e.g., the use of clinical decision-support tools), and for various administrative functions. AI-based tools that support administrative functions may include but are not limited to: audio recording the words said during your visit for use in generating the medical record, to update your medical record, and provide you with information on potential diagnoses and treatment plans. These AI-based tools are an aid to the patient and the provider, but ultimately the provider will make a clinical decision using their own professional judgment. I consent to the use of AI-based tools for my medical care and for TrueCare’s administrative functions. Information collected during the clinical encounter, including when using these AI-based tools, may be relied on by the provider and become part of the patient’s medical record. Such information is stored in compliance with the Health Insurance Portability and Accountability Act, as amended by the HITECH Act, and in accordance with their implementing regulations (collectively, “HIPAA”) and other applicable state and federal law and may be used for TrueCare’s healthcare operations to further improve the AI model for its patient population.

PERMISSION TO SHARE HEALTH INFORMATION (Optional)

As your healthcare team, we may need to contact you about your health. We would like to invite you to include members of your family and/or others to be part of your health support group. The people you identify below will be permitted to discuss your health information, including but not limited to appointment information, lab results, medication instructions, and referrals information, and they may be contacted for follow-up in case we are unable to reach you. Please provide accurate information for any individuals designated as part of your health support group. Designated persons must show valid photo ID when in a clinic. **To request a paper copy, please complete the PATIENT ACCESS REQUEST FOR HEALTH INFORMATION FORM.**

DATE: _____

Last Name, First Name	Date of Birth MM/DD/YYYY	Contact Information		Relation to Patient	*Sensitive Health Information
		Phone #			☐ Yes ☐ No
		Address			
		Phone #			☐ Yes ☐ No
		Address			

*Permission to **Share Sensitive Health information** includes mental health treatment information, HIV test results, alcohol, or drug treatment information.

AFFIRMATION OF UNDERSTANDING

My signature below confirms my understanding of TrueCare Consent to Treat.

Patient's/ Parent or Legal Guardian Signature

Date:

Relationship to Patient: _____ **Copy of legal documents must be scanned into patient's account.*

TrueCare USE ONLY	
☐	Verbal Consent obtained during Virtual Visit. By Signing below, I acknowledge I have reviewed each section with the patient and "Obtained Verbal" consent to sign on the patient's behalf. TrueCare Staff Name (PRINT) _____ Sign _____ Date _____

ASSIGNMENT OF BENEFITS FORM

Date: _____

Assignment of Benefits (AOB) is your agreement that helps Truecare navigate the payment process based on the information provided. If you are insured, it gives Truecare permission to file a claim and collect insurance payments.

Truecare will use the following information to verify eligibility and financial liability for the services provided.

If services are not covered by the insurance, then this information also helps us assess whether you might qualify for discounts or state programs.

- You will need to identify a **Guarantor**; the guarantor is the person or entity who is financially responsible for payment on a patient's account. As the **Guarantor** listed on the registration, the Guarantor will receive all notifications referencing a claims and billing statements.
- Assigning a Guarantor in the registration system will link all associated accounts, therefore, it is important that **you list dependents** in your household who are Truecare patients and whom you acknowledge as their Guarantor. Doing so will help Truecare staff assign you as the Guarantor in the registration system for each Individual listed.
- The reason we verify the guarantor's identity and ensure the appropriate guarantor is linked to visit is so that we don't inadvertently bill the incorrect person for balances related to the patient's services.

Patient Information				
Patient First Name	Patient Last Name		DOB mm/dd/yy	
Mailing Address:	City	Zip Code	State	Primary Phone Number
Email Address:	Emergency Contact Name:		Emergency Contact Phone #	

Guarantor Name (Financially Responsible)			
Patient Relationship to Guarantor: *REQUIRED ☐ Self ☐ Mother / Father ☐ Legal Guardian ☐ Tutor ☐ Spouse			
Is the Guarantor a Truecare Patient *REQUIRED ☐ Yes ☐ No			
IF the Guarantor is not the patient, please fill out the next section:			
First Name of Guarantor:	Last Name of Guarantor:		DOB mm/dd/yy
Mailing Address ☐ Same as Patient, if not fill out next section:			
Mailing Address:	City:	State:	Zip Code:
Home Address ☐ Same as mailing address, if not fill out next section:			
Home Address:	City:	State:	Zip Code:
Phone Number ☐ Same as Patient, if not fill out next section:			
Primary Phone Number ☐ Cell ☐ Home ☐ Other:		Secondary Phone Number ☐ Cell ☐ Home ☐ Other:	
Email Address ☐ Same as Patient, if not fill out next section:			
Emergency Contact ☐ Same as Patient, if not fill out next section:			
Emergency Contact Name:			
Emergency Contact Phone #			

Only add household dependents that are TrueCare Patients				
First Name	Last Name	Date of Birth mm/dd/yy	Guarantor Relationship to Patient	Does the patient have Health coverage?
				Yes / No
				Yes / No
				Yes / No
				Yes / No

ASSIGNMENT OF BENEFITS FORM

				Yes / No
				Yes / No
				Yes / No

Eligibility Determination for Sliding Fee Discounts

It is TrueCare's policy to provide essential services to all patients regardless of the patient's ability to pay. Discounts offered are based on the information you provide regarding your family size and income. In order to qualify for the Sliding Fee Discount Program, you will need to declare your income annually or whenever there is a change in your family size or income. This information is strictly confidential and cannot be released without your permission. If you are eligible for a sliding fee discount, it will apply to all services received at TrueCare, but not for those services provided at non TrueCare facilities. The above statement applies to all household members who are dependents. You acknowledge that you are financially responsible for each dependent member of your household as their Guarantor.

TrueCare Eligibility for Sliding Fee Discounts, please select one and initial:

- ☐ I am interested in seeing if I qualify for TrueCare's Slide Fee Discount Program, I have
- ☐ **Self- Declared**, Patient/Guarantor does not have proof of income at this time, will provide it at or before the next appointment. (____) Initials
- ☐ **Verified**, Proof of income provided, verified by staff, copy scanned to patient chart. (____) Initials

Please complete the following information,

(*We recommend that you provide information, even if you have insurance)

My family size (the number in my household supported by this income), including myself, is

Household Income, Total Gross **Annual** Income, Before Taxes is

 \$

- ☐ I am declining (Refused Application) to provide information on my income and family size and agree to pay the full TrueCare fee. Patient/Guarantor is not interested in discounted services at this time. (____) Initials

ASSIGNMENT OF BENEFITS

I authorize my healthcare plan/program to reimburse TrueCare for all services I receive. I understand I am responsible for any unpaid balances, co-pays, co-insurance, deductibles, and/or any non-covered services.

☐ If insured, Health insurance card(s) provided: Yes _____ No _____ N/A _____

GUARANTOR/PATIENT'S AFFIRMATION OF INFORMATION

I affirm that the information I have provided to TrueCare is accurate and true to the best of my knowledge. My signature below confirms my understanding of the following:

- The above statement applies to all household member listed, I acknowledge that I am financially responsible for each individual listed as their Guarantor.
- If I have provided false information, I may be disqualified from the Sliding Fee Discount Program.
- ACCEPTABLE PROOF OF INCOME (Paycheck Stub(s) or Tax Returns) IS REQUIRED FOR THE SLIDING FEE DISCOUNT PROGRAM. IF YOUR FINANCIAL SITUATION CHANGES, PLEASE KEEP Truecare INFORMED.
- If any information provided on this form changes, I must advise staff at, or before my next appointment.
- TrueCare does not provide refunds for professional services rendered.

Guarantors/Patient's Signature: _____

Date: _____

(Parent, Guardian, Power of Attorney, or Caregiver).

*Copy of legal documents must be scanned into patient's account.

TrueCare USE ONLY

- ☐ **Verbal Consent obtained during Virtual Visit.** I acknowledge I have reviewed each section with the patient and obtained verbal consent to sign on the patient behalf. Staff Initials required _____