

## Patient Information

First Name: \_\_\_\_\_ MI: \_\_\_\_\_ Last Name: \_\_\_\_\_ DOB: \_\_\_\_\_  
 Zip: \_\_\_\_\_ Home Address: \_\_\_\_\_ Apt #: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_  
 Home Phone #: \_\_\_\_\_ Cell Phone #: \_\_\_\_\_ Sex: M F  
 E-Mail Address: \_\_\_\_\_ DL/ID #: \_\_\_\_\_ State: \_\_\_\_\_ Type: \_\_\_\_\_ SSN: \_\_\_\_\_  
 Employer: \_\_\_\_\_ Position: \_\_\_\_\_ How Long: \_\_\_\_\_ years \_\_\_\_\_ months  
 Employer Address: \_\_\_\_\_ Work Phone Number: \_\_\_\_\_ Ext.: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Medical Insurance Carrier \_\_\_\_\_ Are you / have you had a contract with Western Dental?  Yes  No  
 Spouse First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_ Home Phone #: \_\_\_\_\_ Cell: \_\_\_\_\_

## Responsible Party (Disregard if same as above)

Relationship to Patient: \_\_\_\_\_  
 First Name: \_\_\_\_\_ MI: \_\_\_\_\_ Last Name: \_\_\_\_\_ DOB: \_\_\_\_\_  
 Zip: \_\_\_\_\_ Home Address: \_\_\_\_\_ Apt #: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_  
 Home Phone #: \_\_\_\_\_ Cell Phone #: \_\_\_\_\_ Sex: M F  
 E-Mail Address: \_\_\_\_\_ DL/ID #: \_\_\_\_\_ State: \_\_\_\_\_ Type: \_\_\_\_\_ SSN: \_\_\_\_\_  
 Employer: \_\_\_\_\_ Position: \_\_\_\_\_ How Long: \_\_\_\_\_ years \_\_\_\_\_ months  
 Employer Address: \_\_\_\_\_ Work Phone Number: \_\_\_\_\_ Ext.: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Medical Insurance Carrier \_\_\_\_\_

## Emergency Contacts

**Contact # 1** First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_ Relation: \_\_\_\_\_  
 Home Phone #: \_\_\_\_\_ Cell Phone #: \_\_\_\_\_ Work Phone #: \_\_\_\_\_ Ext: \_\_\_\_\_  
 Home Address: \_\_\_\_\_ Apt #: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 How many years have you known this person? \_\_\_\_\_  
**Contact # 2** First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_ Relation: \_\_\_\_\_  
 Home Phone #: \_\_\_\_\_ Cell Phone #: \_\_\_\_\_ Work Phone #: \_\_\_\_\_ Ext: \_\_\_\_\_  
 Home Address: \_\_\_\_\_ Apt #: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 How many years have you known this person: \_\_\_\_\_  
**Contact # 3** First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_ Relation: \_\_\_\_\_  
 Home Phone #: \_\_\_\_\_ Cell Phone #: \_\_\_\_\_ Work Phone #: \_\_\_\_\_ Ext: \_\_\_\_\_  
 Home Address: \_\_\_\_\_ Apt #: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 How many years have you known this person: \_\_\_\_\_

## Primary Insurance Information

Insured First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_  
 Home Address: \_\_\_\_\_ Apt #: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Patient's relationship to Insured (Circle) Self Spouse Child Parent Sex: M F Insured's Social Security Number \_\_\_\_\_  
 Employer: \_\_\_\_\_ Employer's Phone Number: \_\_\_\_\_  
 Insurance Company \_\_\_\_\_ Phone Number of Insurance Co. \_\_\_\_\_  
 Insurance Co. Address \_\_\_\_\_ Effective Date: \_\_\_\_\_  
 Group #: \_\_\_\_\_ Policy #: \_\_\_\_\_ Name of Union and Local Union Number \_\_\_\_\_

## Secondary Insurance Information

Insured First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_  
 Home Address: \_\_\_\_\_ Apt #: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Patient's relationship to Insured (Circle) Self Spouse Child Parent Sex: M F Insured's Social Security Number \_\_\_\_\_  
 Employer: \_\_\_\_\_ Employer's Phone Number: \_\_\_\_\_  
 Insurance Company \_\_\_\_\_ Phone Number of Insurance Co. \_\_\_\_\_  
 Insurance Co. Address \_\_\_\_\_ Effective Date: \_\_\_\_\_  
 Group #: \_\_\_\_\_ Policy #: \_\_\_\_\_ Name of Union and Local Union Number \_\_\_\_\_

### Financial Responsibility

I request that all dental benefits, if any, or other amounts otherwise payable to me or on my behalf for services rendered, be paid directly to the provider of service. I understand that I am financially responsible for all charges for services performed by provider. If insurance proceeds are insufficient to cover my obligations for services rendered, I am liable for the shortfall. I authorize the provider of service to release all information necessary to secure the payment of benefits. I also consent to the examination and/or treatment of myself and all minor children listed by doctors, doctors' assistants and other medical personnel. Failure to provide complete information may result in my receiving a bill for services.

### Verification and Collections

I certify that all information is complete and correct. Western Dental may verify this information from whichever sources it deems necessary (including, but not limited to, credit reports) and may provide others with information regarding my credit history (or the credit report), contact information, and social security number to the extent permitted by law. This is my authorization for Western Dental to verify identity and credit history. By providing Western Dental with my cell phone number, I consent to receiving autodialed and prerecorded message calls from Western Dental or its third party debt collector at that number and at any cell phone numbers I provide in the future.

### Consent to Record, Video and Audio

I authorize Western Dental and its employees, agents, and representatives to film and record today's patient visit and treatment, and all future patient visits and treatment for use by Western Dental for its health care operations, including, but not limited to: quality assessment and improvement activities, including case management and care coordination; competency assurance activities; conducting or arranging for medical reviews, audits, or legal services, including fraud and abuse detection and compliance programs; business planning, development, management, and administration; and business management and general administrative activities.

Signature of Patient: \_\_\_\_\_ Signature of Responsible Party: \_\_\_\_\_

## For Office Use Only

Date: \_\_\_\_\_ Other WDS contracts: \_\_\_\_\_ Signature of Employee: \_\_\_\_\_



# HEALTH HISTORY

Date (MM/DD/YYYY)

Chart Number

Instructions: Answer all of the questions on this form. Examples of markings:

Good Samples



Bad Samples



Patient First Name

MI

Last Name

Age

Height (feet - inches)

Weight (lbs)

Primary Phone #

Gender

Male

Female

In case of any emergency, contact (person)

Why are you here today?

When was your last visit to a dental office?

When were your last dental x-rays taken?

Are those x-rays available?

Yes

No

Prior Dentist Name

Prior Dentist Phone #

- Are you in good health?  Yes  No
- Have you had any serious illness, an operation, or hospitalization in the last 5 years? (Describe on page 3)  Yes  No
- Have there been any changes in your general health within the past year?  Yes  No
- Are you currently under the care of a physician? (Describe on page 3)  Yes  No

- Ankles swell  Yes  No
- Shortness of breath when you lie down, or you require extra pillows when you sleep  Yes  No
- A cardiac pacemaker  Yes  No
- Low blood pressure  Yes  No
- Sinus trouble  Yes  No
- Asthma  Yes  No

Do you have or have you had any of the following diseases or conditions?

- Damaged heart valves or artificial heart valves  Yes  No
- Congenital heart lesions or murmurs  Yes  No
- High blood pressure  Yes  No
- Heart attack  Yes  No
- Coronary insufficiency  Yes  No
- Coronary occlusion  Yes  No
- Arteriosclerosis  Yes  No
- Stroke  Yes  No
- Coronary bypass  Yes  No
- Coronary artery shunt  Yes  No
- Other cardiovascular disease/condition  Yes  No
- Pain in your chest upon exertion  Yes  No
- Shortness of breath after mild exercise  Yes  No

- Emphysema or respiratory problems  Yes  No
- Tuberculosis  Yes  No
- Persistent cough or cough up blood  Yes  No
- Fainting spells or seizures  Yes  No
- Diabetes  Yes  No
- Urination (pass water) more than 6 times a day  Yes  No
- Thirsty much of the time  Yes  No
- Mouth frequently becomes dry  Yes  No
- Kidney trouble  Yes  No
- Stomach troubles/ulcers  Yes  No
- Hepatitis, jaundice or liver disease  Yes  No
- Sexually transmitted disease  Yes  No
- HIV/AIDS  Yes  No
- Herpes  Yes  No

Current Physician's Name

Current Physician's Phone #

Address

Suite#

City

State

Zip Code



# HEALTH HISTORY

38. Arthritis or painful, swollen joints  Yes  No

39. Lupus /Autoimmune disease  Yes  No

40. Prosthetics (Check all that apply)

- A. NONE
- B. Prosthetic hip
- C. Implant
- D. Bone Screw
- E. Joint prosthesis
- F. Bone plate
- G. Other (Describe on page 3)

41. Blood disorder such as anemia  Yes  No

42. Abnormal bleeding associated with previous surgery, trauma or dental extractions  Yes  No

43. Bruise easily  Yes  No

44. Have you ever required a blood transfusion? (Describe on page 3)  Yes  No

Do you use or have you used any of the following:

45. Tobacco: smoking

- A. No
- B. Less than one pack a day
- C. One pack a day
- D. More than one pack a day

46. Tobacco: chewing

- A. No
- B. Less than once a day
- C. Once a day
- D. More than once a day

47. Alcohol

- A. No
- B. Less than one drink a day
- C. One drink a day
- D. More than one drink a day

48. Recreational drugs  Yes  No

49. Have you taken the diet medication Redux (Fen-Phen)?  Yes  No

50. Are you taking any medications? (Check all that apply)

- A. Antibiotics or sulfa drugs
- B. Medicine for high blood pressure
- C. Antidepressants
- D. Antihistamines
- E. Insulin, tolbutamide (orinase) or similar
- F. Nitroglycerin
- G. Medicine for osteoporosis: Fosamax, Aredia, Boniva, Zometa (Bisphosphonates)
- H. Anticoagulants (blood thinners)
- I. Cortisone / Prednisone (steroids)
- J. Sedatives
- K. Aspirin
- L. Digitalis or drugs for heart trouble
- M. Oral contraceptives or other hormonal therapy
- N. Herbal remedies (Describe below)
- O. Any other drug or medicine? (Describe on page 3)
- P. NONE

51. Are you allergic or have you reacted adversely to any of the following? (Check all that apply)

- A. Local anesthetics
- B. Medicine for high blood pressure
- C. Sulfa drugs
- D. Aspirin
- E. Codeine or other narcotics
- F. Latex
- G. Penicillin or other antibiotics
- H. Cortisone / Prednisone (steroids)
- I. Barbiturates, sedatives or sleeping pills
- J. Iodine
- K. Nickel or other metals
- L. Other allergies (Describe on page 3)
- M. NONE

52. Have you had surgery or x-ray treatment for a tumor, growth, or other condition of your mouth or head?  Yes  No

53. Have you had chemotherapy treatment for cancer or any other disease? (Describe on page 3)  Yes  No

54. Are you employed in any situation that exposes you regularly to x-rays or other ionizing radiation?  Yes  No

55. Are you wearing contact lenses?  Yes  No

56. Do you have any problems associated with your menstrual period?  Yes  No

57. Are you pregnant?  Yes  No

58. Are you nursing?  Yes  No

59. Do any of your teeth hurt? (Describe on page 3)  Yes  No

60. How often do you brush your teeth? (Check one)

- A. Less than once a day
- B. Once a day
- C. More than once a day

61. When do you brush your teeth? (Check all that apply)

- A. Morning
- B. Evening
- C. After meals

62. How often do you floss? (Check one)

- A. Never
- B. Occasionally
- C. Once a day

63. Do your gums bleed or hurt?  Yes  No

64. Are any of your teeth sensitive to? (Check all that apply)

- A. Hot
- B. Sweets
- C. Cold
- D. Pressure
- E. NONE



# HEALTH HISTORY

65. Does food get caught in your teeth?  Yes  No

66. Do you have? (Check all that apply)

- A. Frequent headaches
- B. Neck aches
- C. Shoulder aches
- D. NONE

67. Do you clench or grind your teeth?  Yes  No

68. Have you experienced any pain or soreness in the muscles of your face or around your ear?  Yes  No

69. Does your jaw click or pop?  Yes  No

70. Is there anything about your teeth or smile that you would like to change? (Describe below)  Yes  No

71. Do you wear a partial denture, full denture or any other removable dental appliance?  Yes  No

72. Is there anything about your partial denture, full denture or any other removable dental appliance that you would like to change? (Describe below)  Yes  No

### Additional comments & descriptions

What was the illness, operation or hospitalization in the last 5 years from question 2?

What is the condition for which you are currently under the care of a physician from question 4?

What other implants or prostheses do you have from question 40?

What were the circumstances of your blood transfusion from question 44?

What other drugs or medicine do you take from question 50?

To what other drugs/materials are you allergic to or have you reacted adversely from question 51?

For what cancer or other disease have you had chemotherapy from question 53?

Which of your teeth hurt from question 59?

Is there anything about your teeth or smile that you would like to change from question 70?

Is there anything about your partial denture, full denture or any other removable dental appliance that you would like to change from question 72?

I hereby certify that I have read the foregoing and filled out this questionnaire completely. I have advised you of all medical problems of which I am aware. I further certify that I, the unsigned, consent to the performing of x-rays and examination.

Signature of PATIENT or GUARDIAN \_\_\_\_\_  
if patient is a minor

Date / /

Signature of DENTIST \_\_\_\_\_ ID#

Date / /

### UPDATE

Have there been any changes in your medical history, including any medications that you take, since you last completed this form?  Yes  No

Signature of PATIENT or GUARDIAN \_\_\_\_\_  
if patient is a minor

Dr. Signature \_\_\_\_\_

Date \_\_\_\_\_

Date \_\_\_\_\_



Patient Name: \_\_\_\_\_ Chart No.: \_\_\_\_\_ Office No.: \_\_\_\_\_

**NOTICE TO INSURANCE PATIENTS**

I understand that I am responsible for my balance with Western Dental, including under the following circumstances:

- A. The treatment goes over my insurance company's yearly maximum benefit.
- B. My insurance company denies treatment.
- C. I am not eligible for insurance.
- D. The insurance benefits are less than what was indicated on Western Dental's Estimator.
- E. I prevent or delay payment by not complying with requests for insurance forms and signatures.
- F. I do not complete my treatment and it results in non-payment by my insurance company.
- G. Lab costs are incurred due to my failure to appear at my appointments.
- H. I RECEIVE MY INSURANCE CHECK AND DO NOT SEND IT TO WESTERN DENTAL.**

I HAVE READ AND UNDERSTAND THAT I AM FINANCIALLY RESPONSIBLE FOR ALL CHARGES NOT PAID BY MY INSURANCE.

SIGNED: \_\_\_\_\_ DATE: \_\_\_\_\_  
(Patient or Responsible Party)

\_\_\_\_\_  
(Print Patient or Responsible Party's Name)

SIGNED: \_\_\_\_\_ DATE: \_\_\_\_\_  
(Western Dental Employee)

\_\_\_\_\_  
(Print Employee Name and Employee Number)



## JOINT 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 REVIEW IT CAREFULLY.**

**This Notice applies to the information and records we have about your health, health status, and the health care and services you receive at this office. We are required by applicable federal and state law to maintain the privacy of your health information. We are also required to give you this Notice about our privacy practices, our legal duties, and your rights concerning your health information. We must follow the privacy practices that are described in this Notice while it is in effect. This Notice takes effect April 14, 2003, and will remain in effect until we replace it.**

If you have any questions about this Notice, complaints, or should you need to contact Western's Privacy Officer to comply with any provision of this Notice, please contact: Western's Privacy Officer, C/o Western Dental Of Arizona, Inc., P.O. Box 14227, Orange, CA 92863, Phone: (800) 417-4444. E-mail: PrivacyOfficer@WesternDental.com

*Organizations covered by Joint Notice:*

Western Dental Of Arizona, Inc.

Permier Choice Dental, Inc.

### HOW WE MAY USE AND DISCLOSE HEALTH INFORMATION ABOUT YOU

**For Treatment** We may use your health information to provide you with medical treatment or services. We may disclose health information about you to doctors, dental assistants, technicians, office staff or other personnel who are involved in taking care of you and your health.

For example, your doctor may be performing a tooth extraction and may need to know if you have other health problems that could complicate your treatment. The doctor may use your health history to decide what treatment is best for you. The doctor may also tell another doctor about your condition so that doctor can help determine the most appropriate care for you.

Different personnel in our office may share information about you and disclose information to people who do not work in our office in order to coordinate your care, such as phoning in prescriptions to your pharmacy, scheduling lab work and ordering x-rays. Family members and other health care providers may be part of your medical care outside this office and may require information about you that we have.

**For Payment** We may use and disclose health information about you so that the treatment and services you receive at this office may be billed to and payment may be collected from you, an insurance company or a third party. For example, we may need to give your health plan information about a service you received here so your health plan will pay us or reimburse you for the service. We may also tell your health plan about a treatment you are going to receive to obtain prior approval, or to determine whether your plan will cover the treatment.

**For Health Care Operations** We may use and disclose health information about you in order to run the office and make sure that you and our other patients receive quality care. For example, we may use your health information to evaluate the performance of our staff in caring for you. We may also use health information about all or many of our patients to help us decide what additional services we should offer, how we can become more efficient, or whether certain new treatments are effective.

**Appointment Reminders** We may contact you as a reminder that you have an appointment for treatment or medical care at the office.

**Treatment Alternatives** We may tell you about or recommend possible treatment options or alternatives that may be of interest to you.

**Health-Related Products and Services** We may tell you about health-related products or services that may be of interest to you.

### SPECIAL SITUATIONS

We may use or disclose health information about you without your permission for the following purposes, subject to all applicable legal requirements and limitations:

**To Avert a Serious Threat to Health or Safety** We may use and disclose health information about you when necessary to prevent a serious threat to your health and safety or the health and safety of the public or another person.

**Required By Law** We will disclose health information about you when required to do so by federal, state or local law. For example, Western Dental may disclose information for the following purposes:

- For judicial and administrative proceedings pursuant to legal authority;
- To report information related to victim of abuse, neglect or domestic violence; and,
- To assist law enforcement officials in their law enforcement duties.

**Research** We may use and disclose health information about you for research projects that are subject to a special approval process. We will ask you for your permission if the researcher will have access to your name, address or other information that reveals who you are, or will be involved in your care at the office.

**Organ and Tissue Donation** If you are an organ donor, we may release health information to organizations that handle organ procurement or organ, eye or tissue transplantation or to an organ donation bank, as necessary to facilitate such donation and transplantation.

**Military, Veterans, National Security and Intelligence** If you are or were a member of the armed forces, or part of the national security or intelligence communities, we may be required by military command or other government authorities to release health information about you. We may also release information about foreign military personnel to the appropriate foreign military authority.

**Workers' Compensation** We may release health information about you in order to comply with the law and regulations related to workers' compensation or similar programs. These programs provide benefits for work-related injuries or illness.

**Public Health Risks** We may disclose health information about you for public health reasons in order to prevent or control disease, injury or disability; or report births, deaths, suspected abuse or neglect, non-accidental physical injuries, reactions to medications or problems with products.

**Health Oversight Activities** We may disclose health information to a health oversight agency for audits, investigations, inspections, or licensing purposes. These disclosures may be necessary for certain state and federal agencies to monitor the health care system, government programs, and compliance with civil rights laws.

(See other side)

**Lawsuits and Disputes** If you are involved in a lawsuit or a dispute, we may disclose health information about you in response to a court or administrative order. Subject to all applicable legal requirements, we may also disclose health information about you in response to a subpoena.

**Law Enforcement** We may release health information if asked to do so by a law enforcement official in response to a court order, subpoena, warrant, summons or similar process, subject to all applicable legal requirements.

**Coroners, Medical Examiners and Funeral Directors** We may release health information to a coroner or medical examiner to enable them to carry out their lawful duties. This may be necessary, for example, to identify a deceased person or determine the cause of death.

**Information Not Personally Identifiable** We may use or disclose health information about you in a way that does not personally identify you or reveal who you are.

**Family and Friends** We may disclose health information about you to your family members or friends if we obtain your verbal agreement to do so or if we give you an opportunity to object to such a disclosure and you do not raise an objection. We may also disclose health information to your family or friends if we can infer from the circumstances, based on our professional judgment that you would not object. For example, we may assume you agree to our disclosure of your personal health information to your spouse when you bring your spouse with you into the exam room during treatment or while treatment is discussed.

In situations where you are not capable of giving consent (because you are not present or due to your incapacity or medical emergency), we may, using our professional judgment, determine that a disclosure to your family member or friend is in your best interest. In that situation, we will disclose only health information relevant to the person's involvement in your care. For example, we may inform the person who accompanied you to the emergency room that you suffered a heart attack and provide updates on your progress and prognosis. We may also use our professional judgment and experience to make reasonable inferences that it is in your best interest to allow another person to act on your behalf to pick up, for example, filled prescriptions, medical supplies, or X-rays.

## OTHER USES AND DISCLOSURES OF HEALTH INFORMATION

We will not use or disclose your health information for any purpose other than those identified in the previous sections without your specific, written *Authorization*. If you give us *Authorization* to use or disclose health information about you, you may revoke that *Authorization*, in writing, at any time. If you revoke your *Authorization*, we will no longer use or disclose information about you for the reasons covered by your written *Authorization*, but we cannot take back any uses or disclosures already made with your permission.

## YOUR RIGHTS REGARDING HEALTH INFORMATION ABOUT YOU

You have the following rights regarding health information we maintain about you:

**Right to Inspect and Copy** You have the right to inspect and copy your health information, such as medical and billing records, that we use to make decisions about your care. You must submit a written request to Western's Privacy Officer in order to inspect and/or copy your health information. If you request a copy of the information, we may charge a fee for the costs of copying, mailing or other associated supplies. We may deny your request to inspect and/or copy in certain limited circumstances. If you are denied access to your health information, you may ask that the denial be reviewed. If such a review is required by law, we will select a licensed health care professional to review your request and our denial. The person conducting the review will not be the person who denied your request, and we will comply with the outcome of the review.

**Right to Amend** If you believe health information we have about you is incorrect or incomplete, you may ask us to amend the information. You have the right to request an amendment as long as the information is kept by this office.

To request an amendment, complete and submit a Dental Record Amendment/Correction Form to Western's Privacy Officer. We may deny your request for an amendment if it is not in writing or does not include a reason to support the request. In addition, we may deny your request if you ask us to amend information that:

- a) We did not create, unless the person or entity that created the information is no longer available to make the amendment.
- b) Is not part of the health information that we keep.
- c) You would not be permitted to inspect and copy.
- d) Is accurate and complete.

**Right to an Accounting of Disclosures** You have the right to request an "accounting of disclosures." This is a list of the disclosures we made of medical information about you for purposes other than treatment, payment and health care operations. To obtain this list, you must submit your request in writing to Western's Privacy Officer. It must state a time period, which may not be longer than six years and may not include dates before April 14, 2003. Your request should indicate in what form you want the list (for example, on paper, electronically). We may charge you for the costs of providing the list. We will notify you of the cost involved and you may choose to withdraw or modify your request at that time before any costs are incurred.

**Right to Request Restrictions** You have the right to request a restriction or limitation on the health information we use or disclose about you for treatment, payment or health care operations. You also have the right to request a limit on the health information we disclose about you to someone who is involved in your care or the payment for it, like a family member or friend. For example, you could ask that we not use or disclose information about a surgery you had.

**We are Not Required to Agree to Your Request** If we do agree, we will comply with your request unless the information is needed to provide you emergency treatment.

To request restrictions, you may complete and submit *the Request For Restriction On Use/Disclosure Of Medical Information* to Western's Privacy Officer.

**Right to Request Confidential Communications** You have the right to request that we communicate with you about medical matters in a certain way or at a certain location. For example, you can ask that we only contact you at work or by mail.

To request confidential communications, you may complete and submit *the Request For Restriction On Use/Disclosure Of Medical Information And/Or Confidential Communication* to Western's Privacy Officer. We will not ask you the reason for your request. We will accommodate all reasonable requests. Your request must specify how or where you wish to be contacted.

## CHANGES TO THIS NOTICE

We reserve the right to change this notice, and to make the revised or changed notice effective for medical information we already have about you as well as any information we receive in the future. We will post a summary of the current notice in the office with its effective date in the top right hand corner and mail a copy to you.

## COMPLAINTS

If you believe your privacy rights have been violated, you may file a complaint with our office or with the Secretary of the Department of Health and Human Services. To file a complaint with our office, contact Western's Privacy Officer. You will not be penalized for filing a complaint.



# ARBITRATION AGREEMENT

## WAIVER OF RIGHT TO JURY TRIAL

Patient Chart No. \_\_\_\_\_

Patient Name: \_\_\_\_\_

Office Location: \_\_\_\_\_

**Article 1: Agreement to Arbitrate:** It is understood that any dispute as to medical malpractice, that is as to whether any medical services rendered under this contract were unnecessary or unauthorized or were improperly, negligently or incompetently rendered, will be determined by submission to arbitration as provided by Arizona law, and not by a lawsuit or resort to court process except as Arizona law provides for judicial review of arbitration proceedings. **Both parties to this Contract, by entering into it, are giving up their constitutional right to have any such dispute decided in a court of law before a jury, and instead are accepting the use of arbitration.**

**Article 2: All Claims Must Be Arbitrated:** It is the intention and agreement of the parties that this arbitration agreement shall cover **all claims or controversies** relating to the matters described in Article 1 above, except claims within the exclusive jurisdiction of the Arizona Justice Courts, whether in tort (intentional or negligent), contract, or otherwise, including but not limited to suits relating to the matters described in Article 1 and also involving claims for loss of consortium, wrongful death, discrimination, emotional distress or punitive damages. Arbitration pursuant to the terms of this Contract shall bind all parties whose claims as described in Article 1 may arise out of or in any way relate to treatment or services provided or not provided by Western Dental of Arizona, Inc. ("Western") or any employee or agent or providers of Western, including any spouse or heirs of Patient and any children, whether born or unborn, at the time of the occurrence giving rise to any claim. The undersigned understands and agrees that if the undersigned signs this Contract on behalf of some other person for whom the undersigned has responsibility, then, in addition to the undersigned, such person(s) will also be bound, along with anyone else who may have a claim arising out of the treatment or services rendered to that person.

The reference to Western includes the corporation, and its employees, agents and providers. Filing any action in any court by Western to collect any fee from Patient shall not waive the right to compel arbitration of any claim described in Article 1. However, following the assertion of any claim against Western, any fee dispute, whether or not the subject of any existing court action, shall also be resolved by the same arbitration.

**Article 3: Procedures and Applicable Law:** Patient shall initiate arbitration by serving a Demand for Arbitration on Western and each defendant. The claim shall be mailed by U.S. mail, postage prepaid, to: General Counsel, Western Dental, 530 S. Main Street, Suite 600, Orange, CA 92868. A Demand for Arbitration must be communicated in writing to all parties, identify each defendant, describe the claim against each party, and the amount of damages sought, and the names, addresses and telephone numbers of the Patient and his/her attorney. Patient and Western agree that any arbitration hereunder shall be conducted by a single, neutral arbitrator selected by the parties and shall be resolved using the rules of the American Arbitration Association. (Arbitration, however, shall not be conducted by the American Arbitration Association.). Patient shall pursue his/her claims with reasonable diligence, and the arbitration shall be governed pursuant to Arizona Revised Statute §§ 12.1501 et. seq., Arizona law and procedures, and the Federal Arbitration Act (9 U.S.C. §§ 1- 9), as in effect from time to time.

**Article 4: Retroactive Effect:** Patient intends this Contract to cover services rendered by Western not only after the date it is signed (including, but not limited to, emergency treatment), but also before it was signed as well.

**Article 5: Severability:** If any provision of this Arbitration Agreement is held invalid or unenforceable, the remaining provisions shall remain in full force and shall not be affected by the invalidity of any other provision.

I understand that I have the right to receive a copy of this Contract. By my signature below, I acknowledge that I have received a copy.

**NOTICE: BY SIGNING THIS CONTRACT YOU ARE AGREEING TO HAVE ANY ISSUE OF MEDICAL MALPRACTICE DECIDED BY NEUTRAL ARBITRATION AND YOU ARE GIVING UP YOUR RIGHT TO A JURY OR COURT TRIAL. SEE ARTICLE 1 OF THIS CONTRACT.**

\_\_\_\_\_  
Print Patient's Name (Signature of Patient, Parent, Guardian or Legally Authorized Representative of Patient) Dated: \_\_\_\_\_, 20 \_\_\_\_\_

### WESTERN'S AGREEMENT TO ARBITRATE

In consideration of the foregoing agreements under this Contract, Western likewise agrees to be bound by the terms set forth in this Contract and to the rules specified in Article 3 above.

\_\_\_\_\_  
Prepared By Western Employee Print Name Date Signed

A signed copy of this document is to be given to Patient. The Original is to be filed in Patient's dental chart.



Dear Patient,

In keeping with the standards of the profession and the recent developments in sterilization and infection control, we at Western Dental have formulated this general public information bulletin to give our patients an idea of how seriously we take the safety and well being of our patients.

- 1) All doctors, hygienists and assistants wear gloves, masks, and face shields or goggles.
- 2) Doctors and assistants wash their hands and change gloves with every patient.
- 3) Dental drill handpieces are cleaned, bagged and sterilized prior to use on each patient.
- 4) All instruments are scrubbed, cleaned, bagged and sterilized according to guidelines set forth by the Center for Disease Control & Prevention.
- 5) All instruments are sterilized in autoclaves or chemical vapor sterilizers according to recommended procedures. If the instruments are heat sensitive, an overnight (10 + hours) sterilized soak is done.
- 6) Western Dental test all sterilizers weekly and this is confirmed through independent lab analysis.
- 7) All operating surfaces are cleaned with EPA registered hospital grade surface disinfectants.
- 8) Many disposable items are used. Once used, they are discarded. Some examples are the injection needles, plastic suction tips and the polishing cups.
- 9) An independent company has been retained to vaccinate and test our staff for the Hepatitis B virus.
- 10) Our staff, while taking x-rays, always use fresh gloves and each x-ray holder is individually bagged and sterilized.
- 11) Infection control seminars are held for all our dental offices throughout the year.
- 12) Our company has retained an infection control consultant who randomly inspects our offices on a routine basis. Many of these inspections are done on a "surprise" basis to ensure that the offices are following accepted guidelines. In addition to these inspections, our own administrative staff performs regularly scheduled audits on all our offices.

Western Dental provides dental care services without discrimination based on race, religion, color, national origin, sex, sexual orientation, physical or mental disability, age or marital status and protects the privacy of each of its patients. If any questions or concerns arise regarding the dental care, treatment or services you have received, contact Western Dental Of Arizona Inc. at 1-800-992-3366 or write the Western Dental Of Arizona, Inc., P.O. Box 14227, Orange, California, 92863.



# HOW DID YOU HEAR OF US ?

• PLEASE CHECK ONE BOX ONLY !

NAME \_\_\_\_\_

ZIP CODE \_\_\_\_\_

OFFICE \_\_\_\_\_

DATE \_\_\_\_\_

- A.  SPANISH T.V.
- B.  ENGLISH T.V.
- C.  SPANISH RADIO
- D.  ENGLISH RADIO
- E.  FLYER / MAILER / COUPON
- F.  NEWSPAPER / MAGAZINE
- G.  SPANISH YELLOW PAGES
- H.  ENGLISH YELLOW PAGES
- I.  BILLBOARD / BUS SIGN
- J.  BUILDING LOCATION SIGN

- K.  FRIEND / NEIGHBOR / RELATIVE
- L.  TELEPHONE / LETTER / RECALL
- M.  DENTAL PLAN REFERRAL
- N.  MANAGED CARE - (GMC, ETC.)
- O.  W.D. VAN 1-800-844-4444
- P.  W.D. BOOTH (SWAPMEET, SPECIAL EVENT, ETC.)
- Q.  INTERNET
- R.  **W.D. DENTIST**
- S.  **W.D. ORTHODONTIST**

Form 232 (Rev. 11/08)



# ¿CÓMO ENCONTRÓ INFORMACIÓN SOBRE NUESTRO CONSULTORIO?

¡POR FAVOR, MARQUE UN CUADRO SOLAMENTE!

NOMBRE \_\_\_\_\_

ZONA \_\_\_\_\_

OFICINA \_\_\_\_\_

FECHA \_\_\_\_\_

- A.  TELEVISIÓN EN ESPAÑOL
- B.  TELEVISIÓN EN INGLÉS
- C.  RADIO EN ESPAÑOL
- D.  RADIO EN INGLÉS
- E.  VOLANTES/AVISOS POR CORREO/CUPONES
- F.  PERIÓDICO/REVISTA
- G.  GUÍA TELEFÓNICA EN ESPAÑOL
- H.  GUÍA TELEFÓNICA EN INGLÉS
- I.  CARTELERA/ANUNCIO EN EL AUTOBÚS
- J.  CARTEL EN UN EDIFICIO

- K.  AMIGOS/VECINOS/PARIENTES
- L.  TELÉFONO/CARTA/RECORDATORIO
- M.  REFERENCIA POR PARTE DE UN PLAN DENTAL
- N.  ATENCIÓN COORDINADA (GMC, ETC.)
- O.  CAMIONETA DE WESTERN DENTAL 1-800-844-4444
- P.  QUIOSCO DE WESTERN DENTAL (FERIAS AL ESTILO "SWAPMEET", ALGÚN EVENTO ESPECIAL, ETC.)
- Q.  INTERNET
- R.  **UN DENTISTA DE WESTERN DENTAL**
- S.  **UN ORTODONCISTA DE WESTERN DENTAL**

