

## Pain Management New Patient Intake

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

DOB: \_\_\_\_\_

Referred to our office by: \_\_\_\_\_

Reason for Visit: \_\_\_\_\_

Location of Pain: \_\_\_\_\_

Date of Onset: \_\_\_\_\_

Inciting Incident: ☐ Fall or Accident ☐ Injury ☐ MVA ☐ Other: \_\_\_\_\_

Pain Severity: Current Pain Level \_\_\_\_ / 10 Worst Pain Level with medication \_\_\_\_ / 10

Worst Pain Level without medication \_\_\_\_ / 10 Percentage of Pain Relief with Medication: \_\_\_\_ %

**Previous Imaging** (Please fill in below):

<u>Date</u>	<u>Type of Imaging</u>	<u>Imaging Facility</u>

**Previous Physical Therapy** (Please fill in below):

<u>Date</u>	<u>Area of Treatment</u>	<u>Physical Therapy Facility</u>

**Previous Pain Management Procedures/ Injections** (Please fill in below):

<u>Date</u>	<u>Type of Procedure</u>	<u>Performed by</u>

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**Allergies** (Please list all medication/drug allergies with the reaction):

<u>Name of Medication</u>	<u>Reaction or Side Effect</u>

**Current Medication** (Please list all the medications you are currently taking):

<u>Name of Medication</u>	<u>Dose</u>	<u>Directions</u>	<u>Prescriber</u>

**Previous Pain Medications Tried and Failed:** \_\_\_\_\_**Preferred Pharmacy:** ☐ Advanced Rx ☐ Other: \_\_\_\_\_*\*\*Advanced Rx pick up or mail order available \*\****Past Medical Conditions/Diagnosis** (Please fill in below):

<u>Condition/Diagnosis</u>	<u>Treating Physician</u>

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**DOB:** \_\_\_\_\_

**Past Surgical History** (Please fill in below):

<u>Date of Surgery</u>	<u>Type of Surgery</u>	<u>Hospital</u>	<u>Performed By</u>

**Social History:**

Are you working? ☐ Yes | ☐ No

Do you currently smoke or use smokeless tobacco: ☐ Yes | ☐ No

Type of tobacco used: ☐ E- Cigarette/Vape | ☐ Cigarette | ☐ Smokeless

If prior use, year quit: \_\_\_\_\_

What is your level of alcohol consumption: ☐ None | ☐ Occasional | ☐ Moderate | ☐ Heavy

If yes, drinks per day \_\_\_\_\_ for \_\_\_\_\_ years.

Illicit drug use: ☐ Yes ☐ No      Please list: \_\_\_\_\_

**Family Medical History:**

List the members in your family with a history of:

Diabetes: \_\_\_\_\_

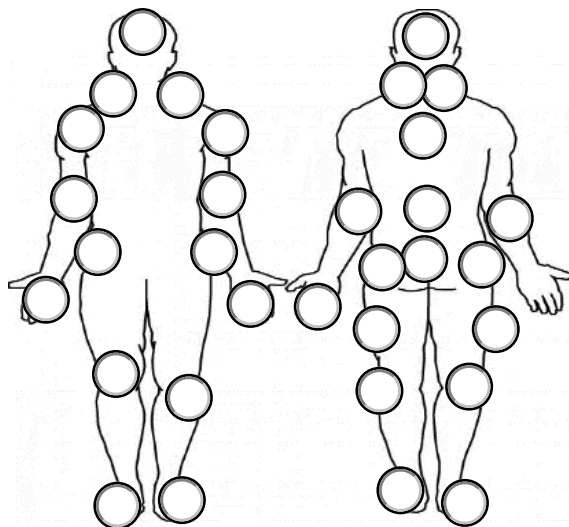
Hypertension: \_\_\_\_\_

Cancer: \_\_\_\_\_

Malignant Hyperthermia: \_\_\_\_\_

Other: \_\_\_\_\_

**Please shade your area(s) of pain.**



**Patient Signature:** \_\_\_\_\_ **Employee's Initials:** \_\_\_\_\_ **Provider's Initials:** \_\_\_\_\_

# Opioid Risk Tool

**Patient name:** \_\_\_\_\_

**Date of Birth:** \_\_\_\_\_

The Opioid Risk Tool (ORT) is a brief, self-report screening tool designed for use with adult patients to assess risk for opioid abuse among individuals prescribed opioids for treatment of chronic pain.

Mark each box that applies	Female	Male
<b>Family history of substance abuse</b>		
Alcohol	<input type="checkbox"/> 1	<input type="checkbox"/> 3
Illegal drugs	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Rx drugs	<input type="checkbox"/> 4	<input type="checkbox"/> 4
<b>Personal history of substance abuse</b>		
Alcohol	<input type="checkbox"/> 3	<input type="checkbox"/> 3
Illegal drugs	<input type="checkbox"/> 4	<input type="checkbox"/> 4
Rx drugs	<input type="checkbox"/> 5	<input type="checkbox"/> 5
<b>Age between 16—45 years</b>	<input type="checkbox"/> 1	<input type="checkbox"/> 1
<b>History of preadolescent sexual abuse</b>	<input type="checkbox"/> 3	<input type="checkbox"/> 0
<b>Psychological disease</b>		
ADD, OCD, bipolar, schizophrenia	<input type="checkbox"/> 2	<input type="checkbox"/> 2
Depression	<input type="checkbox"/> 1	<input type="checkbox"/> 1
<b>Scoring totals</b>		

Patient Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Witness Signature: \_\_\_\_\_

Date: \_\_\_\_\_



## ASSIGNMENT OF BENEFITS (AOB), RELEASE OF INFORMATION (ROI) AND FINANCIAL AGREEMENT

Patient name: \_\_\_\_\_

DOB: \_\_\_\_\_

Thank you for choosing **Advanced Pain Care and its subspecialties, affiliated and related entities** your health care provider. The following is our Financial Policy. If you have any questions or concerns about our payment policies, please do not hesitate to ask our business office personnel. We ask that all patients read and sign our Financial Policy prior to seeing a medical care provider.

A patient's portion of payment, including co-pay, deductible, and/or balance on account is due at the time services are rendered unless prior arrangements have been made with the Billing Department.

We accept assignment with most major insurance companies and participating provider plans. However, you must understand that:

1. Your insurance policy is a contract between you, your employer, and the insurance company. We are NOT a party to that contract. Our relationship is with you, not your insurance carrier. We verify your benefits as a courtesy and do not guarantee coverage or payment.
2. All charges are your responsibility whether your insurance company pays or not.
3. Fees for services, along with unpaid deductibles and co-payments, are due at the time of treatment.
4. If the insurance company does not pay your balance in full within 30 days, we ask that you contact the carrier to request prompt payment. Please inform our office of the carrier's response.
5. Returned checks will be subject to a \$25.00 collection charge. If the check is not picked up within 10 days, the check may be turned over to law enforcement.
6. No-show or cancellations without 24-hour notice are subject to a \$25.00 charge.
7. Unpaid balances over 90 days may be subject to collection via small claims court, attorney, and/or collection agency with applicable collection fees. All collection fees are the responsibility of the patient.

We understand that temporary financial problems may affect timely payment of your balance. We encourage you to communicate any such problems so that we can assist you in the management of your account.

**Authorization to Release Billing Information and Assignment of Insurance Benefits:** I authorize release of **ANY** medical information, including substance abuse, mental health, and HIV/AIDS records, required to act on **ANY** medical insurance claim and permit photographic or other facsimile reproduction of this authorization to be used in place of the original assignment. I hereby assign to **Advanced Pain Care and its subspecialties, affiliated and related entities** the medical and/or surgical benefits I am entitled from my insurance company(s) and/or Medicare and Medicaid. This authorization is in effect for all future claims, until I choose to revoke it in writing.

I, the undersigned, understand and agree to the above Financial Policy. I understand that I am financially responsible for all charges incurred for my medical treatment. I have had the opportunity to ask and have my questions answered to my satisfaction.

Patient Signature \_\_\_\_\_

Date: \_\_\_\_\_

Relationship to patient if not patient \_\_\_\_\_

*\*Mark Malone MD PA includes Advanced Pain Care and subspecialties, affiliated and related entities.*



**NOTICE OF PRIVACY PRACTICES AND PATIENT CONSENT**  
**FOR USE AND DISCLOSURE OF PROTECTED HEALTH INFORMATION**

**Patient name:** \_\_\_\_\_ **DOB:** \_\_\_\_\_

**I understand** that under the Health Insurance Portability and Accountability Act of 1996 (HIPAA), I have certain **PATIENT RIGHTS** regarding my protected health information.

**I understand** that Advanced Pain Care, its subspecialty, Advanced Surgical Center may use or disclose my protected health information for treatment, payment, or health care operations- which means for: providing health care to me, the patient; handling billing and payment; and taking care of other health care operations. Unless required by law, there will be no other uses or disclosures of this information without my authorization.

**I authorize** Advanced Pain Care, its subspecialty, Advanced Surgical Center to communicate with my **PCP (Primary Care Physician): Dr.** \_\_\_\_\_ **Phone #:** ( ) \_\_\_\_\_

Advanced Pain Care, its subspecialties, affiliated and related entities has a detailed document called the **'Notice of Privacy Practices'**. It contains a more complete description of your rights to privacy and how we may use and disclose protected health information.

**I understand** that I have the right to read the **'Notice of Privacy Practices'** before signing this agreement. If I ask, Advanced Pain Care, its subspecialty, Advanced Surgical Center Surgical Center will provide me with most current **'Notice of Privacy Practices'**.

**My signature** below indicates that I have been given the chance to review such copy of the **'Notice of Privacy Practices'**. My signature means that I agree to allow Advanced Pain Care, its subspecialty, Advanced Surgical Center to use and disclose my protected health information to carry out treatment, payment and health care operations. I have the right to revoke the consent in writing at any time, except to the extent that Advanced Pain Care, its subspecialty, Advanced Surgical Center has taken action relying on this consent.

\_\_\_\_\_  
**Patient Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Relationship to Patient** if signed by another party

\_\_\_\_\_  
**Date**

You may obtain a copy of our **'Notice of Privacy Practices'** including any revisions to our **'Notice of Privacy Practices'** at any time by contacting: Advanced Pain Care, its subspecialty, Advanced Surgical Center at 2000 S. Mays St, Round Rock Texas 78664 or (512) 244-4272.

\*\*\*\* **OFFICE USE ONLY** \*\*\*\*

*Staff initial below when completed*

*Consent dates have been updated in Athena* \_\_\_\_\_

## AUTHORIZATION TO RELEASE PROTECTED HEALTH INFORMATION (PHI)

Patient name: \_\_\_\_\_ DOB: \_\_\_\_\_

- I authorize Advanced Pain Care and its subspecialties, affiliated and related entities to release information from my Medical Record as described in this form.
- Many of our patients allow family members to call and discuss medical information, request prescription refills, medical records, and results of tests, pick up forms, etc. Under the requirements of HIPAA we are not allowed to give this information to anyone without the patient's consent. If you wish to have any of your medical information released to family members you must sign this form. Signing this form will only give consent to release said information to the individuals indicated below.

Name	Relationship	Phone Number
Name	Relationship	Phone Number

**Check all that apply to the above names:**

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Regarding appointment, time & date        | <input type="checkbox"/> Discuss Lab Results   | <input type="checkbox"/> Discuss Imaging Results |
| <input type="checkbox"/> Discuss medical care, an issue or concern | <input type="checkbox"/> Pick up Prescriptions | <input type="checkbox"/> Pick up Forms           |
| <input type="checkbox"/> Discuss Billing Information               |  |  |

**RIGHT TO REVOKE:** *I understand that I can withdraw at any time by giving written notice stating my intent to TERMINATE this authorization to*

**Advanced Pain Care 2000 S. Mays St., Suite 201 Round Rock, TX 78664.** *I understand that prior actions taken in reliance on this authorization by entities that had permission to access my Medical Record will not be affected. I understand that Advanced Pain Care will not condition treatment on whether I sign this authorization.*

**SIGNATURE AUTHORIZATION:** *I have read this form and agree to the uses and disclosures of the information as described. I understand that refusing to sign this form does not stop release of Medical Record that has occurred prior to revocation or that is otherwise permitted by law without my specific authorization or permission, including disclosures to covered entities as provided by Texas Health & Safety Code 181.154(c) and/or 45 C.F.R. 164.502(a)(1). I understand that information released pursuant to this authorization may be subject to re-disclosure by the recipient and may no longer be protected by federal or state privacy laws.*

This authorization will expire in 1 year from the date of signature unless another date is specified \_\_\_\_\_

\_\_\_\_\_  
**Patient Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Legally Authorized Representative**

\_\_\_\_\_  
**Relationship to Patient**

## INFORMED CONSENT - PAIN MANAGEMENT AND ADDICTIONOLGY

AS REQUIRED BY THE TEXAS MEDICAL BOARD REFERENCE: TEXAS ADMINISTRATIVE CODE, TITLE 22, PART 9, CHAPTER 170 3<sup>rd</sup> Edition:  
Developed by the Texas Pain Society, April 2008 ([www.texaspain.org](http://www.texaspain.org))

Patient name: \_\_\_\_\_ DOB: \_\_\_\_\_

### PLEASE READ AND SIGN THE BOTTOM OF THE FORM SIGNIFYING CONSENT AND UNDERSTANDING

**TO THE PATIENT:** As a patient, you have the right to be informed about your condition and the recommended medical or diagnostic procedure or drug therapy to be used, so that you may make the informed decision whether or not to take the drug after knowing the risks and hazards involved. This disclosure is not meant to scare or alarm you, but rather it is an effort to make you better informed so that you may give or withhold your consent/permission to use the drug(s) recommended to you by me, as your physician. For the purpose of this agreement the use of the word “physician” is defined to include not only my physician but also my physician’s authorized associates, technical assistants, nurses, staff, and other health care providers as might be necessary or advisable to treat my condition.

**CONSENT TO TREATMENT AND/OR DRUG THERAPY:** I voluntarily request my physician to treat my condition which has been explained to me as chronic pain. I hereby authorize and give my voluntary consent for my physician to administer or write prescription(s) for dangerous and/or controlled drugs (medications) as an element in the treatment of my chronic pain. It has been explained to me that these medication(s) include opioid/narcotic drug(s), which can be harmful if taken without medical supervision. I further understand that these medication(s) may lead to physical dependence and/or addiction and may, like other drugs used in the practice of medicine, produce adverse side effects or results. The alternative methods of treatment, the possible risks involved, and the possibilities of complications have been explained to me as listed below. I understand that this listing is not complete, and that it only describes the most common side effects or reactions, and that death is also a possibility as a result from taking these medication(s). *THE SPECIFIC MEDICATION(S) THAT MY PHYSICIAN PLANS TO PRESCRIBE WILL BE DESCRIBED AND DOCUMENTED SEPARATE FROM THIS AGREEMENT. THIS INCLUDES THE USE OF MEDICATIONS FOR PURPOSES DIFFERENT THAN WHAT HAVE BEEN APPROVED BY THE DRUG COMPANY AND THE GOVERNMENT (THIS IS SOMETIMES REFERRED TO AS “OFF-LABEL” PRESCRIBING). MY DOCTOR WILL EXPLAIN HIS TREATMENT PLAN(S) FOR ME AND DOCUMENT IT IN MY MEDICAL CHART.*

**I HAVE BEEN INFORMED AND UNDERSTAND** that I will undergo medical tests and examinations before and during my treatment. Those tests include random unannounced checks for drugs and psychological evaluations if and when it is deemed necessary, and I hereby give permission to perform the tests or my refusal may lead to termination of treatment. The presence of unauthorized substances may result in my being discharged from your care.

### **I UNDERSTAND THAT THE MOST COMMON SIDE EFFECTS THAT COULD OCCUR IN THE USE OF THE DRUGS USED IN MY TREATMENT**

**INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING:** constipation, nausea, vomiting, excessive drowsiness, itching, urinary retention (inability to urinate), orthostatic hypotension (low blood pressure), arrhythmias (irregular heartbeat), insomnia, depression, impairment of reasoning and judgment, respiratory depression (slow or no breathing), impotence, tolerance to medication(s), physical and emotional dependence or even addiction, and death. I understand that it may be dangerous for me to operate an automobile or other machinery while using these medications and I may be impaired during all activities, including work.

The **alternative methods** of treatment, the possible risks involved, and the possibilities of complications have been explained to me, and I still desire to receive medication(s) for the treatment of my chronic pain.

The **goal** of this treatment is to help me gain control of my chronic pain in order to live a more productive and active life.

**I REALIZE** that I may have a chronic illness and there is a limited chance for complete cure, but the goal of taking medication(s) on a regular basis is to reduce (but probably not eliminate) my pain so that I can enjoy an improved quality of life.

**I REALIZE** that the treatment for some will require prolonged or continuous use of medication(s), but an appropriate treatment goal may also mean the eventual withdrawal from the use of all medication(s). My treatment plan will be tailored specifically for me.

**I UNDERSTAND** that I may withdraw from this treatment plan and discontinue the use of the medication(s) at any time and that I will notify my physician of any discontinued use.

**I FURTHER UNDERSTAND** that I will be provided medical supervision if needed when discontinuing medication use.



## INFORMED CONSENT - PAIN MANAGEMENT AND ADDICTIONOLGY

**I UNDERSTAND** that no warranty or guarantee has been made to me as to the results of any drug therapy or cure of any condition. The long-term use of medications to treat chronic pain is controversial because of the uncertainty regarding the extent to which they provide long-term benefit.

**I HAVE BEEN GIVEN THE OPPORTUNITY** to ask questions about my condition and treatment, risks of non-treatment and the drug therapy, medical treatment, or diagnostic procedure(s) to be used to treat my condition, and the risks and hazards of such drug therapy, treatment and procedure(s), and I believe that I have sufficient information to give this informed consent.

### FOR FEMALE PATIENTS ONLY:

1. To the best of my knowledge, **I AM NOT PREGNANT**. If I am not pregnant, I will use appropriate contraception/birth control during my course of treatment.
2. I accept that it is **MY RESPONSIBILITY** to inform my physician immediately if I become pregnant.
3. If I am pregnant or am uncertain, **I WILL NOTIFY MY PHYSICIAN IMMEDIATELY**. All the above possible effects of medication(s) have been fully explained to me and I understand that, at present, there have not been enough studies conducted on the long-term use of medication(s) i.e. opioids/narcotics to assure complete safety to my unborn child(ren). With full knowledge of this, I consent to its use and hold my physician harmless for injuries to the embryo/fetus/baby.

**DURING THE COURSE OF YOUR PHYSICIAN/PATIENT RELATIONSHIP** with Advanced Pain Care, you may be prescribed medication that can be filled at Advanced Rx Pharmacy. The address of the Pharmacy is 2000 South Mays Street Suite 200, Round Rock, TX 78664. You are hereby advised that Advanced Pain Care has an investment interest in the Pharmacy. This information is being provided to help you make an informed decision about your health care. You have the right to choose your pharmacy. You have the option of obtaining the prescription ordered by your physician at Advanced Rx Pharmacy or at any other pharmacy you select. You will not be treated differently by your physician, Advanced Pain Care or Advanced Rx Pharmacy if you choose to use a different facility.

**DURING THE COURSE OF YOUR PHYSICIAN/PATIENT RELATIONSHIP** with Advanced Pain Care (Austin Area), you may undergo procedures that will be performed at Advanced Surgical Center. The address of the Surgery Centers are 2000 South Mays Street Suite 400, Round Rock, TX 78664. This information is being provided to help you make an informed decision about your health care. You will not be treated differently by your physician, Advanced Pain Care or Advanced Surgery Center if you choose to use a different facility.

**DURING THE COURSE OF YOUR PHYSICIAN/PATIENT RELATIONSHIP** with Advanced Pain Care (Killeen Area), you may undergo procedures that will be performed at Advanced Surgical Center. The address of the Surgery Centers are 3400 East Central Tx Expwy Ste 100, Killeen, TX 76543. This information is being provided to help you make an informed decision about your health care. You will not be treated differently by your physician, Advanced Pain Care or Advanced Surgery Center if you choose to use a different facility.

**DURING THE COURSE OF YOUR PHYSICIAN/PATIENT RELATIONSHIP** with Advanced Pain Care (Amarillo), you may undergo procedures that will be performed at Advanced Surgical Center. The address of the Surgery Center is 1901 Medi Park Drive, Suite 01, Amarillo, TX 79106. This information is being provided to help you make an informed decision about your health care. You will not be treated differently by your physician, Advanced Pain Care or Advanced Surgical Center if you choose to use a different facility.

**DURING THE COURSE OF YOUR PHYSICIAN/PATIENT RELATIONSHIP** with Advanced Pain Care, you may undergo procedures at Advanced Surgical Surgery Center that will be performed with Neuromonitoring. You are hereby advised that Mark Malone, MD has an investment interest in Greater Texas Neuromonitoring, LLC. This information is being provided to help you make an informed decision about your health care. You will not be treated differently by your physician, Advanced Pain Care or Advanced Surgery Center if you choose to decline Neuromonitoring.

**Patient Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Witness Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

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

DOB: \_\_\_\_\_

## Quality: Demographics

### Language

☐ English

☐ Spanish

☐ Other: \_\_\_\_\_

### Race

☐ American Indian or Alaskan Native

☐ Asian

☐ Chinese

☐ Filipino

☐ Japanese

☐ Black or African American

☐ White or Caucasian

☐ Native Hawaiian

☐ Multi-Racial

☐ Other: \_\_\_\_\_

### Ethnicity

☐ Hispanic or Latino

☐ Non-Hispanic or Latino

### Marital Status

☐ Married

☐ Single

☐ Widowed

☐ Partner

### Portal Email

Please provide email for patient portal access: \_\_\_\_\_

### Consent to Text, Call and leave detailed voice messages

Do you give Advanced Pain Care permission to text you? ☐ Yes ☐ No

Do you give Advanced Pain Care permission to call you? ☐ Yes ☐ No

### Consent for communication of medical information via voice message

Do you give Advanced Pain Care permission to leave a detailed voice message on your phone regarding your healthcare? This may include but is not limited to information about upcoming surgical procedures, appointment information, payment information, lab results, and other health-related information. ☐ Yes ☐ No

\_\_\_\_\_  
**Patient Signature**

\_\_\_\_\_  
**Date**

\*\*\*\* OFFICE USE ONLY \*\*\*\*

*Staff initial below when completed*

Race / Ethnicity / Language updated in Athena \_\_\_\_\_

Portal Registration: Y or N If no, did they decline and you printed portal URL? Y or N \_\_\_\_\_



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

## Pharmacy Letter

Dear Valued Patients:

Due to new government regulations, it will be much harder to get pain medications approved through your pharmacy starting, January 1, 2019.

Your pharmacist will be required to call your doctor and discuss your prescription(s). In many cases, this could take days. Also, your insurance company will have increased preauthorization requirements that may delay prescriptions.

We strongly urge you to use our pharmacy to avoid this red tape nightmare. Our pharmacists have access to our electronic medical records and can quickly and seamlessly confirm, communicate and obtain authorization for our prescriptions.

There will be no waiting. Your prescriptions will be ready to be picked-up the next day or mailed to your door within 1-2 days. We will have them in stock.

Another regulation is no pharmacy can fill only controlled substances. We ask that for every controlled prescription, you also fill at least one other non-controlled prescription. Your medications can be transferred with a simple call from our pharmacists. We can also fill medications for your family and pets for your convenience.

Your follow-up appointments will be scheduled about two days before running out of medication, giving your doctor and pharmacist time to satisfy all the new requirements.

☐ If you would like Advanced Rx to become your pharmacy, please check the box.

Please sign below stating that you have read and have been informed about the new government mandated rules for prescribers and pharmacists regarding controlled medication refills going into effect January 2019.

Feel free to speak with me, your provider or any staff member should you need more information.

Sincerely,

Mark T. Malone, M.D.

Patient Signature: \_\_\_\_\_

Date: \_\_\_\_\_

*Advanced Pain Care and Dr. Malone have a vested interest in Advanced Rx Pharmacy.  
All patients have a right to receive a copy of their prescription and have it filled wherever they choose.*

Patient's Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

**Notice Informing Individuals About Nondiscrimination and Accessibility****Discrimination is Against the Law**

Advanced Pain Care/Advanced Surgical/Advanced Pharmacies complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (consistent with the scope of sex discrimination described at 45 CFR § 92.101(a)(2)) [optional: (or sex, including sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity, and sex stereotypes)].

Advanced Pain Care/Advanced Surgical/Advanced Pharmacies does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

Advanced Pain Care/Advanced Surgical/Advanced Pharmacies:

- Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats).
- Provides free language assistance services to people whose primary language is not English, which may include:
  - Qualified interpreters
  - Information written in other languages.

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact Michael Jensen, Compliance Officer and Civil Rights Coordinator.

If you believe that Advanced Pain Care/Advanced Surgical/Advanced Pharmacies has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Michael Jensen, Compliance Officer and Civil Rights Coordinator, 101 Louis Henna Blvd., Ste 300, Austin, TX 78278, Tel: 512-244-4272, Fax: 512-244-2895, or at [compliance@advancedpaincare.us](mailto:compliance@advancedpaincare.us).

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Michael Jensen, Compliance Officer and Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

This notice is available at Advanced Pain Care's website: <https://austinpaindoctor.com>

By signing below, I acknowledge that I have been given this notice.

Patient Signature: \_\_\_\_\_

Date: \_\_\_\_\_