



12 N Broad St. E  
Angier, NC 27501  
(919) 355-1170

## ***Practice Policies***

Welcome to Signature Family Dentistry! We are happy that you have chosen us as your dental provider and appreciate the opportunity to provide you with exceptional care. We feel that the best relationships begin with the sharing of expectations and we welcome your questions regarding the below policies.

### **Appointment Policy**

When you request an appointment, time is reserved with your provider especially for you so that we may be dedicated to your care. We understand that your time is valuable so we will see you on time. The below policies were developed to best serve all of our patients.

**Late Arrival for Appointments** – If you are 15 minutes late, we may need to reschedule your appointment so that we may provide scheduled patients with the care that they deserve. If you are late for two appointments, you will be charged a broken appointment fee of \$50.00 and all future appointments must be paid in advance.

**Change of Appointments** - In the event that you need to change an appointment, please provide our office with at least a 48-hour notice to avoid a broken appointment charge of \$50.00. This fee must be paid prior to your appointment being rescheduled.

**Short Notice Change of Appointments** – If you cancel/change your appointment without proper notice (48 hours) twice, it will be necessary for you to pay a broken appointment fee of \$50.00 and pre-payment for all future appointments will be required.

**Missed Appointment** - If you fail to appear for an appointment, your account will be charged \$50.00 that must be paid if you wish to reschedule.

### **Financial Policy**

**Payment for Services** - You promise to pay us all amounts owed on your Account (your “Balance”) under the terms of this Financial Policy when billed. If you have dental insurance, the amount you owe for services may be estimated based on the amount anticipated to be paid by your insurance company. We will be happy to file claims for you; however, insurance is a contract between the policyholder and insurance company so we urge you to become familiar with your policy. In the event that your insurance company does not pay your claim within 30 days or disallows a claim, payment of your Account is your full responsibility. We will provide to you a statement (your “Statement”) of your Balance, which will be payable when you receive your Statement.

**Pending Insurance** - We may indicate on your Statement that your Balance is “pending insurance” and thus not yet payable by you. If you have insurance coverage, we may choose not to send you a Statement until we know or receive the amount reimbursable by your insurance company.

**Account Balances over 30 days** - If we do not receive payment in full of your Balance within 30 days of the statement date shown on your Statement, your account will be reviewed for collection procedures.

**Returned Payment Fee** - If any check or other payment that you have made on your Account is returned unpaid, you will be charged a Returned Payment Fee, which is currently \$35.00 and may be adjusted. Future payments must be made with cash or credit card.

**Collection Costs** - If we do not receive payment under the terms of this Financial Policy and we refer your Account to a collection agency or an attorney for collection, we may charge to your Account or otherwise collect from you our collection costs, including court costs and reasonable attorneys’ fees, to the extent not prohibited by applicable law.

**No Waiver by Us** - We may waive our right to charge a fee to your Account without waiving any other right we have under this Financial Policy including our right to charge that same fee at any other time.

**Initials**

**Credit Reports** - We may request information from you and make whatever inquiries we consider necessary and appropriate (including requesting a consumer report from consumer reporting agencies) in considering your application for an account and for the purposes of any updates, renewals or extensions of charging privileges or reviewing or collecting your Account. In addition, we may report information about your Account to credit bureaus. Late payments, missed payments or other defaults on your Account may be reflected in your credit report. If you believe that we have information about you that is inaccurate or that we have reported or may report to a credit reporting agency information about you that is inaccurate, please notify us of the specific information that you believe is inaccurate by writing to us at the address above.

**Billing Questions** – If you have a question about your Statement, please feel free to contact our office. You will be directed to a dedicated Financial Coordinator that will be happy to assist you with your questions.

*As used in this Financial Policy, “we,” “us,” “our” and “Provider” mean the service provider named above. “Services” means any services provided by us. “You,” “your” and “Account holder” mean the person responsible for paying for services. Payment for services is due when services are provided unless as noted otherwise above. By signing below, you are requesting that we establish an open account for you (your “Account”) as an accommodation to you for the tracking and payment of amounts due and you agree to the terms of this Financial Policy.*

**Yes, I agree to the above terms and conditions.**

**Signed:** \_\_\_\_\_  
**(Account Holder)**

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

**Print Patient Names:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



### Patient Information

Name: Dr.  Mr.  Miss  Ms.  Mrs.  \_\_\_\_\_

Preferred Name or Nickname: \_\_\_\_\_

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

Address: \_\_\_\_\_ City \_\_\_\_\_ Zip \_\_\_\_\_

Ph: \_\_\_\_\_ Work Ph: \_\_\_\_\_ Cell Ph: \_\_\_\_\_

Email: \_\_\_\_\_

We offer appointment reminders by email and text message. If you would prefer a phone call, please check this box   
I agree that SFD may email me regarding appointments and news that does not contain protected health information   
I agree that SFD may email me regarding treatment, account statements or information that contains protected health information (PHI). We use a secured platform; however, we cannot control who opens your emails.

In case of emergency, contact: \_\_\_\_\_ at \_\_\_\_\_

How did you hear about us? \_\_\_\_\_

Will we be filing Dental insurance for you? Yes  No  If yes, please complete and provide our office with a copy of your insurance card:

Subscriber Name: \_\_\_\_\_ Subscriber DOB: \_\_\_\_\_

Subscriber Employer: \_\_\_\_\_ Subscriber SSN: \_\_\_\_\_

Insurance Company Name: \_\_\_\_\_ Phone #: \_\_\_\_\_

Claim Submission Address: \_\_\_\_\_

Subscriber ID# \_\_\_\_\_ Group: \_\_\_\_\_

Your relationship to the subscriber is: Self  Spouse  Partner  Child  Other

Signature Family Dentistry takes your privacy seriously and will not discuss your protected health information unless authorized by you. If you would like for us to discuss your treatment, account or any personal information, please provide the person(s) name and relationship to you below:

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

I authorize that I am the above patient, the legal guardian of the above patient or have Power of Attorney for the above patient.

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

Print: \_\_\_\_\_

# DENTAL HISTORY

Name \_\_\_\_\_ Nickname \_\_\_\_\_ Age \_\_\_\_\_  
Referred by \_\_\_\_\_ How would you rate the condition of your mouth? Excellent Good Fair Poor  
Previous Dentist \_\_\_\_\_ How long have you been a patient? \_\_\_\_\_ Months/Years  
Date of most recent dental exam \_\_\_\_/\_\_\_\_/\_\_\_\_ Date of most recent x-rays \_\_\_\_/\_\_\_\_/\_\_\_\_  
Date of most recent treatment (other than a cleaning) \_\_\_\_/\_\_\_\_/\_\_\_\_  
I routinely see my dentist every: 3 mo. 4 mo. 6 mo. 12 mo. Not routinely

WHAT IS YOUR IMMEDIATE CONCERN? \_\_\_\_\_

PLEASE ANSWER YES OR NO TO THE FOLLOWING: YES NO

## PERSONAL HISTORY

1. Are you fearful of dental treatment? How fearful, on a scale of 1 (least) to 10 (most) [\_\_\_\_] \_\_\_\_\_
2. Have you had an unfavorable dental experience? \_\_\_\_\_
3. Have you ever had complications from past dental treatment? \_\_\_\_\_
4. Have you ever had trouble getting numb or had any reactions to local anesthetic? \_\_\_\_\_
5. Did you ever have braces, orthodontic treatment or had your bite adjusted? \_\_\_\_\_
6. Have you had any teeth removed? \_\_\_\_\_

## GUM AND BONE

7. Do your gums bleed or are they painful when brushing or flossing? \_\_\_\_\_
8. Have you ever been treated for gum disease or been told you have lost bone around your teeth? \_\_\_\_\_
9. Have you ever noticed an unpleasant taste or odor in your mouth? \_\_\_\_\_
10. Is there anyone with a history of periodontal disease in your family? \_\_\_\_\_
11. Have you ever experienced gum recession? \_\_\_\_\_
12. Have you ever had any teeth become loose on their own (without an injury), or do you have difficulty eating an apple? \_\_\_\_\_
13. Have you experienced a burning sensation in your mouth? \_\_\_\_\_

## TOOTH STRUCTURE

14. Have you had any cavities within the past 3 years? \_\_\_\_\_
15. Does the amount of saliva in your mouth seem too little or do you have difficulty swallowing any food? \_\_\_\_\_
16. Do you feel or notice any holes (i.e. pitting, craters) on the biting surface of your teeth? \_\_\_\_\_
17. Are any teeth sensitive to hot, cold, biting, sweets, or avoid brushing any part of your mouth? \_\_\_\_\_
18. Do you have grooves or notches on your teeth near the gum line? \_\_\_\_\_
19. Have you ever broken teeth, chipped teeth, or had a toothache or cracked filling? \_\_\_\_\_
20. Do you frequently get food caught between any teeth? \_\_\_\_\_

## BITE AND JAW JOINT

21. Do you have problems with your jaw joint? (pain, sounds, limited opening, locking, popping) \_\_\_\_\_
22. Do you feel like your lower jaw is being pushed back when you bite your teeth together? \_\_\_\_\_
23. Do you avoid or have difficulty chewing gum, carrots, nuts, bagels, baguettes, protein bars, or other hard, dry foods? \_\_\_\_\_
24. Have your teeth changed in the last 5 years, become shorter, thinner or worn? \_\_\_\_\_
25. Are your teeth becoming more crooked, crowded, or overlapped? \_\_\_\_\_
26. Are your teeth developing spaces or becoming more loose? \_\_\_\_\_
27. Do you have more than one bite, squeeze, or shift your jaw to make your teeth fit together? \_\_\_\_\_
28. Do you place your tongue between your teeth or rest your teeth against your tongue? \_\_\_\_\_
29. Do you chew ice, bite your nails, use your teeth to hold objects, or have any other oral habits? \_\_\_\_\_
30. Do you clench your teeth in the daytime or make them sore? \_\_\_\_\_
31. Do you have any problems with sleep (i.e. restlessness), wake up with a headache or an awareness of your teeth? \_\_\_\_\_
32. Do you wear or have you ever worn a bite appliance? \_\_\_\_\_

## SMILE CHARACTERISTICS

33. Is there anything about the appearance of your teeth that you would like to change? \_\_\_\_\_
34. Have you ever whitened (bleached) your teeth? \_\_\_\_\_
35. Have you felt uncomfortable or self conscious about the appearance of your teeth? \_\_\_\_\_
36. Have you been disappointed with the appearance of previous dental work? \_\_\_\_\_

Patient's Signature \_\_\_\_\_ Date \_\_\_\_\_

Doctor's Signature \_\_\_\_\_ Date \_\_\_\_\_

# MEDICAL HISTORY

Patient Name \_\_\_\_\_ Nickname \_\_\_\_\_ Age \_\_\_\_\_  
Name of Physician/and their specialty \_\_\_\_\_  
Most recent physical examination \_\_\_\_\_ Purpose \_\_\_\_\_  
What is your estimate of your general health?    Excellent    Good    Fair    Poor

- | DO YOU HAVE or HAVE YOU EVER HAD:   | YES | NO | YES   | NO |
|---|-----|----|---|----|
| 1. hospitalization for illness or injury _____  |     |    | 27. arthritis _____   |    |
| 2. an allergic reaction to _____<br>aspirin, ibuprofen, acetaminophen, codeine<br>penicillin<br>erythromycin<br>tetracycline<br>sulfa<br>local anesthetic<br>fluoride<br>metals (nickel, gold, silver, _____)<br>latex<br>other _____ |     |    | 28. autoimmune disease _____<br>(i.e. rheumatoid arthritis, lupus, scleroderma)                                 |    |
| 3. heart problems, or cardiac stent within the last six months _____  |     |    | 29. glaucoma _____  |    |
| 4. history of infective endocarditis _____  |     |    | 30. contact lenses _____  |    |
| 5. artificial heart valve, repaired heart defect (PFO) _____  |     |    | 31. head or neck injuries _____   |    |
| 6. pacemaker or implantable defibrillator _____   |     |    | 32. epilepsy, convulsions (seizures) _____  |    |
| 7. orthopedic implant (joint replacement) _____   |     |    | 33. neurologic disorders (ADD/ADHD, prion disease) _____  |    |
| 8. rheumatic or scarlet fever _____   |     |    | 34. viral infections and cold sores _____   |    |
| 9. high or low blood pressure _____   |     |    | 35. any lumps or swelling in the mouth _____  |    |
| 10. a stroke (taking blood thinners) _____  |     |    | 36. hives, skin rash, hay fever _____   |    |
| 11. anemia or other blood disorder _____  |     |    | 37. STI / STD / HPV _____   |    |
| 12. prolonged bleeding due to a slight cut (INR > 3.5) _____  |     |    | 38. hepatitis (type _____) _____  |    |
| 13. emphysema, shortness of breath, sarcoidosis _____   |     |    | 39. HIV / AIDS _____  |    |
| 14. tuberculosis, measles, chicken pox _____  |     |    | 40. tumor, abnormal growth _____  |    |
| 15. asthma _____  |     |    | 41. radiation therapy _____   |    |
| 16. breathing or sleep problems (i.e. sleep apnea, snoring, sinus) _____  |     |    | 42. chemotherapy, immunosuppressive medication _____  |    |
| 17. kidney disease _____  |     |    | 43. emotional difficulties _____  |    |
| 18. liver disease _____   |     |    | 44. psychiatric treatment _____   |    |
| 19. jaundice _____  |     |    | 45. antidepressant medication _____   |    |
| 20. thyroid, parathyroid disease, or calcium deficiency _____   |     |    | 46. alcohol / recreational drug use _____   |    |
| 21. hormone deficiency _____  |     |    | <b>ARE YOU:</b>   |    |
| 22. high cholesterol or taking statin drugs _____   |     |    | 47. presently being treated for any other illness _____   |    |
| 23. diabetes (HbA1c = _____) _____  |     |    | 48. aware of a change in your health in the last 24 hours<br>(i.e. fever, chills, new cough, or diarrhea) _____ |    |
| 24. stomach or duodenal ulcer _____   |     |    | 49. taking medication for weight management _____   |    |
| 25. digestive disorders (i.e. celiac disease, gastric reflux) _____   |     |    | 50. taking dietary supplements _____  |    |
| 26. osteoporosis/osteopenia (i.e. taking bisphosphonates) _____   |     |    | 51. often exhausted or fatigued _____   |    |
|   |     |    | 52. experiencing frequent headaches _____   |    |
|   |     |    | 53. a smoker, smoked previously or use smokeless tobacco _____  |    |
|   |     |    | 54. considered a touchy / sensitive person _____  |    |
|   |     |    | 55. often unhappy or depressed _____  |    |
|   |     |    | 56. FEMALE - taking birth control pills _____   |    |
|   |     |    | 57. FEMALE - pregnant _____   |    |
|   |     |    | 58. MALE - prostate disorders _____   |    |

Describe any current medical treatment, impending surgery, genetic/development delay, or other treatment that may possibly affect your dental treatment.  
(i.e. Botox, Collagen Injections)

List all medications, supplements, and or vitamins taken within the last two years.

Drug	Purpose	Drug	Purpose
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

**PLEASE ADVISE US IN THE FUTURE OF ANY CHANGE IN YOUR MEDICAL HISTORY OR ANY MEDICATIONS YOU MAY BE TAKING.**

Patient's Signature \_\_\_\_\_ Date \_\_\_\_\_  
Doctor's Signature \_\_\_\_\_ Date \_\_\_\_\_





## General Consent

Patient Name (Print): \_\_\_\_\_

The goal of Signature Family Dentistry is to provide you with detailed information regarding your treatment. There are certain procedures that require consent prior to treatment; however, this form is deemed a general consent as the procedures listed below are common and do not require ongoing consent unless you have questions or concerns. You are always welcome to ask questions regarding procedures that are recommended and have detailed, written information provided to you.

Your dentist may recommend x-rays or diagnostic images (intra-oral photos of your oral cavity) for the purpose of diagnosis. X-rays can help show bone density, decay otherwise undetected by the human eye, cysts and other abnormalities within the oral cavity. X-rays are painless and only affect body parts that come into direct contact with the beam. A lead apron will be placed over your upper body covering all major organs. X-rays are taken as recommended by your dentist in accordance with the ADA guidelines. There are risks linked to this procedure, which include but are not limited to:

- Exposure to dental x-ray beams (during most x-ray exams, like those of the arms, legs, head, teeth or chest, your reproductive organs are not exposed to the direct x-ray beam)
- Direct exposure to dental x-ray beams during pregnancy: It is possible that some of the cells in the unborn baby could be changed if the lower part of your body is x-rayed. There is an increased risk of birth defects, miscarriage, reduced growth, mental retardation, small head size, malformations or certain illnesses such as leukemia (later in life). In most cases, the amount of radiation that travels to the unborn baby is considered much lower than natural exposure to either sunlight or radio waves.
- The risk of NOT having x-rays or diagnostic images could be much greater than the risk from the radiation. If you chose not have an x-ray, other choices might include an Ultrasound (Sonography) or Magnetic Resonance Imaging (MRI).

Your dentist may also recommend local anesthesia for treatment. Local Anesthesia numbs the teeth and gums to prevent you from feeling discomfort during dental treatment. A topical anesthetic helps numb the surface of the gum tissue to help eliminate the prick or the slight stinging during an injection. As with any administration of anesthetic there is always a chance of permanent lasting numbness (anesthesia). This is a rare condition and often will return to normal feeling with time. It is also possible to have partial numbness or "pins and needles" feeling that lasts longer than normal after dental work. In the event that paraesthesia was to occur, please contact our office and steps will be taken to lessen healing time.

If you understand the above and all of your questions have been answered, please sign below:

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

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

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

# SIGNATURE FAMILY DENTISTRY

## Notice of Privacy Practices

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

We are required by law to maintain the privacy of protected health information, to provide individuals with notice of our legal duties and privacy practices with respect to protected health information, and to notify affected individuals following a breach of unsecured protected health information. We must follow the privacy practices that are described in this Notice while it is in effect. This Notice takes effect 09/23/2013, and will remain in effect until we replace it.

We reserve the right to change our privacy practices and the terms of this Notice at any time, provided such changes are permitted by applicable law, and to make new Notice provisions effective for all protected health information that we maintain. When we make a significant change in our privacy practices, we will change this Notice and post the new Notice clearly and prominently at our practice location, and we will provide copies of the new Notice upon request.

You may request a copy of our Notice at any time. For more information about our privacy practices, or for additional copies of this Notice, please contact us using the information listed at the end of this Notice.

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

We may use and disclose your health information for different purposes, including treatment, payment, and health care operations. For each of these categories, we have provided a description and an example. Some information, such as HIV-related information, genetic information, alcohol and/or substance abuse records, and mental health records may be entitled to special confidentiality protections under applicable state or federal law. We will abide by these special protections as they pertain to applicable cases involving these types of records.

**Treatment.** We may use and disclose your health information for your treatment. For example, we may disclose your health information to a specialist providing treatment to you.

**Payment.** We may use and disclose your health information to obtain reimbursement for the treatment and services you receive from us or another entity involved with your care. Payment activities include billing, collections, claims management, and determinations of eligibility and coverage to obtain payment from you, an insurance company, or another third party. For example, we may send claims to your dental health plan containing certain health information.

**Healthcare Operations.** We may use and disclose your health information in connection with our healthcare operations. For example, healthcare operations include quality assessment and improvement activities, conducting training programs, and licensing activities.

**Individuals Involved in Your Care or Payment for Your Care.** We may disclose your health information to your family or friends or any other individual identified by you when they are involved in your care or in the payment for your care. Additionally, we may disclose information about you to a patient representative. If a person has the authority by law to make health care decisions for you, we will treat that patient representative the same way we would treat you with respect to your health information.

**Disaster Relief.** We may use or disclose your health information to assist in disaster relief efforts.

**Required by Law.** We may use or disclose your health information when we are required to do so by law.

**Public Health Activities.** We may disclose your health information for public health activities, including disclosures to:

- o Prevent or control disease, injury or disability;
- o Report child abuse or neglect;
- o Report reactions to medications or problems with products or devices;
- o Notify a person of a recall, repair, or replacement of products or devices;
- o Notify a person who may have been exposed to a disease or condition; or
- o Notify the appropriate government authority if we believe a patient has been the victim of abuse, neglect, or domestic violence.

**National Security.** We may disclose to military authorities the health information of Armed Forces personnel under certain circumstances. We may disclose to authorized federal officials health information required for lawful intelligence, counterintelligence, and other national security activities. We may disclose to correctional institution or law enforcement official having lawful custody the protected health information of an inmate or patient.

**Secretary of HHS.** We will disclose your health information to the Secretary of the U.S. Department of Health and Human Services when required to investigate or determine compliance with HIPAA.

**Worker's Compensation.** We may disclose your PHI to the extent authorized by and to the extent necessary to comply with laws relating to worker's compensation or other similar programs established by law.

**Law Enforcement.** We may disclose your PHI for law enforcement purposes as permitted by HIPAA, as required by law, or in response to a subpoena or court order.

**Health Oversight Activities.** We may disclose your PHI to an oversight agency for activities authorized by law. These oversight activities include audits, investigations, inspections, and credentialing, as necessary for licensure and for the government to monitor the health care system, government programs, and compliance with civil rights laws.

**Judicial and Administrative Proceedings.** If you are involved in a lawsuit or a dispute, we may disclose your PHI in response to a court or administrative order. We may also disclose health information about you in response to a subpoena, discovery request, or other lawful process instituted by someone else involved in the dispute, but only if efforts have been made, either by the requesting party or us, to tell you about the request or to obtain an order protecting the information requested.

**Research.** We may disclose your PHI to researchers when their research has been approved by an institutional review board or privacy board that has reviewed the research proposal and established protocols to ensure the privacy of your information.

**Coroners, Medical Examiners, and Funeral Directors.** We may release your PHI to a coroner or medical examiner. This may be necessary, for example, to identify a deceased person or determine the cause of death. We may also disclose PHI to funeral directors consistent with applicable law to enable them to carry out their duties.

**Fundraising.** We may contact you to provide you with information about our sponsored activities, including fundraising programs, as permitted by applicable law. If you do not wish to receive such information from us, you may opt out of receiving the communications.

#### **Other Uses and Disclosures of PHI**

Your authorization is required, with a few exceptions, for disclosure of psychotherapy notes, use or disclosure of PHI for marketing, and for the sale of PHI. We will also obtain your written authorization before using or disclosing your PHI for purposes other than those provided for in this Notice (or as otherwise permitted or required by law). You may revoke an authorization in writing at any time. Upon receipt of the written revocation, we will stop using or disclosing your PHI, except to the extent that we have already taken action in reliance on the authorization.

#### **Your Health Information Rights**

**Access.** You have the right to look at or get copies of your health information, with limited exceptions. You must make the request in writing. You may obtain a form to request access by using the contact information listed at the end of this Notice. You may also request access by sending us a letter to the address at the end of this Notice. If you request information that we maintain on paper, we may provide photocopies. If you request information that we maintain electronically, you have the right to an electronic copy. We will use the form and format you request if readily producible. We will charge you a reasonable cost-based fee for the cost of supplies and labor of copying, and for postage if you want copies mailed to you. Contact us using the information listed at the end of this Notice for an explanation of our fee structure.

If you are denied a request for access, you have the right to have the denial reviewed in accordance with the requirements of applicable law.

**Disclosure Accounting.** With the exception of certain disclosures, you have the right to receive an accounting of disclosures of your health information in accordance with applicable laws and regulations. To request an accounting of disclosures of your health information, you must submit your request in writing to the Privacy Official. If you request this accounting more than once in a 12-month period, we may charge you a reasonable, cost-based fee for responding to the additional requests.

**Right to Request a Restriction.** You have the right to request additional restrictions on our use or disclosure of your PHI by submitting a written request to the Privacy Official. Your written request must include (1) what information you want to limit, (2) whether you want to limit our use, disclosure or both, and (3) to whom you want the limits to apply. We are not required to agree to your request except in the case where the disclosure is to a health plan for purposes of carrying out payment or health care operations, and the information pertains solely to a health care item or service for which you, or a person on your behalf (other than the health plan), has paid our practice in full.

**Alternative Communication.** You have the right to request that we communicate with you about your health information by alternative means or at alternative locations. You must make your request in writing. Your request must specify the alternative means or location, and provide satisfactory explanation of how payments will be handled under the alternative means or location you request. We will accommodate all reasonable requests. However, if we are unable to contact you using the ways or locations you have requested we may contact you using the information we have.

**Amendment.** You have the right to request that we amend your health information. Your request must be in writing, and it must explain why the information should be amended. We may deny your request under certain circumstances. If we agree to your request, we will amend your record(s) and notify you of such. If we deny your request for an amendment, we will provide you with a written explanation of why we denied it and explain your rights.

**Right to Notification of a Breach.** You will receive notifications of breaches of your unsecured protected health information as required by law within 30 days of a breach by written mail.

**Electronic Notice.** You may receive a paper copy of this Notice upon request, even if you have agreed to receive this Notice electronically on our Web site or by electronic mail (e-mail).

#### **Questions and Complaints**

If you want more information about our privacy practices or have questions or concerns, please contact us.

If you are concerned that we may have violated your privacy rights, or if you disagree with a decision we made about access to your health information or in response to a request you made to amend or restrict the use or disclosure of your health information or to have us communicate with you by alternative means or at alternative locations, you may complain to us using the contact information listed at the end of this Notice. You also may submit a written complaint to the U.S. Department of Health and Human Services. We will provide you with the address to file your complaint with the U.S. Department of Health and Human Services upon request. We support your right to the privacy of your health information. We will not retaliate in any way if you choose to file a complaint with us or with the U.S. Department of Health and Human Services.

**Our Privacy Official: Jennifer S. Bell, D.D.S., F.A.G.D. or Dr. Angelina Franklin, D.D.S., F.A.G.D.**  
**Telephone: 919-355-1170 Fax: 919-439-8570**  
**Address: 12 N Broad St. E Angier, NC 27501**



E-mail: [info@sfdsmiles.com](mailto:info@sfdsmiles.com)



**ACKNOWLEDGEMENT OF RECEIPT OF NOTICE OF PRIVACY PRACTICES**

**\*You May Refuse to Sign This Acknowledgement\***

I, \_\_\_\_\_, have received a copy of this office's Notice of Privacy Practices.

Print Name: \_\_\_\_\_

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

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

**For Office Use Only**

We attempted to obtain written acknowledgement of receipt of our Notice of Privacy Practices, but acknowledgement could not be obtained because:

- Individual refused to sign
- Communication barriers prohibited obtaining the acknowledgement
- An emergency situation prevented us from obtaining acknowledgement
- Other

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