



COMMUNICATION CONSENT

Patient Name: \_\_\_\_\_ Medical Record Number: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

With the implementation of the Health Insurance Portability and Accountability Act (HIPAA), the Communication Consent identifies who you allow Gundersen Tri-County Hospital and Clinics to communicate with on your behalf. These communications may occur when the identified person(s) joins you at your visit or contacts us by telephone (including leaving voicemail), email, or other electronic methods.

This is especially helpful in the case there is an urgent need to contact you regarding your appointment management, diagnoses, results, or medication follow-up. This may also include anyone who may assist you with your finances.

The type of information disclosed could include: medical history of diagnostic and therapeutic information, including information regarding mental health, developmental disability, HIV, and substance use disorder, unless specified below.

Section A. Sensitive Communications

- I decline to receive detailed voice messages from Gundersen Tri-County Hospital and Clinics
I give Gundersen Tri-County Hospital and Clinics permission to leave detailed voice messages regarding:
Medical Information, including diagnoses, results, and treatment plans
Appointment Management, including scheduling, cancelling, and rescheduling of appointments

Preferred phone number where messages can be left: \_\_\_\_\_ Home Cell Work

Section B. Permitted Disclosures

- I decline any communication to others outside of myself/legal guardian(s).
I give permission for Gundersen Tri-County Hospital and Clinics to communicate with the following person(s) regarding:

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_ Phone: \_\_\_\_\_
This Person May Receive Information Related to: Home Cell Work

- Medical Information, including diagnoses, results, and treatment plans
Appointment Management, including scheduling, cancelling, and rescheduling of appointments
My Billing and Payment Information

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_ Phone: \_\_\_\_\_
This Person May Receive Information Related to: Home Cell Work

- Medical Information, including diagnoses, results, and treatment plans
Appointment Management, including scheduling, cancelling, and rescheduling of appointments
My Billing and Payment Information

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_ Phone: \_\_\_\_\_
This Person May Receive Information Related to: Home Cell Work

- Medical Information, including diagnoses, results, and treatment plans
Appointment Management, including scheduling, cancelling, and rescheduling of appointments
My Billing and Payment Information

**Section C. Billing, Payment and Collection Communications (Telephone Consumer Protection Act (TCPA) Consent)**

- I decline to receive automated telephone and/or text messages from Gundersen Tri-County Hospital and Clinics regarding my billing, payment and collection information.
- I give Gundersen Tri-County Hospital and Clinics permission to leave automated telephone and/or text messages regarding my billing, payment and collection information.

By signing below, I hereby authorize Gundersen Tri-County Hospital and Clinics, its Affiliates, and its Business Associates (including third parties and third-party debt collectors) to contact me for various purposes associated with my account, including but not limited to, collection of payment for services rendered. I further consent to the use of automated dialing equipment, prerecorded voice, or text messages delivered to the current or future numbers and email addresses I provide to Gundersen Tri-County Hospital and Clinics.

I understand that:

- I am not required to grant consent as a condition of purchasing health care goods and services from Gundersen Tri-County Hospital and Clinics
- I may revoke my consent at any time by contacting Gundersen Tri-County Hospital and Clinics at 715-538-4361
- If my contact information changes, I agree to promptly inform Gundersen Tri-County Hospital and Clinics at 715-538-4361
- Standard messaging rates may apply to any such communications from Gundersen Tri-County Hospital and Clinics

Preferred phone number where messages can be left or sent: \_\_\_\_\_ Home Cell Work

This Communication Consent is in effect until changed or revoked by me. Only I can change who is named on this form to communicate with Gundersen Tri-County Hospital and Clinics about my health or billing information. At the time of change or revocation, a new form will be completed by me. Emergency contacts are not included in this consent.

I understand that to release copies of my medical or billing records, this requires a specific authorization form signed by me or my legal representative.

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

If signed by someone other than the patient: Parent/Legal Representative Health Care Agent (Health Care Power of Attorney)