



Terms, Conditions, and Consent for Treatment

Welcome to WellSpace Health. We are committed to providing high-quality, comprehensive care. This document explains the key terms, expectations, rights, and responsibilities that apply to your care and helps you make an informed decision about treatment. These guidelines support a collaborative relationship so we can work together effectively and achieve the best outcomes for your health and well-being.

Please review this document carefully before signing. If you have any questions, our care team is here to help.

Patient/Client Responsibilities and Expectations

Take an Active Role in Your Care

You are responsible for participating in your healthcare by:

- Providing accurate and complete information about your health, history, and medications.
- Updating your contact information, insurance, and other relevant details as they change.
- Asking questions when something is unclear.
- Following the care plan and instructions provided by your care team and understanding that not doing so may affect your health.

Patient/Client Expectations

1. **Treat Everyone with Respect.** Use courteous, appropriate language with staff, other patients/clients, and visitors.
2. **Be Mindful of Others.** Respect the rights, comfort, and privacy of those around you.
3. **Participate in Your Care.** Engage actively with your care team, follow guidance, and communicate openly.
4. **Provide Accurate Information.** Share honest and complete details about your health, symptoms, medications, and safety concerns.
5. **Express Concerns Appropriately.** Voice concerns or discomforts respectfully.
6. **Respect Privacy and Safety.** Do not bring weapons or unnecessary valuables and do not record without staff permission. Additional expectations apply in treatment areas.
7. **Meet Financial Responsibilities.** Payment is due at the time of service unless prior arrangements have been made.
8. **Help Maintain a Clean Environment.** Keep belongings tidy, dispose of trash properly, practice hand hygiene, and contribute to a safe, clean care environment.

Personal Conduct

It is our expectation that all patients/clients and staff at WellSpace Health will be treated with dignity and respect. Examples of behavior that could lead to termination of your care with WellSpace Health include, but are not limited to:



1. Yelling, harassing, or threatening other patients, clients, staff, or visitors
2. Sexual misconduct or advances towards staff or other patients
3. Vulgar or offensive language, including profanity, sexist, racist, or discriminatory remarks
4. Physical assaults or threats of physical assault or harm
5. Displaying hostility or boasting about prior abuse to others to cause intimidation
6. Public Intoxication (including alcohol and/or drugs)
7. Bringing and brandishing weapons
8. Criminal acts (e.g., falsifying documentation, damaging property, theft, stalking)
9. Trespassing into restricted areas
10. Residential Clients: Failure to follow safety regulations and not following program guidelines.

WellSpace Health reserves the right to contact law enforcement when deemed necessary.

Hours of Operation

Regular Hours of Operation

- WellSpace Health Medical, Dental, and Behavioral Health Centers are generally open Monday through Friday, 8:00 AM to 5:00 PM, unless otherwise noted.
- To contact your care team during business hours, call the applicable number below or send a message through MyChart, our secure patient portal.
- In a medical emergency, call 911 immediately.

24-Hour Mental Health Crisis Services

- Behavioral and mental health crisis services are available 24/7.
- For immediate support, call or text the **Suicide & Crisis Lifeline at 988**.

Patient Portal – MyChart

WellSpace Health encourages all patients and clients to sign up for MyChart, our secure online portal.

MyChart allows you to:

- Request or cancel appointments
- Message your care team
- View test results and request prescription refills
- Review visit summaries, care plans, immunization records — anytime, anywhere

Please do not use MyChart for urgent messages or emergencies. If you are not yet enrolled, please ask any team member to help you get started.

Appointments, Cancellations, and 24-Hours Access



You may call the numbers below at any time—day or night—to schedule, cancel, or reach your care team. Calls received after hours will be directed to our on-call service.

You may also request or cancel appointments and message your care team through MyChart, our secure patient portal.

Service Type and Contact Information (Including After-Hours Support)

For TTY access, dial 711 and provide the appropriate number below.

Service Type	Contact Information (including after-hours)
WellSpace Health – Patient Portal (MyChart)	https://mychart.ochin.org/WellSpaceHealthMyChart
Adult Primary Care, Pediatrics, Specialty	916-737-5555 (TTY 711)
Women’s Health	916-392-2290 (TTY 711)
Dental	916-822-8958 (TTY 711)
Integrated Behavioral Health	916-313-8433 (TTY 711)
Specialty Mental Health (THRIVE)	916-313-8420 (TTY 711)
Enhanced Care Management (ECM)	916-550-5480 (TTY 711)
Outpatient Substance Use Disorder (SUD)	916-473-5764 (TTY 711)
Residential SUD Treatment	916-921-6598 (TTY 711)

- For urgent needs outside business hours, your call will be directed to our on-call service.
- Do not use the patient portal (MyChart) for urgent messages.

Appointments and Communication Guidelines

Check-In for Appointments

- Please arrive **15 minutes** before your appointment.
- If you arrive after your scheduled appointment time, you will be provided with these options:
 - Wait for an available appointment with your provider (Open Access)
 - Be seen by a telehealth provider (if appropriate)
 - Reschedule appointment for a time that better fits your schedule
- Appointment details and pre-visit forms are available in MyChart.

Missed Appointments

- Please notify us **at least 24 hours in advance** if you need to cancel or reschedule.
- For appointments within 24 hours, call the appropriate number above.
- For appointments more than 48 hours away, you may cancel via MyChart.
- Appointments not cancelled with 24 hours’ notice will be marked as missed.
- If you miss three (3) scheduled appointments in a row within six months, you may be placed on same-day, walk-in availability only for the next six months.

Children's Appointments and Minor's Rights

- A parent, legal guardian, or authorized adult is generally expected to accompany minors.
- Adults other than the legal guardian may need to complete consent forms in compliance with California law.
- Under California law, minors may independently consent to certain services, including reproductive health care, behavioral health care, and substance use disorder treatment.
- If you are a minor seeking care on your own, or an adult accompanying a minor, please ask staff about documentation requirements.

Telehealth Appointments

- Some visits may be conducted via telehealth, allowing you to connect with your care team by phone or video.
- Telehealth offers the same quality of care as in-person visits, though certain services—like physical exams or procedures—may not be possible, and there may be technology or remote access limitations such as technology issues, or reduced privacy. Your care team will determine if telehealth is appropriate for you.
- You have the right to decline or stop telehealth at any time and request an in-person appointment.

Address/Phone Number Change Notifications

- To help us confirm appointments, share test results, and provide timely follow-up, please update your phone number, address, or email with us at each visit.
- You can also update your contact information through MyChart.
- Keeping your contact information current helps ensure we can reach you when needed.

Treatment and Care Areas Expectations

To ensure a safe and respectful environment in all WellSpace Health settings—including exam rooms, dental rooms, counseling areas, mobile units, and group spaces—please follow these guidelines:

- **No food or drinks** are allowed in exam or treatment rooms.
- **Silence cell phones** at all times. Use only for emergencies.
- **No audio or video recording** without staff approval.
- **Respect others' privacy** in shared spaces.
- **Only service animals** are allowed. No pets permitted.
- **Accommodations are available**—inform staff if you need mobility, language, or disability assistance.
- **Bring only essential belongings.** WellSpace Health is not responsible for lost or stolen items.

Health Records and Privacy

Health Records

- Records, x-rays, photographs, models, and related materials are the property of WellSpace Health.
- You may request copies in writing. Allow up to 10 business days for processing.
- A signed Release of Information is required before records can be released.

Photographs

- Patient/client photographs may be taken at initial and annual visits, and more often for infants, for identification and inclusion in the electronic health record. These photographs are for internal use only and will not be shared without written authorization from the patient/client or parent/guardian, unless otherwise required by law.

Medication Management

To support safe and effective care:

- Bring your current medication list and bottles to every appointment. This includes prescriptions, over-the-counter medications, vitamins, and supplements.
- Keep your list up to date and inform your care team of changes, including prescriptions from outside providers.
- You may review and request updates to your medication list via MyChart.

Controlled Substances

- WellSpace Health follows nationally accepted medication prescribing guidelines. Your current prescriptions will be reviewed by your provider.
- If the provider believes an alternate medication is appropriate, your medications may be changed.
- All patients/clients receiving controlled substances will be asked to sign a Controlled Substance Agreement.
- Our refill policy is explained in the Controlled Substance Agreement.
- Narcotics are not prescribed on the first appointment.

Refill Requests

- Contact your **pharmacy directly** for refill requests.
- Please **allow up to 72 hours** for processing of prescription refill requests from your pharmacy.
- You may also request refills through MyChart, our secure patient portal, if your prescription is eligible.
- If you need an appointment before receiving refills, please call at least two weeks before you run out of medication.

Important Notices

Medical Providers

- All or part of your medical care may be provided either by a Nurse Practitioner (NP) or Physician Assistant (PA) or Physician (MD/DO). Each professional is committed to delivering compassionate, high-quality, evidence-based comprehensive care.
- If you do not feel that this is so, and/or you are dissatisfied with the care you received, you may complete a comment form or ask to speak with the Center Manager.
- You have the right to refuse treatment by an NP or PA and can request to be seen by a physician. Understand that you may not be able to have an appointment with a physician that same day, but you are not being refused treatment today by the NP or PA.
- WellSpace Health provides clinical training opportunities to students, including physicians, physician assistants, nurse practitioners, behavioral health providers, and allied health staff who may be involved in your care.

Behavioral Health Providers and Therapists

- The Board of Behavioral Sciences receives and responds to complaints regarding services provided by individuals licensed and registered by the board. If you have a complaint and are unsure if your practitioner is licensed or registered, please contact the Board of Behavioral Sciences at 916-574-7830 or visit www.bbs.ca.gov.
- WellSpace Health receives and responds to complaints regarding the practice of psychotherapy by any unlicensed or unregistered practitioner providing services at WellSpace Health. To file a complaint, contact the Compliance Office at 916-469-4690 x 9039 or at compliance@wellspacehealth.org.

Physician Open Payment Notice to Patients and Clients

- California law requires WellSpace Health to provide written or electronic notice to patients and clients of the existence of the Open Payments database. The Open Payments database is a federal tool used to search payments by drug and device companies to physicians and teaching hospitals. This database can be found at: <https://openpaymentsdata.cms.gov>.

Payment and Collection

You Are Responsible for:

- Understanding that you are financially and legally responsible for paying for services you or the minor in your care receive at WellSpace Health.
- Recognizing that financial counseling is available to help you qualify for government-sponsored programs, establish payment plans, and explore charity care options.
- Acknowledging that you are responsible for any balance due for treatments not covered or paid for by your insurance or any other program.



- Understanding that payment is due on the day of service unless prior financial arrangements have been made.
 - Authorizing the release of any necessary medical or other information to process claims and assigning payments from all sources directly to WellSpace Health for your treatment.
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Sliding Fee Discount Program

WellSpace Health offers a **Sliding Fee Discount Program** to help keep care accessible to our patients. Eligibility is based on household size and income, using federal poverty guidelines updated each year.

- **Open to all patients**, with or without insurance.
- Applies to most services (some limits may apply).
- Discount is valid for one year and **must be renewed every year**.
- Patients must provide proof of income and household size when applying or reapplying.

No one will be denied care due to inability to pay. Please speak with a staff member to learn more or to apply.

Good Faith Estimate Notice

If you don't have insurance or choose not to use insurance, you may request a Good Faith Estimate of the expected cost of your care. This is a written estimate of what your visit or service may cost before you receive care.

WellSpace Health provides Good Faith Estimates upon request. You may ask for one at any time before your appointment.

Use of Artificial Intelligence (AI)

- As part of our commitment to innovation and efficiency, WellSpace Health uses secure technology tools, including artificial intelligence (AI), to support functions such as visit documentation (scribing), scheduling, reminders, and patient communication. These tools help improve efficiency and accuracy in both clinical and administrative workflows, but they do not make clinical decisions. All diagnoses, treatment plans, and care recommendations are made solely by licensed healthcare professionals.
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Use of the WellSpace Health Website

By accessing or using the WellSpace Health (WSH) website, you confirm that you have read, understood, and agree to the following:

- The website is for general informational purposes and does not provide medical advice or establish a provider–patient relationship.
- Do not send confidential or medical information through the website. For all personal health matters, use our secure HIPAA-compliant patient portal.



- Your use is voluntary and at your own risk. The site is provided “as is” without warranties of any kind, and WSH is not liable for errors, interruptions, or damages.
- Cookies and tracking technologies are used to improve user experience and performance. Continued use signifies consent.
- WSH is not responsible for third-party websites, even if linked or co-branded.
- All website content is the property of WellSpace Health and may not be reused without permission.
- Any disputes are subject to binding arbitration in Sacramento County, California, and users waive the right to participate in any class action.
- Users agree to indemnify and hold harmless WellSpace Health for any claims related to website use.

If you do not agree to these website terms, please do not use the WSH website. Continued use constitutes binding acceptance.

The full Website Terms of Use and Privacy Policy are available at www.wellspacehealth.org and may be updated at any time. You may also request a copy by contacting the WSH Privacy and Compliance Office at compliance@wellspacehealth.org or (916) 469-4690 x9039.

Complaints, Grievances, and Feedback

You have the right to **voice complaints or concerns** without fear of retaliation or impact to your care.

To report a concern, file a grievance, or share feedback, contact:

Contact Option	Details
We Listen – Patient Experience Dept.	Email: welisten@wellspacehealth.org Phone: 916-983-3658
Compliance Department	Email: compliance@wellspacehealth.org Phone: 916-469-4690 x9039
California Dept. of Managed Health Care (HMO Help Center)	Phone: 1-888-466-2219 / TTY: 1-800-430-7077
State Fair Hearing	Phone: 1-800-952-5253 / TTY: 1-800-952-8349
Sacramento County Mental Health Plan Grievance	Member Services: 916-875-6069 / TTY: 1-888-881-4881 Patient Rights Advocate: 916-333-3800
Placer County Mental Health Plan Grievance	Member Services: 1-888-886-5401 TTY: 711 Patient Rights Advocate: 916-787-8979
California Department of Health Care Services (DHCS) – Substance Use Disorder (SUD) Division	Email: SUDComplaints@dhcs.ca.gov Phone: 916-322-2911 TTY: 711
The Joint Commission	Website: www.jointcommission.org Phone: 1-630-792-5800

Managed care members: front desk staff can provide forms for submitting grievances directly to your plan.

Patient/Client Agreement and Consent for Treatment

I acknowledge that I have read and fully understand the information provided in this document. Any questions I had were answered to my satisfaction. I acknowledge, agree and accept by signing below. I understand that I will be provided with a copy of this document for my reference.

By signing below:

- I am consenting to receive medical, dental, and/or behavioral health services from WellSpace Health, either in person or via telehealth, including immunizations (or I am consenting for the minor in my care).
- I understand that medical, dental, and/or behavioral health services may have risks and benefits, and I have the right to request further information about services from my provider.
- I understand that participation in services is voluntary.
- I understand that WellSpace Health provides clinical training opportunities for students or residents who may be involved in my care.
- I understand a photo may be taken for identification and care purposes only and will not be shared without my written consent.
- I am consenting to be contacted for outreach and follow-up services as appropriate.
- I consent to receive appointment reminders and other non-urgent communications by phone, voicemail, email, or text, understanding I may opt out at any time.
- I understand and acknowledge that I am responsible for payment of services in accordance with WellSpace Health's established policies.
- I understand that I have the right to opt out of using my health insurance for medical, dental and some behavioral health services provided. If I choose to opt out, I acknowledge that I am responsible for paying the full amount for services rendered. If I am receiving Drug Medi-Cal Services, that is considered payment in full.
- I understand I can receive services regardless of ability to pay and that financial help is available.
- I may request a Good Faith Estimate of expected costs if uninsured or not using insurance.
- I understand that by accessing and using the WellSpace Health website, I am consenting to the Website Privacy Policy and Terms and Conditions of Use.
- I understand I can voice concerns or complaints without fear of retaliation.
- I authorize the assignment of benefits for services to be paid directly to WellSpace Health.
- I agree to follow the personal conduct standards and all terms in this document.
- I understand that any disputes regarding services received will be governed by California law.

Patient/Client Signature (or Parent/Guardian Signature)

Date