

#### PLEASE FILL OUT EACH SECTION COMPLETELY-THANK YOU

| PATIENT'S LEGAL NAM   | ME  |   | DATE OF BIRTH  |                | SEX<br>M F  | AGE   | MARITAL STATUS |
|---|---|---|--|----------------|---|---|----------------|
| MAILING ADDRESS   |   | CITY  |  | STATE/ZIP CODE | =   |   |                |
| PRIMARY PHONE#  |   | CELL PHONE#   |  | WORK PHONE     | #   | PREFERRED   | CONTACT METHOD |
| PATIENT'S EMPLOYER  |   | EMPLOYER ADDRESS  | ·  |                | SOCIAL SECURI   | ΓΥ #  |                |
| RACE  |   | ETHNICITY<br>HISPANIC   | NON HIS  | PANIC          | LANGUAGE  |   |                |
| WHO IS YOUR REFERRIN  | IG PHYSICIAN?   | WHO IS YOUR PRIMARY C   | ARE PROVID   | ER?            | EMAIL   |   |                |
| SPOUSE'S NAME (if m   | arried)   |   | SPOUSE'S S   | SN #           |   | DATE OF BIRTH   | 1              |
| SPOUSE'S EMPLOYER   |   |   | SPOUSE'S P   | HONE#          |   |   |                |
| FATHER'S NAME (if m   | inor)   |   | FATHER'S S   | SN #           |   | DATE OF BIRTH   | 1              |
| FATHER'S EMPLOYER   |   |   | FATHER'S C   | ONTACT PHONE   | #   |   |                |
| MOTHER'S NAME (if   | minor)  |   | MOTHER'S   | SSN#           |   | DATE OF BIRTH   | 1              |
| MOTHER'S EMPLOYER   |   | MOTHER'S CONTACT PHONE#   |  |                |   |   |                |
|   |   |   |  |                |   |   |                |
| PLEASE CIRCLE ONE:  | INSURANCE   | WORKER'S COMP   | AUTO   | OTHER          | SELF-PAY  | MEDICARE  | MEDICAID       |
| PLEASE CIRCLE ONE:<br>WERE YOU INJURED AT   |   | WORKER'S COMP<br>YES NO   |  | -              | SELF-PAY  |   | MEDICAID<br>NO |
|   | WORK?   |   |  | -              | AUTO ACCIDENT?  |   |                |
| WERE YOU INJURED AT   | WORK?<br>SET SYMPTOMS   | YES NO  | WERE YOU   | NJURED IN AN   | AUTO ACCIDENT?  | ? YES   |                |
| WERE YOU INJURED AT<br>DATE OF INJURY OR ONS  | WORK?<br>SET SYMPTOMS   | YES NO  | WERE YOU   | NJURED IN AN   | AUTO ACCIDENT   | ? YES   |                |
| WERE YOU INJURED AT<br>DATE OF INJURY OR ONS<br>INSURANCE COMPA   | WORK?<br>SET SYMPTOMS   | YES NO<br>RIMARY)   | WERE YOU   | NJURED IN AN   | AUTO ACCIDENT   | YES   |                |
| WERE YOU INJURED AT<br>DATE OF INJURY OR ONS<br>INSURANCE COMP<br>ADDRESS<br>ID#  | WORK?<br>SET SYMPTOMS   | YES NO<br>RIMARY)<br>PHONE#   | WERE YOU   | BODY PART I    | AUTO ACCIDENT   | ? YES<br>NDARY)<br>PHONE#   | NO             |
| WERE YOU INJURED AT<br>DATE OF INJURY OR ONS<br>INSURANCE COMPA<br>ADDRESS  | WORK?<br>SET SYMPTOMS<br>ANY NAME (PP<br>BIRTH DATE   | YES NO<br>RIMARY)<br>PHONE#<br>GROUP#<br>RELATIONSHIP                   | WERE YOU<br>INSURAN<br>ADDRESS<br>ID#  | BODY PART I    | AUTO ACCIDENT?  | PHONE#  | NO             |
| WERE YOU INJURED AT<br>DATE OF INJURY OR ONS<br>INSURANCE COMPA<br>ADDRESS<br>ID#<br>POLICYHOLDER   | WORK?<br>SET SYMPTOMS<br>ANY NAME (PR<br>BIRTH DATE   | YES NO<br>RIMARY)<br>PHONE#<br>GROUP#<br>RELATIONSHIP<br>ON             | WERE YOU<br>INSURAN<br>ADDRESS<br>ID#  | BODY PART I    | AUTO ACCIDENT?  | PHONE#  | NO             |
| WERE YOU INJURED AT<br>DATE OF INJURY OR ONS<br>INSURANCE COMPA<br>ADDRESS<br>ID#<br>POLICYHOLDER<br>EMERGENCY CONTAC<br>NEAREST FRIEND/RELAT<br>RELATIONSHIP   | WORK?<br>SET SYMPTOMS<br>ANY NAME (PR<br>BIRTH DATE<br>T INFORMATION<br>IVE NOT LIVING V  | YES NO<br>RIMARY)<br>PHONE#<br>GROUP#<br>RELATIONSHIP<br>ON<br>WITH YOU | WERE YOU<br>INSURAN<br>ADDRESS<br>ID#<br>POLICYHO  | DEPHONE#       | AUTO ACCIDENT<br>NVLOVED<br>V NAME (SECON<br>BIRTH DATE | PHONE#<br>GROUP#<br>RELATIONSHII                                  | NO<br>P        |
| WERE YOU INJURED AT<br>DATE OF INJURY OR ONS<br>INSURANCE COMPA<br>ADDRESS<br>ID#<br>POLICYHOLDER<br>EMERGENCY CONTAC<br>NEAREST FRIEND/RELAT<br>RELATIONSHIP<br>I authorize C a p it a I S of<br>from any medical care p<br>to Capital Surgical As | WORK?<br>SET SYMPTOMS<br>ANY NAME (PR<br>BIRTH DATE<br>T INFORMATION<br>WE NOT LIVING V<br>urgical Associates and my<br>sociates. This au | YES NO<br>RIMARY)<br>PHONE#<br>GROUP#<br>RELATIONSHIP<br>ON             | WERE YOU<br>INSURANO<br>ADDRESS<br>ID#<br>POLICYHO<br>ent. I authoriz<br>ate processin<br>to be in force | DEPENDENCE     | AUTO ACCIDENT<br>NVLOVED<br>V NAME (SECON<br>BIRTH DATE | PHONE#  GROUP#  RELATIONSHII  elease/obtain any urance carrier to | NO             |





## FINANCIAL POLICY

Thank you for choosing us for your healthcare needs. We are committed to providing the best possible care and believe your understanding of your financial responsibilities is an important element of the treatment process.

Your health insurance policy is a contract between you and your insurance company. It is your responsibility to know the specifics of your insurance coverage and benefits, and if you have any questions to inquire before services are rendered.

**NEW PATIENTS**: You have been asked to fill out our patient information sheet. The accuracy of the information is very important. Please print clearly. Please give us your given name and initial as they appear on your insurance card. If you go by a different name, put it in () by your name. Please bring a current copy of your personal identification and insurance card with you to your appointment. Please bring your referral information.

**PAYMENT OF SERVICES**: You and your insurance company should settle your bill in full within 60 days from the date of service. We require that co-payment, deductible, and non-covered services be paid at the time of service. If you are not able to make your co-payment, you may be asked to reschedule your appointment. Accounts not paid in full within 120 days are subject to a 1% monthly finance charge.

**INSURANCE**: The insurance claim will be filed for you based on the information you provide. Please keep the billing office informed of any changes. You are responsible for payment regardless of insurance coverage.

**MEDICARE**: We are participating providers with Medicare. Please provide us with your secondary insurance information so that we may bill it for you. You will be responsible for any balance up to the Medicare allowable that is not paid by Medicare or the secondary insurance.

**PATIENTS WITHOUT INSURANCE**: For our patients without health insurance coverage, we require a payment in full for the initial consultation. Patient can be billed 20% of each visit thereafter with payment arrangements set up on the balance. Unpaid balances require payment arrangements through the billing office. Surgical care will require a deposit of no less than 50% of the estimated surgical fee, before the surgery is scheduled. Payment is required at least 72 hours prior to the scheduled procedure. A payment contract stipulating monthly payments is required.

**STATEMENTS**: You will receive an itemized bill. The statement will indicate if your insurance has been billed. Please do not ignore the bill. We are willing to allow you to make monthly payments.

All payment plans need to be arranged through the billing office. The billing staff is available from 8:30 am to 4:30 pm Monday through Friday. Billing staff can be reached at (208) 375-2782.

We accept cash, debit cards, checks, money orders, VISA, MasterCard, and American Express. There will be a \$30 returned check fee assessed to your account on all returned checks.

I acknowledge that I have read, understand, and will comply with this financial policy.

Signature



CAPITAL SURGICAL A S S O C I A T E S

## PATIENT ACT

Should you choose to have surgery with Capital Surgical Associates, you will receive a separate bill from one of the agreed upon facilities based on your needs;

St Lukes, St Alphonsus, Treasure Valley Hospital, Millenium surgery center,

You will also receive a separate bill from one of the following anesthesia groups;

Anesthesia Consultants of TreasureValley, Boise Anesthesia, Anesthesia Consultants of Idaho, Anesthesia Associates of Boise, Treasure Valley Anesthesia, Independent Anesthesia.

I understand that there will be a billing from 3 separate facilities for any surgery being done.

| Patient signature: | <br>Date: |  |
|--------------------|-----------|--|
|                    |           |  |



## DESIGNATION FOR RELEASE OF MEDICAL INFORMATION TO A FAMILY MEMBER, FRIEND OR LEGAL REPRESENTATIVE

#### **Introduction**

It is the physician's responsibility to ensure that the physician-patient relationship is confidential. The Health Portability and Accountability Act (HIPAA) will allow physicians to use their professional judgment on disclosing certain personal health information to family, friends, etc. without an authorization. This form is an aid to the physicians in making a determination on disclosing such information. Capital Surgical Associates realizes that there are times when you, the patient, may want another person to be knowledgeable about your medical condition or medical needs. Your doctor wants you to be able, if you so desire, to name a person to whom you want the office staff to speak with about your medical condition. To enable that, we would ask that you complete the form listed below. Please note the following points:

- If you designate no one, Capital Surgical Associates will not release information to any family member, friend or legal representative.
- This Release of Information expires 1 year from the date it is signed.
- This designation is valid until you cancel it in writing.

#### **Designation Statement**

I, \_\_\_\_\_\_, designate the following person(s) to be able to speak to a physician at Capital Surgical Associates, or other staff member, should it be necessary, on my behalf. I hereby give permission to Capital Surgical Associates through its physicians and staff to release to my designee(s) any information about my medical condition or medical needs or the status of my account and I release Capital Surgical Associates its physicians, and staff, from any claim of confidentiality in connections with the release of this information.

| Name   | Relationship                         |
|--|--------------------------------------|
| Name   | Relationship                         |
| Name   |                                      |
| Name   | Relationship                         |
| Patient's Name:                                  | Patient's Signature                  |
| Date:  |                                      |
| I decline to designate another person to speak v | with my physician or clinical staff. |

Patient's signature:\_\_\_\_\_



# CAPITAL SURGICAL A S S O C I A T E S

Jeffrey G. Hessing, M.D. Timothy E. Doerr, M.D. Steven W. Williams, M.D.

Lisa Jack Practice Administrator

West Boise Professional Center 8854 W. Emerald, Ste. 140 Boise, Idaho 83704 (208) 378-2868 (208) 321-4790 Fax (208) 321-4836 Toll Free Numbers 1-888-321-4741 1-877-378-2868

# **HOSPITAL OWNERSHIP DISCLOSURE**

As a patient of ours, your physician may order tests or schedule procedures that are performed at local hospitals. These include (but are not limited to) laboratory tests, X-rays, CAT scans, MRI's, injections and surgical procedures. The physicians in Capital Surgical Associates are investors at Treasure Valley Hospital, which is one of the local hospitals, that provides these services. Our physicians also practice at St. Alphonsus and St Luke's where they do not have an ownership interest. This form is to confirm that you understand, as a patient of ours, you have the right to choose the hospital where you would like to receive your services.

Patient Signature

Date\_



# CAPITAL SURGICAL A S S O C I A T E S

#### HIPAA ACKNOWLEDGEMENT OF RECEIPT OF NOTICE

## **CAPITAL SURGICAL ASSOCIATES**

### LISA JACK, PRIVACY OFFICER, 208-321-4790

I hereby acknowledge that I received a copy of this medical practice's Notice of Privacy Practices.

| Would you like to receive a copy of any amended Notice of Privacy Practices: | YES | NO | (mark one) |
|--|-----|----|------------|
|  |     |    | (          |

If yes, write your email or mailing address to send the amended notice to:\_\_\_\_\_\_

| Signed:     | _Date:       | Birthdate: |
|-------------|--------------|------------|
|             |              |            |
| Print Name: | _ Telephone: |            |

If not signed by patient, please indicate relationship:

- Parent or Guardian of minor patient.
- Guardian or Conservator of an incompetent patient
- Beneficiary or Person representative of deceased patient.

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

FOR OFFICE USE ONLY

Signed form received by:\_\_\_\_\_

Acknowledgement refused:

Efforts to obtain:\_\_\_\_\_

Reasons for refusal:\_\_\_\_\_



## HIPAA EMAIL CONSENT

#### **VERY IMPORTANT! PLEASE READ!**

HIPAA stands for the Health Insurance Portability and Accountability Act

HIPAA was passed by the U.S. Government in 1996 in order to establish privacy and security protections for health information.

Information stored on our computers is encrypted

Most popular email services (ex. Hotmail, Gmail, Yahoo) do not utilize encrypted email.

When we send you an email, our systems are secured but not encrypted. When you send us an email, the information that is sent may or may not be secured or encrypted. This means a third party may be able to access the information and read it since it is transmitted over the Internet. In addition, once the email is received by you, someone may be able to access your email account and read it.

Email is a very popular and convenient way to communicate for a lot of people, so in their latest modification to the HIPAA act, the federal government provided guidance on email and HIPAA

The information is available in a pdf (page 5634) on the U.S. Department of Health and Human Services website.

http://www.gpo.gov/fdsys/pkg/FR-2013-01-25/pdf/2013-01073.pdf

The guidelines state that if a patient has been made aware of the risks of unencrypted email, and that same patient provides consent to receive health information via email, then a health entity may send that patient personal medical information via encrypted email.

#### OPTION 1 - ALLOW ENCRYPTED EMAIL

I understand the risks on unencrypted email and do hereby give permission to the Capital Surgical Associates to send me personal health information via unencrypted email.

Signature

Print email address

(parent or guardian if patient is a minor)

#### OPTION 2 - DO NOT ALLOW UNENCRYPTED EMAIL

I do not wish to receive personal health information via email.

Date

Signature

Date

Printed Name

Printed name

(parent or guardian if patient is a minor)

Please bring completed form to your visit



| Name:                                      |                        |         |                | DOB: _      |             | Date:           |  |
|--|------------------------|---------|----------------|-------------|-------------|-----------------|--|
| PATIENT PROFII                             | LE:                    |         |                |             |             |                 |  |
| Age: M                                     | arital St              | atus:   |                | Occuj       | pation:     |                 |  |
| Height:                                    |                        |         | Weight         | t:          |             | BMI:            |  |
| Do you drink alcohol:                      | Yes                    | No      |                | If so h     | ow much?    |                 |  |
| Do you use tobacco?                        | Yes                    | No      | Never          | If so he    | ow much?    |                 |  |
| Have you ever used tol                     | bacco?                 |         |                |             |             |                 |  |
| Have you ever used rec                     | creation               | al drug | s? Please      | Specify.    |             |                 |  |
| What other physicia                        | ns do y                | ou see  | e? (Full n     | ames, pl    | ease)       |                 |  |
| Date of last exam: _                       |                        | Da      | ate of EK      | G:          | Date        | of blood tests: |  |
| Do you have a livin<br>Who is your surroga | ate deci               | sion n  | naker?         | -           |             | No              |  |
| Have you had an inf                        |                        | ` '     |                | es l        | No          |                 |  |
| If yes, when?                              |                        |         |                |             | Not Areila  | <b>b</b> 1a     |  |
| If no, why?                                | De                     | echned  | 1 All          | ergic       | Not Availa  | lole            |  |
| PAST MEDICAL                               | HISTO                  | RY: (   | Check al       | l that an   | ply and exp | lain)           |  |
| High Blood Press                           |                        |         | (              |             | Reflux      | )               |  |
| Heart Attack                               |                        |         |                |             | Strokes     |                 |  |
| Congestive Heart                           | Failure                |         |                |             | Seizures    |                 |  |
| Blood Transfusio                           |                        |         |                |             | Glaucoma    |                 |  |
| Angina                                     |                        |         |                |             | Psychiatric | problems        |  |
| Heart murmur                               |                        |         |                |             | Depression  |                 |  |
| Irregular heartbea                         | Irregular heartbeat    |         |                |             | Anxiety Rea | actions         |  |
| Lung disease (spe                          | Lung disease (specify) |         |                |             | Anemia      |                 |  |
| Shortness of breath                        |                        |         |                | Blood Clots |             |                 |  |
| Asthma                                     |                        |         | Muscle Disease |             |             |                 |  |
| Sleep Apnea                                |                        |         |                |             | Arthritis   |                 |  |
| Diabetes                                   |                        |         |                |             | Urinary Inc | ontinence       |  |
| Liver Disease (sp                          | ecify)                 |         |                |             | HIV/ AIDS   |                 |  |
| Kidney Disease (                           | specify)               |         |                |             | Ulcers      |                 |  |
| Thyroid Disease                            |                        |         |                |             | Hepatitis   |                 |  |
| Cancer (specify)                           |                        |         |                |             | Other       |                 |  |

## **PAST SURGICAL HISTORY:**

| Surgery | Year | Surgery | Year |
|---------|------|---------|------|
|         |      |         |      |
|         |      |         |      |
|         |      |         |      |
|         |      |         |      |

| N   | ame:  |
|-----|-------|
| T 1 | unit. |

| The second secon |          |  |  |
|--|----------|--|--|
| Allergy  | Reaction |  |  |
|  |          |  |  |
|  |          |  |  |
|  |          |  |  |
|  |          |  |  |
|  |          |  |  |

## ALLERGIES: List allergies and the reaction you have. If no allergies, write NONE.

## Which pharmacy do you use? Name: \_\_\_\_\_ Location: \_\_\_\_\_

MEDICATIONS: List ALL prescriptions, over the counter medications, and herbal supplements you are currently taking.

| Medication | Dosage | Times per day | Reason for use |
|------------|--------|---------------|----------------|
|            |        |               |                |
|            |        |               |                |
|            |        |               |                |
|            |        |               |                |
|            |        |               |                |
|            |        |               |                |
|            |        |               |                |
|            |        |               |                |
|            |        |               |                |

### **OFFICE USE:**

| History updated: |  |
|------------------|--|
| History updated: |  |

## Vital Signs:

| Date: | BP: | Pulse: |
|-------|-----|--------|
| Date: | BP: | Pulse: |
| Date: | BP: | Pulse: |

## **Reviewed by:**

| Date: C  | linical Staff: | _ MD: |
|----------|----------------|-------|
| Date: Cl | linical Staff: | _ MD: |
| Date: Cl | linical Staff: | MD:   |

# CAPITAL SURGICAL ASSOCIATES NOTICE OF PRIVACY PRACTICE (SHORT VERSION)

#### **EFFECTIVE DATE: APRIL 14, 2003**

# THIS NOTICE DECRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY:

We understand that medical information about you and your health is personal. Capital Surgical Associates is required by law to maintain the privacy of your health information, to follow the terms of this Notice, and to provide you with this notice of our legal duties and privacy practices with respect to your health information. We are required to follow the terms of the Notice that is currently in effect. A paper copy of this notice may be obtained upon request.

#### How Capital Surgical Associates May Use or Disclose Your Health Information:

Capital Surgical Associates protects the privacy of your health information. We must have your written authorization to use or disclose your health information. However, the law permits Capital Surgical Associates to use or disclose your health information for the following purposes without your authorization:

- For Treatment- Information obtained by Capital Surgical Associates will be used for medical treatment or services. We may disclose health information about you to doctors, nurses, technicians, office staff or other personnel who are involved in taking care of you and your health.
- For Payment- We may use and disclose your health information about you so that treatment and services you receive at this office may be billed to and payment may be collected from you, an insurance company or third party.
- 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 received quality care.
- As Required by Law- We will disclose health information about you when required to do so by federal, state or local law.
- <u>To avert a Serious Threat to Health or Safety</u>. 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. Any disclosure, however, would only be to someone able to help prevent the threat.
- <u>Public Health Risks</u>- We may disclose health information about you for public health reasons in order to prevent or control disease, injury or disability; suspected abuse or neglect, non-accidental physical injuries, reactions to medications or problems with products.
- For Health Oversight Activities- We may disclose health information to a health oversight agency for activities authorized by law. These oversight activities, which are necessary for the government to monitor the health care system, include audits, investigations, inspections and licensure.
- <u>Lawsuits and Disputes</u>- If you are involved in a lawsuit or dispute, we may disclose health information about you in response to a court order or administrative order. We may also disclose health information about you in response to a subpoena, discovery request or other lawful process by someone else involved in the dispute, but only if efforts have been made to tell you about the request (which may include written notice to you) or to obtain an order protecting the information requested.
- For specific Government Functions- Capital Surgical Associates may disclose health information for the following specific government functions (1) health information of military personnel, as required by military command authorities; (2) health information of inmates, to a correctional institution of law enforcement official; (3) in response to a request from law enforcement, if certain conditions are satisfied; and (4) for national security reasons.

#### When Capital Surgical Associates May Not Use or Disclose Your Health Information:

Except as described in this Notice, Capital Surgical Associates will not use or disclose your health information without your written authorization. If you do authorize Capital Surgical Associates to use or disclose your health information for another purpose, you may revoke your authorization in writing at any time.

#### You Have the Following Rights with Respect to Your Health Information:

- You have the right to request restrictions on certain uses and disclosures of your health information. Capital Surgical Associates is not required to agree to a restriction that you request. If we do agree to any restriction, we will put the agreement in writing and follow it, except in emergency situations. We cannot agree to limit the uses or disclosures of information that are required by law.
- You have the right to inspect and copy your health information as long as Capital Surgical Associates maintains the health information. Your health information usually will include your medical records and billing records. To inspect or to receive a copy of your health information, you must submit a written request to 8854 W Emerald, Ste 140, Boise, Idaho 83704. We may charge a fee for the costs of copying, and mailing, that are necessary to grant your request. We may deny your request to inspect and copy in certain limited circumstances. If you are denied access to your health information, you may request that the denial be reviewed. You have a right to choose to obtain a summary instead of a copy of your health information.
- You have the right to request that Capital Surgical Associates amend your health information that is incorrect or incomplete. To request an amendment, you must submit a written request to the privacy officer, Lisa Jack, 8854 W Emerald Ste 140, Boise, Idaho 83704, along with the reason for the request. Capital Surgical Associates is not required to amend health information that is accurate and complete.
- You have the right to receive an accounting of disclosures of your health information we have made April 14, 2003 for purposes other than disclosures.
- (1) for Capital Surgical Associates treatment, payment or health care operations, (2) to you or based upon your authorization and (3) for certain government functions. To request an accounting, you must submit a written request to 8854 W Emerald, Ste 140, Boise, Idaho 83704. You must specify the time period, which may not be longer than six years.
- You may request communications of your health information by alternative means or at alternative locations. For example, you may request that we contact you about your health matters only in writing or at different residence or post office box. To request confidential communication of your health information, you must submit a written request to Orthopaedic Associates. Your request must state how or when you would like to be contacted. We will accommodate all reasonable requests.

#### **Changes to this Notice of Privacy Practices:**

Capital Surgical Associates reserves the right to change this Notice. We reserve the right to make the revised or changed Notice effective for health information we have about you as well as any information we receive in the future. Any revised Notice will be posted in the front office of Orthopaedic Associates. Upon request, we will provide a revised Notice to you.

#### For More Information or to Report a Problem:

If you have questions or would like additional information about Capital Surgical Associates privacy practices, you may contact the Privacy Officer, Lisa Jack, 8854 W Emerald, Ste 140, Boise, Idaho 83704 or phone 208-321-4790 or FAX 208-321-4836. If you believe your privacy rights have been violated, you can file a complaint with the Privacy Officer above or with the Secretary of Health and Human Services. There will be no retaliation for filing a complaint.