

As a client of Central District Health (CDH), you have rights regarding the confidentiality of your personal information and communications with your CDH provider. CDH realizes certain circumstances may require an extra layer of protection for you to ensure confidentiality. When a client has certain circumstances (see examples below), CDH calls them a **Careful Contact**. Below are two examples of a Careful Contact:

- Client who is a less than 18 years of age who shares their desire not to inform parent or legal guardian about details of their medical visit (i.e. appointments for contraception or STI testing).
- Client who may be in an unhealthy relationship where client safety could be in jeopardy if partner were to gain knowledge of reason(s) for medical visits (i.e. appointments for contraception or STI testing).

In these cases, the extra layer of protection would include that applicable health insurance is not billed, and billing statements are not mailed. **To be eligible as a Careful Contact, it is mandatory to provide the following information:**

- Current physical address
- Email address
- Register in the CDH Patient Portal. The patient portal allows you to:
  - ✓ receive labs
  - ✓ make payments
  - ✓ message your provider

It is your responsibility to update CDH of any changes to 1) current address or 2) email address. If, for any reason, CDH is not notified, and CDH is not able to contact you for greater than, or equal to, 60 days, you will be removed from Careful Contact status.

**NOTE:** Careful Contacts are expected to pay for services provided. If necessary, payment arrangements can be made. If, for any reason, payments and/or payment arrangements are not made within ninety (90) days, the account will be turned over to a collection agency.

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Client Signature

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Date