



**Gregg T. Kokame, MD · James C. Lai, MD · Sarah P. Read, MD, PhD · Elysse S. Tom, MD · Raymond Wee, MD**  
*Eye Physicians and Surgeons - Diseases and Surgery of the Retina, Macula and Vitreous*

Welcome to the Retina Consultants of Hawaii. As a valued patient, we would like to remind you of a few of our office procedures:

1. We recommend that you bring one person to stay with you during your visit at our office. Your companion will be a valuable participant in our discussion of the health of your eyes. Also, because your eyes will be dilated, your ability to see clearly, read, drive, or work may be impaired. Dilation usually lasts around 4-6 hours.
2. Please be prepared to spend up to three hours with us. Time is required to not only do a full medical history and eye examination but also to dilate the pupils and do any special diagnostic testing required. We will also discuss your condition and our findings with you and want to ensure that we answer all of your questions.

Due to the nature of retinal diseases and the fact that these conditions sometimes require urgent treatment, on any given day, there may be a number of patients who did not have appointments but need to be seen on an emergent basis. Because we always want to be available to patients with such problems, we kindly ask for your understanding and patience. You may wish to call our office ahead of time to confirm that we are on schedule. We always do our very best to see you in a timely matter.

3. Please bring with you any prescription glasses you wear as well as any eye drops that you are currently using. You may also want to bring a pair of sunglasses, as your pupil(s) will be dilated and your eyes will be sensitive to light. If you did not bring any sunglasses, be sure to ask our front desk for a pair of temporary dark glasses before you leave.
4. If you have diabetes, you may want to bring along something to eat.
5. Our office is air-conditioned and we do not have control over the temperature so you may want to bring along a light sweater or jacket.
6. Please bring your picture ID and insurance card(s) with you to every visit, as well as a list of your medications.
7. A letter concerning your visit with us, our diagnosis, and suggested treatment will be sent to your referring doctor as well as your internist and any other relevant doctors (i.e. endocrinologist, rheumatologist, cardiologist, etc.). Please bring your doctor(s) name(s), phone number(s), and address(es) if possible.

We look forward to seeing you and appreciate the confidence and trust you have placed in us.

Retina Consultants of Hawaii, Inc.

Dr. Gregg T. Kokame, Dr. James C. Lai, Dr. Sarah P. Read, Dr. Elysse S. Tom, Dr. Raymond Wee, and Staff



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*Pali Momi Physicians Building*  
98-1079 Moanalua Rd.  
Suite 470  
Aiea, HI 96701

*Kuakini Medical Plaza*  
321 N. Kuakini St.  
Suite 307  
Honolulu, HI 96817

*Hale Pawa'a*  
1401 S. Beretania St.  
Suite 340  
Honolulu, HI 96814

*Kauai Offices*  
4439 Pahe'e St. /  
4368 Kukui Grove St., Ste. 102  
Lihue, HI 96766

*Maui Office*  
33 Lono Ave  
Suite 260  
Kahului, HI 96766

Dear Patient:

Physicians have always protected the confidentiality of health information by sealing medical records away in file cabinets and refusing to reveal your information. Today, state and federal laws also attempt to ensure the confidentiality of this sensitive information.

The federal government recently issued regulations designed to protect the privacy of your health information. This “privacy rule” protects health information that is maintained by physicians, hospitals, other health care providers, and health plans.

This new regulation protects virtually all patients regardless of where they live or where they receive their health care. Every time you see a physician, are admitted to the hospital, fill a prescription, or send a claim to your health plan, your physician, the hospital, other health care provider or health plan will need to consider the privacy rule. All health information including paper records, oral communications, and electronic formats (such as email) are protected by the privacy rule.

The privacy rule also provides you with certain rights, such as the right to have access to your medical records. However, there are exceptions; these rights are not absolute. We also take precautions in our office to safeguard your health information such as training our employees and employing computer security measures. Please feel free to ask your physician or our privacy officer about exercising your rights with regard to your confidential health information.

Please let us know if you have any questions about our Notice of Uses and Disclosures of Protected Health Information. You may contact our privacy officer Kelli-Ann Lum, or discuss any questions you may have with your physician.

## **NOTICE OF THE USES AND DISCLOSURES OF PROTECTED HEALTH INFORMATION**

**THIS NOTICE DESCRIBES HOW MEDICAL 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 federal law to maintain the privacy of your Protected Health Information, and to provide you with notice of our legal duties and privacy practices regarding Protected Health Information. “Protected Health Information” is information that we keep in electronic, paper or other form, including demographic information collected from you and is created or received by us and related to your past, present, or future physical or mental health or condition, the provision of health care services to you, or the present, past, or future payment for the health care services we deliver to you, and that identifies you or which we reasonably believe can be used to identify you.

We are required by federal law to comply with the terms of this Notice. We reserve the right to make changes in our privacy practices regarding your Protected Health Information. If we change our privacy practices, that change will apply to all Protected Health Information that we maintain about you. However, before we change our privacy practices, we will provide you with written notice of any changes.

We may use and disclose your Protected Health Information for a variety of purposes. For example:

1. Treatment: We may disclose your Protected Health Information to another physician, such as a specialist, to whom we refer you for medical treatment.
2. Health Care Operations: We may disclose your Protected Health Information to a health plan, managed care plan, individual practice association or to a management services organization that analyzes our delivery of medical services to evaluate our health care quality management, case management, or professional competence. We may also provide your Protected Health Information to other health care providers, such as laboratories or ambulance companies, for purposes of their health care operations.
3. Payment: We may disclose your Protected Health Information to obtain payments. Disclosures for “payment” include: (a) disclosure to a health plan to determine your eligibility or coverage under the plan; (b) disclosures to a health plan to obtain reimbursement for delivering medical services to you; (c) disclosures to billing services or collection agencies; (d) disclosures for utilization management and determinations of whether the medical services we deliver to you are necessary or appropriate; or (e) disclosures to determine whether the amount we charge you for medical services are justifiable.
4. Reminders and Treatment Alternatives: We may contact you to provide you with appointment reminders or information about medical treatment alternatives or other health-related benefits and services that may be of interest to you.

We may use or disclose your Protected Health Information in connection with treatment, payment, or health care operations if we deliver health care products or services to you based on the orders of another health care provider, and we report the diagnosis or results associated with the health care services directly to another health care provider, who provides the products or reports to you. We may use or disclose your Protected Health Information that was created or received in emergency treatment situations, to carry out treatment, payment, or health care operations if we attempt to obtain your consent as soon as reasonably practicable after the delivery of such treatment.

We may disclose your Protected Health Information without your authorization in the following circumstances: (a) for public health activities, such as controlling communicable diseases, reporting child abuse or neglect, to monitor or evaluate the quality, safety, or effectiveness of FDA-related products or services; (b) for reporting victims of abuse, neglect or domestic violence; (c) for health oversight activities, such as overseeing government benefit programs; (d) in response to judicial or administrative orders, such as subpoenas; (e) for law enforcement purposes, such as mandatory reporting of certain types of wounds, or identifying or locating individuals; (f) for certain research purposes; (g) to avert a serious threat to the health or safety of an individual or the general public; (h) for selected governmental functions such as national security. In each of these situations we will keep records that explain our attempt to obtain your consent and the reason why consent was not obtained.

We are required to disclose your Protected Health Information: (a) to you upon your request; and (b) to the U.S. Department of Health and Human Services (“DHHS”) when DHHS investigates to determine whether we are complying with federal law.

We may disclose your name, your location in our facility, your general condition and your religious affiliation, if any, in our facilities directory, unless you object verbally or in writing.

In all other circumstances we must obtain your authorization to use or disclose your Protected Health Information. You will be required to sign an authorization form which permits us to use and disclose your Protected Health Information for certain purposes, and we may not condition the delivery of medical treatment to you on your providing the requested written authorization. You have the right to revoke your authorization in writing as long as we have not acted in reliance on the authorization.

You have the following rights with respect to your Protected Health Information:

1. The right to request restrictions on our use and disclosure of your Protected Health Information for treatment, payment or health care operations. If we agree to any restriction, then we cannot violate that restriction except in the case of emergency treatment. However, we are not required to agree to any restrictions.
2. The right to request in writing and to receive confidential communications of your Protected Health Information by alternative means (such as by mail or email) or at alternative locations (such as your office or business workplace).

3. The right to request in writing access to our office to inspect and copy your Protected Health Information. Except in cases where the Protected Health Information is not maintained or accessible on-site, we will act on a request for access no later than thirty (30) days after we receive your request.
4. The right to request in writing that we amend your Protected Health Information. Your request must contain the reasons to support the requested amendment. We will act upon your request within sixty (60) days after we receive your request.
5. The right to receive an accounting of all our disclosures of your Protected Health Information in the six years prior to the date of your request, except for disclosures: (a) to carry out treatment, payment, and health care operations; (b) to you; (c) for our directory or to persons involved in your care; (d) for national security or intelligence purposes; (e) to correctional institutions or law enforcement officials; (f) pursuant to any written authorization that you give to us; or (g) that occurred prior to April 14, 2003.
6. The right to request and obtain from us a paper copy of this Notice.

If you believe that we have violated your privacy rights, then you may file a written complaint with Kelli-Ann Lum, who is our privacy officer. You may also file a complaint with the Office for Civil Rights of the DHHS. Your complaint must: (a) be in writing, either on paper or electronically; (b) name the Company and describe the acts or omissions you believed to be in violation of the Privacy Rules; (c) be filed within 180 days of when you knew or should have known that the act or omission complained of occurred, unless the time limit is waived by the DHHS for good cause shown. The complaint may be sent to: Office of Civil Rights, U.S. Department of Health and Human Services, Region IX, 50 United Nations Plaza, Room 322, San Francisco, CA 94102. We will not retaliate against you for filing a complaint. If you wish to obtain additional information about any of the matters discussed in this notice you may contact Kelli-Ann Lum at (808) 487-8928.

## PATIENT INFORMATION SHEET

(Please Print Clearly)

Name: \_\_\_\_\_ Sex: ☐ M ☐ F Birthdate: \_\_\_\_/\_\_\_\_/\_\_\_\_  
Last First MI

Marital Status: ☐ Married ☐ Single ☐ Widowed Soc. Sec. #: \_\_\_\_\_

Mailing Address: \_\_\_\_\_ Email Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_ Primary Care Doctor: \_\_\_\_\_

Referred By: \_\_\_\_\_

Home Phone #: \_\_\_\_\_ Occupation: \_\_\_\_\_

Cell#: \_\_\_\_\_ Employer: \_\_\_\_\_

Business Phone #: \_\_\_\_\_

Responsible Party: \_\_\_\_\_ Phone#: \_\_\_\_\_

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

Emergency contact: \_\_\_\_\_ Phone#: \_\_\_\_\_

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

Primary Insurance: _____	Subscriber: _____
Subscriber No.: _____	Relationship: _____ Birthdate: _____
Medical coverage of group: _____	Employer: _____
Secondary Insurance: _____	Subscriber: _____
Subscriber No.: _____	Relationship: _____ Birthdate: _____
Medical coverage of group: _____	Employer: _____
Other Insurance: _____	Subscriber: _____
Subscriber No.: _____	Relationship: _____ Birthdate: _____
Medical coverage of group: _____	Employer: _____

**I hereby authorize Retina Consultants of Hawaii to release all medical information regarding my illness, care and/or injury to my insurance carriers, any health care facility, and any other physician that would benefit my health care. I hereby assign to Retina Consultants of Hawaii all payment to which I am entitled for medical/surgical expenses related to the service reported from the above.**

**I hereby authorize Retina Consultants of Hawaii to take photographs of my eyes for the sole purpose of research, education, and journal publication. I understand that these photographs will be anonymized and will not contain any of my personal information**

**I understand I am financially responsible to Retina Consultants of Hawaii for all charges, whether or not they are paid by said insurance. A photocopy of this assignment is as valid as the original.**

Date: \_\_\_\_\_ Signature: \_\_\_\_\_  
(Parent or Guardian if minor)

**Patient Record of Disclosures and  
Acknowledgement of Receipt of Notice of Uses and  
Disclosures of Protected Health Information for  
Retina Consultants of Hawaii**

In general, the HIPAA privacy rule gives individuals the right to request restriction on uses and disclosures of their protected health information (*PHI*). The individual is also provided the right to request confidential communications or that a communication of *PHI* be made by alternative means, such as sending correspondence to the individual's office instead of the individual's home. Our Privacy Policy states that consumer/patient information is not shared with third-parties for marketing purposes.

I have read the Notice of the Uses and Disclosures of Protected Health Information (the "Notice") that is posted in your office. I was informed that I may also obtain a printed copy of the Notice from the receptionist.

**I wish to be contacted in the following manner (check all that apply):**

**Mobile/Cell Phone**

- ☐ Leave voice message with detailed information  
☐ Leave voice message with call-back number  
☐ Send text messages with detailed information

*By checking this box, I consent to receive SMS text messages from Retina Consultants of Hawaii.  
Msg&data rates may apply. Reply STOP to opt out.*

**Home Phone**

- ☐ Leave message with detailed information  
☐ Leave message with call-back number

**Work/Office Phone**

- ☐ Leave message with detailed information  
☐ Leave message with call-back number

**Written Communication**

- ☐ Email to: \_\_\_\_\_

- ☐ Mail to my home address

- ☐ Mail to my work/office address

- ☐ Fax to: \_\_\_\_\_

- ☐ Other: \_\_\_\_\_

\_\_\_\_\_  
Patient Signature

\_\_\_\_\_  
Date

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

\_\_\_\_\_  
Birthdate