

WELCOME TO UNLV Faculty and Staff Treatment (FAST) Center

The FAST Center is staffed by a variety of medical professionals to assist you in addressing your health concerns. We appreciate that you have chosen to entrust us with assisting you in meeting your healthcare needs.

To provide you with the highest quality of care, The FAST Center utilizes an integrated treatment approach. Our clinicians from diverse disciplines work collaboratively as a team to optimize your wellness through seamless prevention and intervention. Your clinician will assist you in deciding which services are most appropriate for you based on your presenting concerns, unique experiences, and goals for treatment.

Informed Consent for Treatment

Participating in FAST Center services can result in a number of benefits to you, including improvement or resolution of the specific concerns that led you to seek care. Achieving these benefits requires an open and honest relationship with your clinician and a personal effort to follow through with your treatment plan in order to reach your goals. For example, it will be important for you to take medication as prescribed or follow an agreed upon exercise plan. There are risks associated with any treatment, such as worsening symptoms or allergic reactions to medications. We will work with you during any unexpected treatment outcomes and/or refer you to a higher level of care, if needed.

The FAST Center participates in the teaching mission of the university. Therefore, medical students, residents, nurse practitioner students, nursing students, and medical assistant externs may participate in your care under close supervision of a licensed professional. You have the right to decline if you do not wish for a student to be involved in your care.

You have the right to withdraw from our services at any time. Please consult with your provider or their clinical supervisor if you have any concerns about your care.

FAST Center Policies:

Confidentiality: All information discussed within office visits is confidential. In most cases, your written and signed authorization is required before information concerning your care can be disclosed to individuals outside of the FAST Center, such as family, partners, or friends. Please be aware that clinicians may be legally required to disclose information in the following circumstances: i) where there is reasonable suspicion of abuse involving a child or senior/vulnerable adult; ii) where there is a reasonable suspicion that a client presents a danger of harm to self or others unless protective measures are taken; and iii) disclosure of records may be required by a court of law in special circumstances. In addition, licensed professionals/supervisors have the right to confer about all aspects of care provided by any clinical students in the FAST Center (e.g. medical students, nurse practitioner students). The FAST Center staff may consult with one another regarding treatment considerations on an as-needed basis. If you have any questions, please ask a staff member.

Electronic Medical Records: All protected health information in the electronic medical record is stored in a secure data center and is encrypted. Only authorized staff has access to your health information, and audit logs are monitored to ensure appropriate access. Despite these rigorous precautions, there is a remote chance that a breach could occur. In the unlikely event of such a breach, you will be notified as required by law. Your FAST Center health records will be destroyed 10 years after their receipt or production in

accordance with the American Health Information Management Association (AHIMA) guidelines. For minors, health records will be destroyed after the patient reaches the age of majority (18 years) plus 10 years.

Appointments: For your convenience, the FAST Center offers same-day and advance appointments. Please call on the day you would like to come in, and we will schedule your appointment. You may also make an appointment using our patient/client portal, UNLV WellnessView. To register on the portal and to make an appointment, please visit <https://unlv.medicatconnect.com>.

Your appointment time is reserved specifically for you. If you are late for an appointment, your clinician may no longer be available to see you that day, and you may need to reschedule your appointment.

Emergency Procedure: Should an emergency or urgent situation arise, the FAST Center has triage clinicians available during our normal hours of operation to assist you. In the event that an emergency or urgent situation occurs outside our hours of operation:

- **Call 9-1-1 or go to the nearest emergency room for an emergency**
- For non-emergency medical concerns, contact your primary care provider or seek care at an Urgent Care Center. Urgent Care Centers near UNLV: Urgent Care Extra Tropicana & Jones, 6125 W Tropicana Ave, Suite A Las Vegas, NV 89103, 702-990-9164. Southwest Medical Associates, 4475 S. Eastern Ave. Las Vegas, NV 89119, 702-737-1880.
- For any mental health issue call Montevista Hospital at (702) 364-1111 (24 hours) or Spring Mountain Hospital at (702) 873-2400 (24 hours).
- The National Suicide Prevention Lifeline can be reached at 1-800-273-8255.

Minor Patients: To treat a dependent under the age of 18, the FAST Center must have the written consent of a parent or legal guardian (appointed by a court of law) before any general treatment may begin. The consent must be effective until the student reaches legal age (18 years old) in the state of Nevada. Exemptions include: a life-threatening emergency, treatment for emancipated minors with court supporting documents, treatment of drug abuse or related illness, and examination and treatment of a sexually transmitted infection. There are other situations in which a minor may give consent for services. Please ask to speak to a member of the clinical staff if you would like to discuss your individual situation.

Communication: The FAST Center may contact you (by phone, voicemail, email, letter, or through our patient/client portal-UNLV WellnessView) at the contact information you have provided to follow up on care or provide a reminder of an appointment. You are responsible to ensure that your contact information is kept accurate and current. If you would like to register on the patient/client portal, please visit <https://medicatconnect.com>. Lab results will not be left on a voicemail unless prior permission has been received. If you have concerns or questions regarding communication, please ask to speak with a staff member.

Compliments or Complaints: We welcome and appreciate your feedback to assist us in providing the highest quality of care. If you have compliments, comments, or complaints regarding your care at the FAST Center, please ask to speak with a clinical staff member or the Director of the department. You are also invited to complete an anonymous patient satisfaction survey. The surveys are located in the main lobby. Compliments or complaints may also be reported through our website: <https://www.unlv.edu/srwc/health-center/compliments-complaints>.

My signature below indicates that I understand and agree to the above information and policies. I understand that in the event of a life-threatening emergency, this consent may be implied for the time of the emergency.

Print name_____

Signature: _____Date: _____

For Minors 17 years old and younger:

Parent or Representative Signature _____Date_____

Description of Legal Guardianship_____Phone number_____

Print Name of Minor_____