

Patient Information Sheet

(Please Print)



Patient Name: _____
Last First Middle I

Date of Birth: ____ / ____ / ____ Soc. Sec. # : ____ / ____ / ____ Sex: M F

Race: White Black/African American American Indian/Alaska native Asian
 Native Hawaiian/other Pacific Islander Other _____

Ethnicity: Not of Spanish/Hispanic descent Spanish/Hispanic Primary Language: _____

Home #: _____ Cell #: _____ Work #: _____

Address: _____

City: _____ State: _____ Zip: _____

Referring Physician: _____ Phone: _____

Primary Care Physician: _____ Phone: _____

Emergency Contact _____ Phone: _____

Person(s) we may speak with regarding your medical/financial information should the need arise:

Name: _____ Relation: _____

■ **Primary Insurance Company:** _____

Insurance ID # : _____ Group # : _____

Please enter the policyholder's information below. If you are the policyholder, check this box and skip to the next section.

Policyholder's Name: _____ Date of Birth: ____ / ____ / ____
Last First Middle I

Relationship to Patient: _____ Soc. Sec. # ____ / ____ / ____

Address: _____

City: _____ State: _____ Zip: _____

Home Phone _____ Work Phone _____

Employer: _____

■ **Secondary Insurance Company:** _____

Insurance ID # : _____ Group # : _____

Please enter the policyholder's information below. If you are the policyholder, check this box and skip to the next section.

Policyholder's Name: _____ Date of Birth: ____ / ____ / ____
Last First Middle I

Relationship to Patient: _____ Soc. Sec. # ____ / ____ / ____

Address: _____

City: _____ State: _____ Zip: _____

Home Phone _____ Work Phone _____

Employer: _____

PLEASE COMPLETE THIS SECTION IF THIS IS A WORK RELATED INJURY OR AUTO ACCIDENT

Patient Name: _____

■ **Work Related Injuries**

Date of Injury: _____ / _____ / _____ Claim #: _____

Employer: _____ County located in: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____

Contact Name: _____ Phone: _____

Address where Injury Occurred- if different than address above:

City: _____ State: _____ Zip: _____

Job Title: _____ Usual Job Duties: _____

■ **Auto Accident**

Date of Injury: _____ / _____ / _____ Claim #: _____

State where Injury Occurred: _____

Auto Insurance Carrier: _____

Insurance ID #: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____

Contact Name: _____ Phone: _____

■ **Attorney Information - if Applicable**

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____

PATIENT PAIN HISTORY:

Patient Name: _____ **Date of Birth:** _____ **Age:** _____

1. Which is your dominant hand? Left Right Ambidextrous
2. What is your main complaint? _____

3. Is this the result of a Work Injury? No Yes **If yes, date of injury:** ____/____/____
 Describe this incident: _____

4. Is this the result of a Motor Vehicle Accident? No Yes **If yes, date of accident:** ____/____/____
 Describe this incident: Head-On Rear-Ended T-Boned Other _____

<input type="checkbox"/> Driver	<input type="checkbox"/> Loss of consciousness	<input type="checkbox"/> Ambulance:	<input type="checkbox"/> C-Collar
<input type="checkbox"/> Passenger Front Seat	<input type="checkbox"/> Airbags deployed		<input type="checkbox"/> Backboard
<input type="checkbox"/> Passenger Back Seat	<input type="checkbox"/> Seatbelt	Name of ER: _____	

5. If you answered NO to questions 3 and 4, please describe when and how your illness or injury occurred:

6. Have you had anything similar before? No Yes **If yes, please explain:**

7. Prior to this episode, were you completely symptom free? Yes No **If no, please explain:**

8. What doctors have you seen for this problem? _____

9. Please answer the following pain-related questions:
 Pain Scale: **0 is no pain** and **10 is the worst pain** you have ever had.

	No Pain										Worst Pain											
What is your pain level right now?	0	1	2	3	4	5	6	7	8	9	10	0	1	2	3	4	5	6	7	8	9	10
In the last 30 days, what has your pain been at its best?	0	1	2	3	4	5	6	7	8	9	10	0	1	2	3	4	5	6	7	8	9	10
In the last 30 days, what has your pain been at its worst?	0	1	2	3	4	5	6	7	8	9	10	0	1	2	3	4	5	6	7	8	9	10

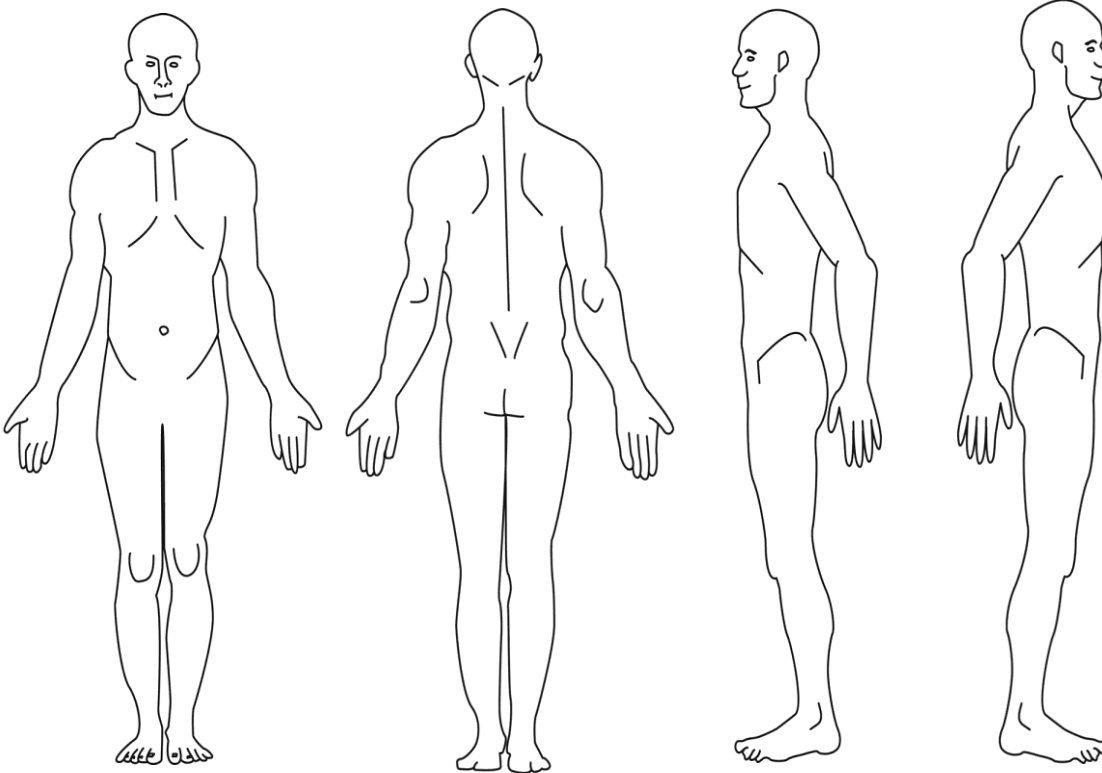
- How frequent is your pain? Constant Intermittent Explain _____
- How long does your pain last? Less than 1 hour Less than 1 day All day All night
- Is your pain getting: Better Worse Not changing

	Worsens Pain	Relieves Pain	No Effect on Pain		Worsens Pain	Relieves Pain	No Effect on Pain
Sitting				Standing			
Rising from sitting				Driving			
Walking				Coughing/Sneezing			
Bending forward				Lying on your side			
Bending backward				Lying on your back			
Bending to the side				Lying on your stomach			

Patient Name: _____

USE THE FOLLOWING SYMBOLS TO INDICATE ON THE DRAWING EXACTLY WHERE YOUR PAIN IS AT THE PRESENT TIME.

Burning (X) Numbness (O) Pins/Needles (=) Stabbing (/) Ache (^) Throb (V)
Front Back Left Right



TESTING AND TREATMENTS:

- Which of the following tests have been done for your condition?
- X-ray * Date: ____/____/____ Facility: _____
- MRI * Date: ____/____/____ Facility: _____
- Cat Scan * Date: ____/____/____ Facility: _____
- Bone Scan * Date: ____/____/____ Facility: _____
- EMG Date: ____/____/____ Facility: _____
- Other: _____ Date: ____/____/____ Facility: _____

*** Please bring any/all X-rays, MRIs, and Medical Records that may pertain to your current problem/injury.**

Patient Name: _____

1. Have you had any Physical Therapy in the past 2 years? No Yes

If yes, please indicate the following:

1. Body Part Treated: _____ Facility: _____

When (Month/Year): _____ How Long: _____

2. Body Part Treated: _____ Facility: _____

When (Month/Year): _____ How Long: _____

2. Please check next to any other treatments you have had for your **present** injury:

Ice/Heat: Helpful? Yes No

Anti-inflammatory Medications (NSAIDs) including over the counter Advil, Aleve, etc.

When? _____ / How Long? _____ Helpful? Yes No

TENS/ E Stim: Helpful? Yes No Also, do you have a unit for home use? Yes No

Traction: Helpful? Yes No Also, do you have a unit for home use? Yes No

Exercises: Helpful? Yes No

Acupuncture: Helpful? Yes No

Massage: Helpful? Yes No

Chiropractic: Helpful? Yes No

Injections: Helpful? Yes No What type of injection? _____

When was your last injection? _____

Bracing: Helpful? Yes No

Psychological Treatment: Helpful? Yes No

PAST MEDICAL HISTORY:

Do you or have you had any problems with the following: (Check all that apply)

- | | | | |
|---|--|---|--|
| <input type="checkbox"/> Alcohol Abuse | <input type="checkbox"/> Cholesterol | <input type="checkbox"/> Heart Disease | <input type="checkbox"/> Liver Disease |
| <input type="checkbox"/> Arthritis (Osteoarthritis) | <input type="checkbox"/> Drug Abuse | <input type="checkbox"/> Hepatitis | <input type="checkbox"/> Stroke/ TIA |
| <input type="checkbox"/> Arthritis (Rheumatoid) | <input type="checkbox"/> Diabetes | <input type="checkbox"/> HIV/AIDS | <input type="checkbox"/> Thyroid |
| <input type="checkbox"/> Asthma | <input type="checkbox"/> Fibromyalgia | <input type="checkbox"/> Hypertension | <input type="checkbox"/> Anxiety |
| <input type="checkbox"/> Cancer | <input type="checkbox"/> GERD (Reflux) | <input type="checkbox"/> Kidney Disease | <input type="checkbox"/> Depression |

Past Work Injury – Date: _____

Past Motor Vehicle Accident – Date: _____

FAMILY HISTORY: Please check any diseases/disorders that run in your family. **Do not include yourself.**

Relative

Relative

Relative

- Heart disease _____ Arthritis _____ Hypertension _____
 Alcohol Abuse _____ Diabetes _____ Drug Abuse _____
 Cancer _____ Other _____

Patient Name: _____

PLEASE LIST SURGERIES YOU HAVE HAD:

DATE:

SOCIAL HISTORY:

- Married Single Separated Divorced Widowed

1. Do you Smoke? No Yes If yes: Packs/Day _____ How many years? _____ / Quit When? _____
2. Do you drink alcoholic beverages? No Yes If yes, how much per day? _____ Per week? _____
3. Do you use or have you used street drugs? No Yes
If yes, what kind and when? _____

EMPLOYMENT STATUS:

1. Job Title/Occupation: _____
2. Briefly describe your job duties: _____
3. Are you currently under work restrictions No Yes **If Yes,** what are your restrictions?

4. Please check current work status:
 Working Full Time: Hours worked per day _____ Days worked per week _____ Shift _____
 Working Part Time: Hours worked per day _____ Days worked per week _____ Shift _____
 Working Light Duty: Hours worked per day _____ Days worked per week _____ Shift _____
 Off Duty Due to Injury: Date last worked: _____
 Retired/Not Working

ACTIVITIES OF DAILY LIVING: Please check the level you are presently able to complete the following activities:

	Independent	Need some Assistance	Unable		Independent	Need some Assistance	Unable
Walk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Feed yourself	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dress	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Clean your house	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bathe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Care for your family	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				

1. Are there other limitations due to current condition? _____
2. At one time, how long can you: Sit _____ Stand _____ Walk _____
3. Do you use any of the following? Straight cane Quad cane Walker Wheelchair

4. Prior to your injury/illness was your ability to do things at all limited? No Yes
If yes, please explain: _____
5. Are there stairs to enter/or in your home? No Yes How many? ____ Is there a rail? Yes No

Patient Name: _____

Review of Systems

Do you have problems with any of the following? Please check all that apply.

General

- Fatigue
- Weakness
- Trouble sleeping

Skin

- Rashes
- Dryness
- Color changes
- Hair/nail changes

Head

- Headache
- Head Injury

Eyes/Ears/Nose/Throat

- Blurry or double vision
- Eye pain
- Blindness
- Ear pain
- Ringing in ears
- Deafness
- Nose bleeds
- Dry mouth
- Sore throat/hoarseness
- Non-healing sores

Neck

- Stiffness
- Swollen glands
- Pain

Cardiac

- Palpitations
- Chest discomfort at rest
- Chest discomfort with activity

Respiratory

- Wheezing
- Shortness of breath with normal activity
- Shortness of breath with exertion
- Cough- wet, dry or productive
- Coughing up blood

Circulation

- Discoloration of feet/legs
- Sores/ulcers on feet/legs
- Swelling of ankles/legs
- Calf pain with walking
- Leg Cramps
- Varicose veins

Gastrointestinal

- Difficulty swallowing
- Heartburn
- Unexplained nausea/vomiting
- Change in bowel habits
- Constipation
- Diarrhea
- Blood in stool
- Loss of bowel control
- Abdominal pain

Genitourinary

- Frequent urination
- Painful urination
- Loss of bladder control

Musculoskeletal

- Muscle or joint pain
- Stiffness
- Back pain
- Redness of joints
- Swelling of joints
- Trauma

Nervous System

- Dizziness
- Fainting
- Seizures
- Numbness/Tingling

Metabolism/Endocrine

- Heat or cold intolerance
- Excessive sweating
- Increased thirst
- Change in appetite
- Recent unexplained weight changes

Hematology

- Unexplained fevers
- Ease of bruising
- Ease of bleeding

Psychiatric

- Nervousness
- Memory loss
- Stress
- Bipolar Disorder
- Other psychological diagnosis _____

Women Only

- Currently pregnant
- Breastfeeding
- Date of last menstrual period
 ____/____/____

Reviewed By: _____

Date: ____/____/____

Patient Name: _____

MEDICATION INTAKE SHEET

Please list **all** medications taken on a daily basis, including **vitamins, herbals and over-the-counter** medications. Please list all **medication allergies**. Please list pharmacy name and telephone number.

For Office Use Only: Initial: Ht: _____ Wt: _____ BP: _____ Pulse: _____

Medication Name	Dose/Strength	Times taken per Day	Who Prescribes

Please list any Medications you have tried in the past for this current problem:

Medication: _____ Who Prescribed: _____

Medication: _____ Who Prescribed: _____

Medication: _____ Who Prescribed: _____

Medication: _____ Who Prescribed: _____

Medication: _____ Who Prescribed: _____

ALLERGIES: _____

Pharmacy Name _____ **Phone Number** _____

Medication Agreement/Refill Policy

Your treatment plan with NERA may include the care from multiple disciplines, including diagnostic and/ or therapeutic interventions, behavioral medicine, alternative therapies, physical therapy and the prescription use of medications. As you know, medications can have serious side effects if they are not managed properly. Your health and safety are very important to us and we need your help to make sure your treatment follows the prescribed guidelines. This agreement is an essential factor in maintaining the trust and confidence necessary in a physician/patient relationship.

Please read each statement and sign the agreement below. If you have any questions regarding this information or practice policy regarding the prescribing of controlled substances, please request clarification.

You acknowledge that you:

1. Understand that there are potential side effects and interactions involved with taking any medication, including the risk of addiction. Other possible complications include but are not limited to: constipation, difficulty with urination, fatigue, drowsiness, nausea, itching, stomach cramps, loss of appetite, confusion, sweating, flushing, depressed respiration and reduced sexual function. You may develop a tolerance, and become physically dependent on the medication as well. You understand and accept that there may be unknown risks associated with the long-term use of the substances prescribed.
2. Understand that opioid medications can cause physical dependence within a few weeks of starting opioid therapy. If you suddenly stop or decrease the medication, you could experience withdrawal symptoms (including nausea, vomiting, diarrhea, aches, sweats, chills) that may occur within 24- 48 hour of the last dose. You will not stop these medications without consulting your NERA physician.
3. Agree that you are solely responsible for the safekeeping of your medication and prescriptions used in your treatment. Since the drugs may be hazardous to a person who is not tolerant of their effects, especially children, you must keep them out of reach of such people.
4. **Agree that you will treat your medications and prescriptions as you would any valuable possession.** You understand that NERA does not replace LOST OR STOLEN prescriptions or medications or those destroyed by fire, flood, etc.
5. Agree that you will not share, sell, exchange or otherwise permit others to have access to these medications for any reason.
6. Agree that it is your responsibility to keep yourself and others from harm. This includes driving and the operation of machinery while taking medications that may cause drowsiness or impair cognitive function. If there is any question of impairment of your ability to safely perform these activities, you will not attempt to perform the activity until the side effects have had time to resolve.
7. Understand that if you are pregnant or become pregnant while taking medications, your child could be physically dependent on the opioids and withdrawal can be life threatening for a baby. If a female of childbearing age, you certify that you are not pregnant and you will use appropriate contraceptive measures during the course of treatment with medications. Many medications could harm the fetus or cause birth defects.
8. **Agree to take the medication only and exactly as prescribed by your NERA physician. You may not change your medication dosage amounts without prior authorization from your prescribing physician.**
9. Agree to notify NERA if you experience any adverse effects or dosage problems with your prescribed medications. You may be asked to bring any unused medications to NERA for disposal
10. **Agree that you will not use any illegal substance, (cocaine, heroin, marijuana, etc) while being treated with controlled substances. Violation of this will result in the cessation of the prescribing of any controlled substances and may result in the termination of your care with NERA.**
11. **Agree that if you receive a prescription for a controlled substance from a NERA provider that you will not accept controlled substance prescriptions from any other physician without your NERA physician's consent.** Obtaining

medications from multiple sources can lead to drug reactions and poor coordination of treatment. If, for some reason, you encounter an emergency situation and are given controlled substances by a health care professional, you agree to report the facts of this matter to your NERA physician and you consent to the disclosure of all personal health information related to this matter.

12. **Agree to use only one pharmacy for your pain-related medications.** In the event that circumstances require the use of another pharmacy, you will notify NERA of this immediately and provide them with all pertinent contact information.
13. Agree to allow your NERA physician to send a copy of this agreement to your pharmacy, referring physician and all other physicians involved in your care.
14. **Agree to keep all scheduled appointments. You understand that no medication prescriptions/refills will be given for canceled or no-show appointments.** You understand that if you are 15 minutes late for an appointment time, you will be rescheduled for another appointment and no prescriptions/refills will be given.
15. Agree that you cannot be seen at the office without a scheduled appointment for any reason. NERA physicians do not see “walk-in” patients.
16. Understand that it is not our practice to make changes to your prescriptions by telephone.
17. Understand that each prescription is for a specific number of pills, designed to last a certain amount of time. **Early refills generally will not be given.**
18. Understand that you must call the office two days before your prescription(s) will run out so we have sufficient time to process your refill request. Medical Assistants’ phone triage hours are from **9AM- 4:00PM, Monday through Friday** for refill requests and questions. Medical Assistants are assisting the doctors during the day and may not be able to speak with you directly at the time of your call. Please leave detailed information and you will receive a call back before the end of the business day. **Calls after 4:00 PM** will be addressed the next business day. **Calls after 4:00 PM on Friday** will be addressed the following Monday.
19. **Agree not to seek medication/refills after office hours, on the weekend, on holidays or prior to next office visit.**
20. Understand that you can be asked to bring any or all of you prescribed medicines to your office appointment or at a random time for a prescription compliance check (Pill Count)
21. Understand that changing dates, quantity, strength of medicines or altering a prescription in any way is against the law. Forging prescriptions or a physician’s signature is also against the law. Dealing with forged, falsified, or altered prescriptions will result in your immediate discharge from NERA. NERA cooperates fully with law enforcement agencies in regards to infractions involving prescription medications.
22. Understand that if the responsible legal authorities have questions regarding your treatment, all confidentiality is waived and these authorities may be given full access to our records of controlled substance administration.
23. **Understand that NERA reserves the right to perform a urine drug screen at any time while you are being treated with prescribed, controlled substances.** If the results of the urine drug screen do not reflect medicine prescribed by your physician or you test positive for illegal substances, you understand this may result in the cessation of the prescribing of any controlled substances and you may be discharged from the practice immediately.
24. Understand that the main treatment goal in using pain medications is to improve your ability to function and/or to work and /or reduce pain, In consideration of that goal and the fact that you may be given strong medication to help you reach that goal, you agree to help yourself by following better health habits. This may include exercise, weight control and avoiding the use of nicotine. You agree to comply with the treatment plan as prescribed by your NERA physician.
25. Understand that your medication regimen may be continued for a definitive time period as determined by your NERA physician. Your treatment plan will be reviewed periodically. If there is no significant evidence of improvement or that progress is being made to improve your functioning or quality of life, the regimen may be tapered or possibly discontinued and your care referred back to your primary care physician.

26. Understand that this agreement is important to your physician's ability to treat your pain effectively, and that failure to comply with the agreement may result in the discontinuation of prescribed medication and the possibility of termination of the physician/patient relationship.
27. Understand that inappropriate or abusive behavior or harassment of any NERA staff will not be tolerated. The physicians will determine what actions can be considered harassment on a case-by-case basis and if warranted, you can be discharged from the practice.
28. **Understand that the physicians of NERA may terminate and cancel any prescriptions, and discharge you from the practice if any of the following occurs:**
- You give, sell, or misuse your pain medication, including but not limited to: taking more medication than prescribed, running out of medication early, obtaining medications at more than one pharmacy,
 - You fail to keep your follow-up appointments,
 - You attempt to obtain pain medication after office hours, on the weekend, on holidays, from any other physician, or any other source,
 - You do not cooperate with requested Pill Counts or Urine screens,
 - Your urine screen shows the presence of medications that your NERA physician is unaware of, the presence of illegal substances, or does not show the presence of medications that you are receiving a prescription for,
 - You are released from the practice for any reason,
 - Any aggressive behavior toward NERA staff or physicians,
 - Any allegations, suspicious information or an investigation is initiated by anyone regarding potential violations of this agreement, is brought to the attention of your NERA physician.

By signing this document you acknowledge that:

- You have thoroughly read, understand and accept all the above provisions.
- You understand that you will receive information from your treating NERA physician regarding the risks and potential benefits of these medications and you should address any concerns regarding your medication regimen with your NERA physician.
- You have received and understand the NERA Prescription Refill Policy.
- You agree to adhere to the terms of this Medication Agreement and the NERA Prescription Refill Policy, knowing that **failure to do may result in termination of treatment with all Northeast Rehab providers.**
- This agreement is in effect for the duration of your treatment.

Your NERA physician understands that emergencies can occur and under some circumstances exceptions to these guidelines may be made. Emergencies will be considered on an individual basis. Lack of strict adherence to any provision of this agreement by your NERA physician in no way invalidates any other provision of this agreement. If at any time you are concerned about your medication or side effects of your medication, please contact our office.

Patient Signature _____ Date ____/____/____

Patient Name _____ Date of Birth ____/____/____
Please Print

The pharmacy you have selected is: _____
Pharmacy Name Phone

If you change your pharmacy for any reason, you agree to notify this office at the time you receive a prescription.

Reviewed by Physician/Staff Signature _____ Date ____/____/____



PRESCRIPTION DRUG MONITORING PROGRAM

To prevent prescription drug abuse and protect the health and safety of our community, the Pennsylvania Department of Health collects information on all filled prescriptions for controlled substances. Controlled substances are drugs that have potential for abuse or dependence.



This information helps health care providers safely prescribe controlled substances and helps patients get the treatment they need.



NEED HELP?

If you or someone you care about needs addiction treatment, visit:

- ▶ apps.ddap.pa.gov/GetHelpNow
or call **717-783-8200.**

YOUR RIGHTS

Patients have the right to review and correct the information collected by the Prescription Drug Monitoring Program (PDMP) once per calendar quarter at no cost.

If you would like a copy of your information, complete the form provided on the PDMP website and mail it to the address on the form.

For more information, visit www.doh.pa.gov/PDMP.

Patients can receive a copy of their information more than once per calendar quarter for a fee of \$20 per copy. Prescription records will be maintained for seven years. Authorized users of the PDMP system include prescribers, dispensers, the attorney general's office (on behalf of law enforcement), designated commonwealth personnel, and medical examiners or county coroners. Prescription information is confidential and is not subject to the act of Feb. 14, 2008 (P.L.6, No.3), known as the Right-to-Know Law.

Your choice: Making your health information available to health care professionals

A guide for patients



Providing doctors and nurses who care for you with quick access to your health information when and where it is needed ensures you get the best possible health care. A health information exchange, or HIE, is a service that allows health information to securely move electronically between doctors, nurses and other health care professionals who care for you so it can be accessed when it is needed for treatment purposes. That's why we participate in the Keystone Health Information Exchange.

How is my health information exchanged?

Doctors, nurses and other health care professionals participating in an HIE have nearly immediate access to a patient's health information from another HIE participating health care professional. Otherwise, a patient's health information is transmitted between health care professionals via telephone or fax, which often causes treatment delays.

Is my health information being exchanged today?

Yes, health information from this facility is being exchanged electronically with other health care professionals to help coordinate your care.



What health care information is available?

Only health care information that is relevant to providing care is exchanged between health care professionals. This includes lab/test results, medications, allergies and medical history. Mental health, HIV and substance abuse information is managed following state and federal guidelines.

Is my health information protected?

Yes, privacy and security safeguards are in place to meet and exceed federal, state and local requirements, including the Health Insurance Portability and Accountability Act (HIPAA) and the Health Information Technology for Economic and Clinical Health (HITECH) act. Access to this system is regularly audited to ensure health information is accessed appropriately.

What if I don't want to make my health information available?

Your participation is voluntary—you can choose not to allow your health information to be exchanged. This is called opting out. By doing so, your health information from this facility will not be made electronically available to other health care professionals. If you do not wish to have your health information available through the health information exchange, you must opt out at each participating health care facility you visit. There is not a universal opt-out option.

If you do not want this health care professional and/or facility to make your health information available through the HIE, please notify the staff at our registration desk.



570-214-9438

KeyHIESupport@KeyHIE.org

Who do I contact if I have additional questions?

If you have additional questions about KeyHIE or opting out that are not covered in this brochure, please contact KeyHIE Support at KeyHIESupport@KeyHIE.org or 570-214-9438.