

## PATIENT REGISTRATION FORM

Today's date		<input type="checkbox"/> Office		<input type="checkbox"/> Facility		<input type="checkbox"/> Home				
<b>PATIENT INFORMATION</b>										
Patient's Name Last				First		MI		Single / Mar / Div / Sep / Wid		
Date of Birth		Age		<input type="checkbox"/> M <input type="checkbox"/> F		Social Security #		Driver's License #		
Street address				City, State, Zip						
Phone (day)			Phone (evening, cell)			Email address				
Referred By		Race		Ethnicity		Primary Language				
Pharmacy Name		Pharmacy Address				Pharmacy Phone				
<b>IN CASE OF EMERGENCY</b>										
Emergency Contact				Relationship to patient						
Street address				City, State, Zip						
Phone (day)				Phone (evening, cell)						
<b>INSURANCE INFORMATION</b>										
<input type="checkbox"/> Medicare <input type="checkbox"/> Medicaid <input type="checkbox"/> HMO				<input type="checkbox"/> Worker's Comp						
<input type="checkbox"/> PPO <input type="checkbox"/> POS <input type="checkbox"/> PPC				<input type="checkbox"/> Auto Accident				Date of Injury / /		
Primary Insurance Name				WC or Auto Insurance Company						
Address				Address						
City, State, Zip				City, State, Zip						
Phone		Fax		Employer at time of injury						
Policy Subscriber Name				Address						
Patient's relationship to subscriber				City, State, Zip						
Subscriber ID# or Social Security #				Phone		Fax				
Plan Name				Claim #						
Policy #		Group #		Claim Adjuster						
Primary Care Physician				Phone		Fax				
Phone		Fax		Case Manager						
Secondary Insurance Name				Phone		Fax				
Address				Name of attorney						
City, State, Zip				Contact Person						
Policy #		Group #		Phone		Fax				
Phone		Fax		Lawsuit pending? <input type="checkbox"/> Yes <input type="checkbox"/> No						
Policy Subscriber Name				Auto accident deductible: \$		Met? <input type="checkbox"/> Yes <input type="checkbox"/> No				
Patient's relationship to subscriber				LIEN? <input type="checkbox"/> Yes <input type="checkbox"/> No		LOP? <input type="checkbox"/> Yes <input type="checkbox"/> No				
CO-PAY? \$		Self-pay? <input type="checkbox"/> Yes <input type="checkbox"/> No								
<b>EMPLOYMENT INFORMATION</b>										
Employer				Occupation						
Street Address				City, State, Zip						
Phone		Fax		Email						

# HEALTH HISTORY QUESTIONNAIRE

All questions contained in this questionnaire are strictly confidential and will become part of your medical record.

**Patient Name:** *Last* \_\_\_\_\_ *First* \_\_\_\_\_ *MI* \_\_\_\_\_

**Today's Date:** \_\_\_\_\_ **Reason for Visit:** \_\_\_\_\_

**Previous or referring doctor:** \_\_\_\_\_ **Patient sex:**  
 M  F **DOB:** \_\_\_\_\_

## PERSONAL HEALTH HISTORY (PAST MEDICAL HISTORY)

**Conditions you have had in the past (check all that apply):**

<input type="checkbox"/> AIDS/HIV +	<input type="checkbox"/> Cancer	<input type="checkbox"/> Glaucoma	<input type="checkbox"/> Liver Disease	<input type="checkbox"/> Stroke
<input type="checkbox"/> Anemia	<input type="checkbox"/> Cataracts	<input type="checkbox"/> Gout	<input type="checkbox"/> Migraine Headache	<input type="checkbox"/> Thyroid Problems
<input type="checkbox"/> Anxiety	<input type="checkbox"/> Chicken Pox	<input type="checkbox"/> Heart Disease	<input type="checkbox"/> Mononucleosis	<input type="checkbox"/> TB
<input type="checkbox"/> Arthritis	<input type="checkbox"/> Depression	<input type="checkbox"/> Hepatitis	<input type="checkbox"/> Multiple Sclerosis	<input type="checkbox"/> Ulcers
<input type="checkbox"/> Asthma	<input type="checkbox"/> Diabetes	<input type="checkbox"/> Hernia	<input type="checkbox"/> Pneumonia	LIST ANY OTHERS
<input type="checkbox"/> Bleeding Disorders	<input type="checkbox"/> Eating Disorder	<input type="checkbox"/> High Cholesterol	<input type="checkbox"/> Prostate Problem	<input type="checkbox"/>
<input type="checkbox"/> Breast Lump	<input type="checkbox"/> Emphysema/COPD	<input type="checkbox"/> Hypertension	<input type="checkbox"/> Rheumatic Fever	<input type="checkbox"/>
<input type="checkbox"/> Bronchitis	<input type="checkbox"/> Epilepsy	<input type="checkbox"/> Kidney Disease	<input type="checkbox"/> Sexually Transmitted Disease	

### Surgeries

Year	Reason	Hospital

### Other hospitalizations

Year	Reason	Hospital

**Have you ever had a blood transfusion?**  Yes  No

**Do you know your blood type?**  Yes  No Type: \_\_\_\_\_

### List your prescribed drugs and over-the-counter drugs, such as vitamins and inhalers

Drug Name	Strength	Frequency Taken	Drug Name	Strength	Frequency Taken
1			6		
2			7		
3			8		
4			9		
5			10		

### Allergies to medications

Drug Name	Reaction You Had	Drug Name	Reaction You Had
1		3	
2		4	

### Vaccines

Vaccine name	Date Received	Vaccine Name	Date Received
1			
2			

<b>PATIENT NAME:</b>			<b>DOB:</b>				
<b>HEALTH HABITS AND PERSONAL SAFETY (SOCIAL HISTORY)</b>							
ALL QUESTIONS CONTAINED IN THIS QUESTIONNAIRE ARE OPTIONAL AND WILL BE KEPT STRICTLY CONFIDENTIAL.							
<b>Exercise</b>	<input type="checkbox"/> Sedentary (No exercise) <input type="checkbox"/> Mild exercise (i.e., climb stairs, walk 3 blocks, golf)						
	<input type="checkbox"/> Occasional vigorous exercise (i.e., work or recreation, less than 4x/week for 30 min.)						
	<input type="checkbox"/> Regular vigorous exercise (i.e., work or recreation 4x/week for 30 minutes)						
<b>Diet</b>	Are you dieting?				<input type="checkbox"/> Yes	<input type="checkbox"/> No	
	If yes, are you on a physician-prescribed medical diet?				<input type="checkbox"/> Yes	<input type="checkbox"/> No	
	# of meals you eat in an average day?						
<b>Caffeine</b>	<input type="checkbox"/> None	<input type="checkbox"/> Coffee	<input type="checkbox"/> Tea	<input type="checkbox"/> Cola			
	# of cups/cans per day?						
<b>Alcohol</b>	Do you drink alcohol?				<input type="checkbox"/> Yes	<input type="checkbox"/> No	
	If yes, what kind?						
	How many drinks per week?						
<b>Tobacco</b>	Do you use tobacco?				<input type="checkbox"/> Yes	<input type="checkbox"/> No	
	<input type="checkbox"/> Cigarettes – packs/day	<input type="checkbox"/> Chew - #/day	<input type="checkbox"/> Pipe - #/day	<input type="checkbox"/> Cigars - #/day			
	<input type="checkbox"/> # of years: _____	<input type="checkbox"/> Or year quit: _____					
<b>Drugs</b>	Do you currently use recreational or street drugs?				<input type="checkbox"/> Yes	<input type="checkbox"/> No	
	Have you ever given yourself street drugs with a needle?				<input type="checkbox"/> Yes	<input type="checkbox"/> No	
<b>Personal Safety</b>	Do you live alone?				<input type="checkbox"/> Yes	<input type="checkbox"/> No	
	Do you have frequent falls?				<input type="checkbox"/> Yes	<input type="checkbox"/> No	
	Do you have vision or hearing loss?				<input type="checkbox"/> Yes	<input type="checkbox"/> No	
	Physical and/or mental abuse have become major public health issues in this country. This often takes the form of verbally threatening behavior or actual physical or sexual abuse. Would you like to discuss this issue with your doctor or his staff?				<input type="checkbox"/> Yes	<input type="checkbox"/> No	
<b>FAMILY HEALTH HISTORY</b>							
<b>Relation</b>	<b>AGE</b>	<b>AGE AT DEATH</b>	<b>SIGNIFICANT HEALTH PROBLEMS</b>				
<b>Father</b>							
<b>Mother</b>							
<b>Brothers</b>							
<b>Sisters</b>							
<b>MENTAL HEALTH</b>							
Is stress a major problem for you?				<input type="checkbox"/> Yes	<input type="checkbox"/> No		
Do you feel depressed?				<input type="checkbox"/> Yes	<input type="checkbox"/> No		
Do you panic when stressed?				<input type="checkbox"/> Yes	<input type="checkbox"/> No		
Do you have problems with eating or your appetite?				<input type="checkbox"/> Yes	<input type="checkbox"/> No		
Do you cry frequently?				<input type="checkbox"/> Yes	<input type="checkbox"/> No		
Have you ever seriously thought about hurting yourself?				<input type="checkbox"/> Yes	<input type="checkbox"/> No		
Do you have trouble sleeping?				<input type="checkbox"/> Yes	<input type="checkbox"/> No		
Have you ever been to a counselor?				<input type="checkbox"/> Yes	<input type="checkbox"/> No		
Have you ever attempted suicide?				<input type="checkbox"/> Yes	<input type="checkbox"/> No		
<b>SCREENINGS</b> (please indicate most recent date)							
Last Colonoscopy:    /    /		<input type="checkbox"/> Normal	<input type="checkbox"/> Abnormal	Cholesterol Screening:    /    /		<input type="checkbox"/> Normal	<input type="checkbox"/> Abnormal
Test for blood in stools:    /    /		<input type="checkbox"/> Normal	<input type="checkbox"/> Abnormal	Electrocardiogram:    /    /		<input type="checkbox"/> Normal	<input type="checkbox"/> Abnormal

PATIENT NAME:

DOB:

Review Of Systems (check all that apply to you)

CONSTITUTIONAL

- Wt. loss or gain
Fever
Fatigue
Chills

EYES

- Blurry vision
Double vision
Vision changes
Cataracts
Glaucoma

ENT/MOUTH

- Sinus problems
Runny nose
Tooth pain
Hearing loss
Ringing ears
Gum pain
Gum bleeding
Swallowing difficulties
Ear pain
Ear discharge

ALLERGY/IMMUNO

- Rashes/hives/welts
Itchiness
Allergic asthma/bronchitis

NEURO

- Dizziness
Lightheadedness
Headache
Lack of coordination
Balance problems
Seizures
Numbness

PSYCH

- Depression
Mood swings
Memory problems
Anxiety

ENDO

- Excessive thirst
Heat intolerance
Cold intolerance
Hair loss
Nail changes
Night sweats
Hot flashes

SKIN

- Skin rashes
Bruising
Changes in skin lesions
Wounds
Ulcers

GENITOURINARY

- Burning urination
Excessive urination
Incontinence of urine
Blood in urine
Frequent bladder/kidney infections
History of sexually transmitted disease

GASTROINTESTINAL

- Vomiting
Constipation
Diarrhea
Heartburn
Incontinence of bowels
Blood in stools
Bloating
Poor appetite
Hemorrhoids
Nausea

HEM/LYMPH

- Bruising
Nosebleeds
Lack of energy

RESPIRATORY

- Frequent lung infections
Shortness of breath
Chest tightness
Wheezing
Sleeping problems
Persistent cough
Asthma

CARDIOVASCULAR

- History of Rheumatic fever
Palpitations
Chest pain
Swelling hands
Swelling feet
Irregular heart beat
High or low blood pressure

MUSC/SKELETAL

- Difficulty walking
Joint stiffness
Muscle pains
Back pain
Pain during walking

WOMEN ONLY

Age at menstruation: Date of last PAP smear: / / [ ] Normal [ ] Abnormal

Number of pregnancies \_\_\_\_\_ Number of live births \_\_\_\_\_ Date of or age at last menstruation: / /

Last Mammogram: / / [ ] Normal [ ] Abnormal Bone Density Screening: / / [ ] Normal [ ] Abnormal

Experienced any recent breast tenderness, lumps, or nipple discharge? [ ] Yes [ ] No

Date of last rectal exam? / / [ ] Normal [ ] Abnormal

MEN ONLY

Do you usually get up to urinate during the night? [ ] Yes [ ] No

If yes, # of times \_\_\_\_\_

Do you feel burning discharge from penis? [ ] Yes [ ] No

Has the force of your urination decreased? [ ] Yes [ ] No

Have you had any kidney, bladder, or prostate infections within the last 12 months? [ ] Yes [ ] No

Do you have any problems emptying your bladder completely? [ ] Yes [ ] No

Any difficulty with erection or ejaculation? [ ] Yes [ ] No

Any testicle pain or swelling? [ ] Yes [ ] No

Date of last prostate and rectal exam? / / [ ] Normal [ ] Abnormal

Date of last PSA test (if any): / / [ ] Normal [ ] Abnormal

Is there anything else you would like to discuss with the doctor? \_\_\_\_\_

Patient signature

Date

Provider signature

Date

## PATIENT SELF-DETERMINATION QUESTIONNAIRE - YOUR RIGHT TO DECIDE

While you cannot remove all uncertainty about your future health care needs, having an ADVANCE DIRECTIVE in place can give you the peace of mind that comes from making your wishes known in advance.

- Declaration to Decline Life-Prolonging Procedures (Living Will)  
 I have     I have NOT made a Living Will
- Health Care Surrogate  
 I have     I have NOT designated a Health Care Surrogate
- Durable Power of Attorney  
 I have     I have NOT appointed a Durable Power of Attorney for Health Care Decisions

If you have signed an advance directive outlining your wishes, we will gladly make a copy and place it in your chart. If you have not created an advance directive, we will gladly provide you with a packet of information and forms.

### PATIENT PRIVACY QUESTIONNAIRE

- I. Please list the family members or other persons, if any, whom we may verbally inform about your general medical condition and your diagnosis (including treatment, payment and health care operations):

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Phone Number: \_\_\_\_\_

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

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

- II. Please list the family members or significant others, if any, whom we may inform about your medical condition **ONLY IN AN EMERGENCY**:

• Name: \_\_\_\_\_ Phone #: \_\_\_\_\_

• Name: \_\_\_\_\_ Phone #: \_\_\_\_\_

- III.  I understand that all correspondence from our office will be sent in a sealed envelope marked "CONFIDENTIAL"

- IV. Confidential messages (i.e., appointment reminders)  May  May **not** be left on answering machine or voicemail.

- V. Please print the phone number where you want to receive calls about your appointments:

I am fully aware that a cell phone is not a secure and private line.

\_\_\_\_\_  
PLEASE *PRINT* PATIENT NAME

\_\_\_\_\_  
DATE OF BIRTH

\_\_\_\_\_  
LEGAL REPRESENTATIVE

\_\_\_\_\_  
RELATIONSHIP TO PATIENT

\_\_\_\_\_  
SIGNATURE OF PATIENT OR LEGAL REPRESENTATIVE

\_\_\_\_\_, 20\_\_\_\_\_  
TODAY'S DATE

**CONSENT TO TREAT**

I, the undersigned voluntarily give consent to my Access Health Care Physicians, LLC medical professional to provide and perform such medical/diagnostic/minor surgical treatment(s) and/or services as deemed advisable and necessary for the diagnosis and/or treatment of my condition(s) or to maintain my health. I am aware that the practice of medicine is not an exact science and I acknowledge that no guarantees have been made to me as a result of treatment or examination in the office.

\_\_\_\_\_ Date: \_\_\_\_\_ DOB: \_\_\_\_\_  
Patient Printed Name

\_\_\_\_\_ Relationship to Patient: \_\_\_\_\_  
Signature of Patient/Legal Representative

. . . . .  
**RECEIPT OF NOTICE OF PRIVACY PRACTICES**  
**WRITTEN ACKNOWLEDGEMENT FORM**

I, have received/reviewed a copy of the Access Health Care Physicians, LLC Notice of Privacy Practices and the Florida Patient Bill of Rights.

\_\_\_\_\_ Date: \_\_\_\_\_  
Signature of Patient/Legal Representative

. . . . .  
**OFFICE USE ONLY**

I attempted to obtain the patient's signature in acknowledgement on this Notice of Privacy Practices Acknowledgement, but was unable to do so for the reason documented below:

Date	Initials	Reason

**AUTHORIZATION AND ASSIGNMENT**

I hereby authorize my Access Health Care Physicians, LLC practice location to release any medical information necessary to process any and all claims for reimbursement on my behalf. I authorize payment to be made directly to Access Health Care Physicians, LLC (or named physicians or affiliates) for services rendered. I also authorize payment of government benefits to the physician (entity) and any payments related to cross-over medigap insurers. I request that payment of authorized secondary insurance be made either to me or on my behalf to the above-named entity. I understand that I am financially responsible for all charges if they are not covered by my insurance. In the event of default, I agree to pay all costs of collections and reasonable attorney's fees. I certify that the information I have reported with regard to my insurance coverage is correct. I further agree that a photocopy of this agreement shall be considered as effective and valid as the original.

\_\_\_\_\_ Date: \_\_\_\_\_  
Signature of Patient/Legal Representative

# HIPAA OMNIBUS NOTICE OF PRIVACY PRACTICES

Effective Date: March 24, 2017

Your Information. Your Rights. Our Responsibilities.

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.**

## YOUR RIGHTS

**When it comes to your health information, you have certain rights.** This section explains your rights and some of our responsibilities to help you.

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### Get an electronic or paper copy of your medical record

- You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you. Ask us how to do this.
- We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

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### Ask us to correct your medical record

- You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this.
- We may say “no” to your request, but we’ll tell you why in writing within 60 days.

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### Request confidential communications

- You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.
- We will say “yes” to all reasonable requests.

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### Ask us to limit what we use or share

- You can ask us not to use or share certain health information for treatment, payment, or our operations.
    - ✧ We are not required to agree to your request, and we may say “no” if it would affect your care.
  - If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer.
    - ✧ We will say “yes” unless a law requires us to share that information.
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## Your Rights (continued)

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### Get a list of those with whom we've shared information

- You can ask for a list (accounting) of the times we've shared your health information for six years prior to the date you ask, who we shared it with, and why.
  - We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We'll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.
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### Get a copy of this privacy notice

- You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.
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### Choose someone to act for you

- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
  - We will make sure the person has this authority and can act for you before we take any action.
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## YOUR CHOICES

**For certain health information, you can tell us your choices about what we share.** If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

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### In these cases, you have both the right and choice to tell us to:

- Share information with your family, close friends, or others involved in your care.
  - Share information in a disaster relief situation.
  - Include your information in a hospital directory.
  - Contact you for fundraising efforts.
  - *If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.*
- 

### In these cases we never share your information unless you give us written permission:

- Marketing purposes
  - Sale of your information
  - Most sharing of psychotherapy notes
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### In the case of fundraising:

- We may contact you for fundraising efforts, but you can tell us not to contact you again.
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## OUR USES AND DISCLOSURES

**How do we typically use or share your health information?** We typically use or share your health information in the following ways.

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<b>Treat you</b>	<ul style="list-style-type: none"><li>We can use your health information and share it with other professionals who are treating you.</li></ul>	<i><b>Example:</b> A doctor treating you for an injury asks another doctor about your overall health condition.</i>
<b>Run our organization</b>	<ul style="list-style-type: none"><li>We can use and share your health information to run our practice, improve your care, and contact you when necessary.</li></ul>	<i><b>Example:</b> We use health information about you to manage your treatment and services.</i>
<b>Bill for your services</b>	<ul style="list-style-type: none"><li>We can use and share your health information to bill and get payment from health plans or other entities.</li></ul>	<i><b>Example:</b> We give information about you to your health insurance plan so it will pay for your services.</i>

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**How else can we use or share your health information?** We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes. For more information see:

[www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html).

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<b>Help with public health and safety issues</b>	<ul style="list-style-type: none"><li>We can share health information about you for certain situations such as:<ul style="list-style-type: none"><li>✧ Preventing disease.</li><li>✧ Helping with product recalls.</li><li>✧ Reporting adverse reactions to medications.</li><li>✧ Reporting suspected abuse, neglect, or domestic violence.</li><li>✧ Preventing or reducing a serious threat to anyone's health or safety.</li></ul></li></ul>
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<b>Do research</b>	<ul style="list-style-type: none"><li>We can use or share your information for health research.</li></ul>
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<b>Comply with the law</b>	<ul style="list-style-type: none"><li>We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.</li></ul>
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<b>Respond to organ and tissue donation requests</b>	<ul style="list-style-type: none"><li>We can share health information about you with organ procurement organizations.</li></ul>
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<b>Work with a medical examiner or funeral director</b>	<ul style="list-style-type: none"><li>We can share health information with a coroner, medical examiner, or funeral director when an individual dies.</li></ul>
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## ***Our Uses and Disclosures (continued)***

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### **Address workers' compensation, law enforcement, and other government requests**

- We can use or share health information about you:
    - ✧ For workers' compensation claims.
    - ✧ For law enforcement purposes or with a law enforcement official.
    - ✧ With health oversight agencies for activities authorized by law.
    - ✧ For special government functions such as military, national security, and presidential protective services.
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### **Respond to lawsuits and legal actions**

- We can share health information about you in response to a court or administrative order, or in response to a subpoena.
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## **OUR RESPONSIBILITIES**

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

For more information see: [www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html).

### **Changes to the Terms of This Notice**

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our office, and on our web site.

## **COMPLAINTS**

If you believe your privacy rights have been violated, you may submit a comment or complaint about our privacy practices by:

- 1) Mail to Corporate Privacy Officer, Access Health Care Physicians LLC., 14690 Spring Hill Drive, Suite 201, Spring Hill, Florida 34609;
- 2) Email to [yomatter@aurosmgmt.com](mailto:yomatter@aurosmgmt.com);
- 3) Phone (877) 379-4568;
- 4) Written communication to the facility following the process outlined in our Company's Patient Rights documentation; and/or
- 5) Written communication to the Secretary of the U.S. Department of Health and Human Services Office for Civil Rights. You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting [www.hhs.gov/ocr/privacy/hipaa/complaints/](http://www.hhs.gov/ocr/privacy/hipaa/complaints/).

**You will not be penalized for filing a complaint.**

## **Florida Patient's Bill of Rights and Responsibilities Florida Statutes Chapter 381(026)**

Florida law requires that your health care provider or health care facility recognize your rights while you are receiving medical care and that you respect the health care provider's or health care facility's right to expect certain behavior on the part of patients. You may request a copy of the full text of this law from your health care provider or health care facility. A summary of your rights and responsibilities follows:

- A patient has the right to be treated with courtesy and respect, with appreciation of his or her individual dignity, and with protection of his or her need for privacy.
- A patient has the right to a prompt and reasonable response to questions and requests.
- A patient has the right to know who is providing medical services and who is responsible for his or her care.
- A patient has the right to know what patient support services are available, including whether an interpreter is available if he or she does not speak English.
- A patient has the right to know what rules and regulations apply to his or her conduct.
- A patient has the right to be given by the health care provider information concerning diagnosis, planned course of treatment, alternatives, risks, and prognosis.
- A patient has the right to refuse any treatment, except as otherwise provided by law.
- A patient has the right to be given, upon request, full information and necessary counseling on the availability of known financial resources for his or her care.
- A patient who is eligible for Medicare has the right to know, upon request and in advance of treatment; whether the health care provider or health care facility accepts the Medicare assignment rate.
- A patient has the right to receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.
- A patient has the right to receive a copy of a reasonably clear and understandable, itemized bill and, upon request, to have the charges explained.
- A patient has the right to impartial access to medical treatment or accommodations, regardless of race, national origin, religion, handicap, or source of payment.
- A patient has the right to treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
- A patient has the right to know if medical treatment is for purposes of experimental research and to give his or her consent or refusal to participate in such experimental research.
- A patient has the right to express grievances regarding any violation of his or her rights, as stated in Florida law, through the grievance procedure of the health care provider or health care facility which served him or her and to the appropriate state licensing agency.
- A patient is responsible for providing to the health care provider, to the best of his or her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his or her health.
- A patient is responsible for reporting unexpected changes in his or her condition to the health care provider.
- A patient is responsible for reporting to the health care provider whether he or she comprehends a contemplated course of action and what is expected of him or her.
- A patient is responsible for following the treatment plan recommended by the health care provider.
- A patient is responsible for keeping appointments and, when he or she is unable to do so for any reason, for notifying the health care provider or health care facility.
- A patient is responsible for his or her actions if he or she refuses treatment or does not follow the health care provider's instructions.
- A patient is responsible for assuring that the financial obligations of his or her health care are fulfilled as promptly as possible.
- A patient is responsible for following health care facility rules and regulations affecting patient care and conduct.

## **FINANCIAL POLICY**

The information listed below was designed to provide our patients with a detailed explanation of our financial policies. We realize this information may not always address your specific situation and encourage you to speak with a member of our billing department whenever you have any questions or concerns regarding your account.

### **Registration**

Information gathered provides us with contact information as well as ensures your claims will be filed to the correct insurance company.

Upon arrival for your appointment, you will be asked for basic information:

- Current patient information: name, address, telephone number, employer, date of birth, social security number, and emergency contact.
- Current Insurance Card.

Please arrive at least ten (10) minutes prior to your appointment time. Having information readily available will assist us in making the check-in process easier for you. Information obtained in the registration process is kept in your confidential medical record.

You will be asked to make co-payments at the time of service. For your convenience, we can also handle your payments on your account at the Registration Desk. We accept cash, check, debit cards and major credit cards (MasterCard, Visa, and Discover).

### **Co-payments**

Co-payments will be collected at the time of your visit. Please check with your insurance company for the requirements and provisions of your policy to determine the dollar amount of your co-payment prior to your appointment.

### **NSF Checks**

Any negotiable items returned because of Non-Sufficient Funds (NSF) will be sent a 15-day statutory notice letter via certified mail. Receipt of the letter provides the presenter of the NSF item seven (7) days to pay the face amount of the negotiable item, plus a service charge, in the following amounts:

Amount of Check \$50.00 or Less..... Fee = \$25.00 per Check

Amount of Check \$50.01 - \$300.00..... Fee = \$30.00 per Check

Amount of Check \$300.01 or More..... Fee = \$40.00 per Check

Or an amount equal to 5% on the face Value of the Check, whichever is greater.

### **Liabilities**

It is the obligation of the responsible party to settle any outstanding liability charges. We cannot act as administrator to resolve financial arrangements. The balance for services rendered is considered due in full at the time of the services.

### **Participation with Insurance Companies**

We reserve the right to determine which insurance companies or programs we participate with on an annual basis.

## **General Insurance Policy**

As a convenience to you, our Insurance Staff will file a claim on your behalf provided we have your current insurance policy information available. However, it is impossible for our staff to determine your coverage and payment levels, since each insurance company offers many options as part of their health care coverage package.

Our staff cannot guarantee that your insurance carrier will pay all or even part of your claim. Your insurance policy is a contract between you and your insurance carrier. Ultimately, the patient is responsible for their charges. Patients should resolve disputed coverage issues directly with their insurer or employer. It is the patient's responsibility to know the details of their insurance contract and if whether your provider is a network provider for their particular plan.

When your insurance company processes your claim, they will provide you with an Explanation of Benefits (EOB). This EOB will explain what the insurance company has agreed to pay. Most insurance companies agree to pay only a percentage of the charges with the remaining balance being the responsibility of the patient. The EOB may use the term "Usual, Customary and Reasonable" (UCR). Insurance companies develop UCRs independently of one another. Therefore, because of policy deductibles, co-payments, non-covered services and UCRs, you may have a balance due after the insurance pays. No UCR adjustments will be honored unless the clinic has a signed contract in effect with that specific insurance carrier.

## **Medicare Policy**

Federal law requires all physicians to file claims to Medicare.

We accept Medicare assignment. This means we agree to accept Medicare's allowance on services provided to you. You will still be responsible for your annual deductible, the co-payment, and any non-covered services specified by Medicare.

If you carry a supplemental plan to Medicare, please ensure we have your policy information so that a claim can be filed for you.

## **Medicaid**

All Medicaid patients must present a valid stamped card prior to being seen. If the patient wishes to be seen without their validated card, they will be required to make payment at time of service or asked to reschedule.

## **General Credit Policies**

All accounts are payable upon receipt of your first statement. Credit is extended as a courtesy, and arrangements will be based on demonstrated needs.

If you are not covered by a medical insurance plan, payment is expected at the time services are provided.

## **Hardship**

Patients who are having financial difficulties may qualify for a reduction in a repayment plan or a financial adjustment on their account. They will be required to complete a financial form and include the necessary information to process their application.

## **Questions Regarding Your Account**

If you have questions regarding your account or wish to make a payment using MasterCard, Visa, Discover or Debit Card, please contact our Billing Department during the hours of 8:00 am and 5:00 pm, Monday through Friday, at 352-593-4101.

*Thank you for your cooperation in helping us serve you with the highest quality, accessible and cost effective health care services.*