



Family Care
 1413 Carpenter Fletcher Rd
 Durham, NC 27713
 (919) 544-6461

Sabrina M. Mentock, MD
Elaina L. Lee, MD
Sarada Schossow, PA-C
 www.familycarepa.com

2018 Patient Demographics Form

Please provide the following demographic information for medical records at our office.

NAME	DATE OF BIRTH
ADDRESS	SSN
APARTMENT NUMBER	GENDER
CITY	SEXUAL ORIENTATION
STATE	
ZIP	
HOME PHONE	MARITAL STATUS
OK to Leave Message? <input type="checkbox"/> Y <input type="checkbox"/> N	
WORK PHONE	ETHNICITY
OK to Leave Message? <input type="checkbox"/> Y <input type="checkbox"/> N	
CELL PHONE	PRIMARY LANGUAGE
OK to Leave Message? <input type="checkbox"/> Y <input type="checkbox"/> N	
EMAIL ADDRESS	OCCUPATION/ STUDENT STATUS

How did you hear about our office?

- Angie's List
- Internet Search
- Other: _____
- Friend's Referral
- Drive By Our Office

Insurance Provider:

- BCBS
- United Healthcare
- Other: _____
- CIGNA
- Aetna

EMERGENCY CONTACT	RELATIONSHIP TO PATIENT	PHONE NUMBER
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Do you want your Emergency Contact to have access to your medical information? YES NO

I, the undersigned, certify that I (or my dependent) have insurance coverage with the above listed insurance company and assign directly to Family Care, PA all insurance benefits, if any, otherwise payable to me for services rendered. I understand that I am financially responsible for all charges, whether or not they are paid by my insurance. I hereby authorize the doctor to release all information necessary to secure payment of benefits. I authorize the use of this signature on all insurance submissions.

RESPONSIBLE PARTY SIGNATURE	RELATIONSHIP TO PATIENT	DATE
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Complete Medical Record Information
Please fill in the circle for "Yes" or "No"

Have there been any updates to your **MEDICAL** history in the past 12 months? Yes No
 If so, what has changed?

Have there been any updates to your **FAMILY** history in the past 12 months? Yes No
 If so, what has changed?

<i>Question</i>	YES	NO
Are you disabled?	<input type="radio"/>	<input type="radio"/>
Do you wear contacts or glasses?	<input type="radio"/>	<input type="radio"/>
Do you have a hearing impairment?	<input type="radio"/>	<input type="radio"/>
Are you able to pay for your medications?	<input type="radio"/>	<input type="radio"/>
Do you currently use tobacco in any form?	<input type="radio"/>	<input type="radio"/>
Are you a former smoker?	<input type="radio"/>	<input type="radio"/>
Have you had alcohol in the past 12 months?	<input type="radio"/>	<input type="radio"/>
If yes, how often?	_____	Days per week
If yes, how many drinks per week?	_____	Drinks per week
Do you use recreational/street drugs?	<input type="radio"/>	<input type="radio"/>
If yes, what? _____		
Have you been sexually active in the last 12 months?	<input type="radio"/>	<input type="radio"/>
If yes, have you had: <input type="radio"/> Male Partner(s) <input type="radio"/> Female Partner(s) <input type="radio"/> Both?		
Do you have any history of Sexually Transmitted Disease (STD)?	<input type="radio"/>	<input type="radio"/>
Do you have an Advance Directive or Living Will?	<input type="radio"/>	<input type="radio"/>
If no, would you like information on this today?	<input type="radio"/>	<input type="radio"/>
In the last two weeks have you felt sad, depressed or hopeless?	<input type="radio"/>	<input type="radio"/>
In the last two weeks have you had little interest or pleasure in doing things you used to like to do?	<input type="radio"/>	<input type="radio"/>

Please circle the most appropriate answer:

Race: White Black Hispanic Asian Other: _____
Language: English Spanish Italian French Other: _____
Ethnicity: North American Hispanic Other: _____
Employment: Full Time Part Time Retired Temp Other: _____
Student: Full Time Part Time Other: _____
of People in your Household: 1 2 3 4 5 6 7 8 9 10

PRIMARY PHARMACY

STREET NAME & CITY

PHONE NUMBER

Family Care - Patient Policy 2018

We at Family Care strive to create a friendly and comfortable environment where your health is our primary concern. Please read this Patient Policy carefully so that you will understand our policies and avoid misunderstandings. All patients must fill out a "Patient Registration Form," HIPAA forms, and sign this Patient Policy before their first visit.

INSURANCE INFORMATION: It is essential that you notify us of any changes in insurance, whether it is a change in carrier or a change in plan, so please bring a current insurance card with you to every appointment. We must have the insurance card issued to you, or a photo copy of the card, to file your claim. Full payment for your service must be paid at the time of visit if you cannot provide the information needed to file your insurance claim. The patient and/or bearer of the insurance policy are ultimately responsible for payment for services not covered by their insurance plan.

PRIMARY INSURANCE CLAIMS: If Family Care has successfully filed your claim and not received finalization from your insurance company within 90 days, the remaining balance is the patient's responsibility to Family Care and it is up to the patient to obtain payment from their insurance.

Family Care is not responsible for knowing the coverage and limitations of your insurance plan. Because of the great diversity in plans, we must require that you, the patient and/or bearer of the insurance policy, be responsible for knowing and understanding the limitations of your insurance coverage. It is your responsibility to understand the following:

- Whether or not preventive care or other services are covered by your plan.
- Whether or not Family Care is a part of your insurance provider network.
- The total and remaining amounts of your co-pay and your deductible. If the information is unknown, you will be responsible for payment in full at the time of service. Any excess payment or adjustments by your insurance company will be refunded to you.
- Any other limitations in your coverage. Being familiar with your own coverage enables you to discuss alternative healthcare options, when available, with your doctor.

MEDICARE / SECONDARY INSURANCE CLAIMS: We do not file secondary insurance claims. If requested, you will be provided with the information and paperwork you will need to file a secondary claim through your insurance. We do file all Medicare claims; however, we do not accept assignment of Medicare claims. Payment must be made in full at the time of service for Medicare patients and payment from Medicare will be sent to you.

OUT-OF-NETWORK CLAIMS: If we are not contracted with your insurance company, we require full payment at the time of service. Patients with out-of-network insurance will be responsible for their bill in full at the time of checkout. It is the patient's responsibility to find out if we are in-network before being seen.

WORKER'S COMPENSATION / MOTOR VEHICLE ACCIDENTS: We do not process Workman's Compensation cases, or handle car accident cases where your benefits are not handled by your health insurance.

PATIENT UNDER AGE 18: The parents, guardian or adult accompanying the minor is responsible for payment. For unaccompanied minors, non-emergency treatment will be denied unless consent for treatment and charges have been pre-authorized by a parent or guardian.

SPECIALIST REFERRALS: To ensure the most comprehensive approach to your health care, Family Care may refer you to a specialist for additional tests or treatment. In selecting such a specialist, your physician considers the specialist's experience, qualifications, and skill. Unfortunately, it is impossible for us to know which providers accept each type of insurance plan. Family Care requires that you determine whether any physician to whom you are referred accepts your insurance prior to your visit.

FORMS: There is a minimum of a \$10 charge for any forms that take extensive completion time during a visit and for any forms that are brought in to be filled out outside of a scheduled appointment.

PAYMENTS: Co-Pays must be paid at the time of service. *There will be a \$10 Late Fee for non-payment at the time of visit.* We accept cash, checks and Visa/MasterCard as payment. New patients are required to pay with either cash or credit card. *There will be a \$30 charge for all returned checks.* Accounts must be current to continue to receive care at our office. Patients may be refused care for non-emergency services if their account is 90+ days past due.

MISSED APPOINTMENTS: A charge will be made for broken appointments (unless 24 hour notice is given), or if you arrive more than 10 minutes late for your appointment. *A missed appointment charge is \$25 and is due prior to your next appointment at our office.* This includes appointments cancelled on the same day of the exam or times where you arrive more than 10 minutes late for your scheduled appointment. This is necessary as such occurrences are detrimental to our business and other patients waiting for an appointment. Family Care reserves the right to dismiss from the practice any patient who frequently misses scheduled appointments without prior notice.

PRESCRIPTION REFILL REQUESTS: *Please allow 2-3 days from the time of receipt for prescription refill requests.* Refill requests are primarily handled during an office visit. We do not fill controlled drugs over the phone or after office hours. We do not transmit controlled substances electronically, so a hard copy of all prescriptions for controlled substances must be picked up at our office. It is the patient's responsibility to have a list of the current medications that will need to be refilled prior to your follow up appointment. Failure to request a refill on a medication during an appointment may require the patient to return for another appointment.

LABORATORY CHARGES: Charges for blood collections will be filed with your insurance company and you may owe a balance for the charges. *You are required to pay \$10 at the time of your blood draw at our office to cover specimen handling fees.* The laboratory will bill your insurance for the individual tests will still be filed with your insurance company by our outside laboratory.

PHONE CONSULTATIONS: *All patient phone conversations with Sabrina Mentock, MD, Elaina Lee, MD, and Sarada Schossow, PA-C may be billed as phone consultations.* This includes prescription refill requests and result notifications. If the patient has medical questions, concerns, or treatment options that are discussed and covered during the phone call, this appointment would be billed just like a regular office visit and any co-payments or deductibles owed by the patient will apply.

VACCINATIONS: Adult and child vaccines are offered through our office. Because of inconsistent insurance payment expectations, payment for certain vaccines is expected at the time of service. Patients are required to sign a vaccination waiver prior to receiving the vaccine.

Summary of Family Care's Patient Policy Agreement:

- Please expect to pay your copayment or deductible balance at the time of service.
- Please update the front desk staff with any changes to your address, phone number, demographics, and insurance plan prior to your visit.
- Please allow at least 48 hours for prescription refill requests.
- Medical claims that are denied because of provisions specified in the patient's insurance plan are the patient's responsibility to correct.
- Demographic and medical information may be released to specialists and other providers to coordinate your medical care.
- Prescriptions for controlled substances must be picked up in our office.
- You may be charged for phone conversations with a medical provider.
- You will be charged a \$25 fee if you do not show up for your appointments on time.
- You will owe a \$10 processing fee for all blood work done through our office.

I have read, understand, and agree with the above patient policy. You may request a copy of all signed documents for your personal reference.

Signature _____ Date _____

Summary of Privacy Practices for Family Care

- A. We have a legal duty to protect health information about you.
- B. We may use and disclose Protected Health Information (PHI) about you without your authorization in the following circumstances.
 - a. We may use and disclose PHI about you to provide health care treatment to you.
 - b. We may use and disclose PHI about you to obtain payment for services.
 - c. We may use and disclose PHI about you for health care operations.
 - d. We may use and disclose PHI when required to do so because of the law.
 - e. You can object to certain uses and disclosures.
 - f. We may contact you to provide appointment reminders.
 - g. We may contact you with information about treatment, services, products or health care providers.
- C. You have several rights regarding PHI about you.
 - a. You have the right to request restrictions on uses and disclosures of PHI about you.
 - b. You have the right to request different ways to communicate with you.
 - c. You have the right to see and copy PHI about you.
 - d. You have the right to request amendment of PHI about you.
 - e. You have the right to a listing of disclosures we have made.
 - f. You have a right to a copy of this Notice.
- D. You may file a complaint about our privacy practices to 1413 Carpenter Fletcher Rd, Durham, NC, 27713.
- E. Effective date of this notice is April 14, 2003.
- F. We participate in an Organized Health Care Arrangement with providers in the UNC Health Alliance. We may use your PHI for our own health care operations and for those of the Organized Health Care Arrangement in which we participate. (Effective 4/1/2017)

Please review and sign the back of this notice.

**CONSENT TO USE OR DISCLOSE INFORMATION
FOR TREATMENT, PAYMENT OR HEALTH CARE OPERATIONS**

The Patient hereby consents to the use or disclosure of his/her individually identifiable health information (“protected health information”) by Family Care in order to carry out treatment, payment, or health care operations. The Patient should review the Facility’s Notice of Privacy Practices for Protected Health Information for a more complete description of the potential uses and disclosures of such information, and the Patient has the right to review such Notice prior to signing this consent form.

Facility reserves for itself the right to change the terms of its Notice of Privacy Practices for Protected Health Information at any time. If the Facility does change the terms of its Notice of Privacy Practices, Patient may obtain a copy of the revised Notice by requesting in writing to 1413 Carpenter Fletcher Rd, Durham, NC 27713.

Patient retains the right to request that the Facility further restrict how his/her protected health information is used or disclosed to carry out treatment, payment, or health care operations. The Facility is not required to agree to such requested restrictions; however, if the Facility does agree to Patient’s requested restriction(s), such restrictions are then binding to the Facility.

At all times, Patient retains the right to revoke this Consent. Such revocation must be submitted to the Facility in writing. The revocation shall be effective except to the extent that the Facility has already taken action in reliance on the Consent. Consent may be revoked upon written request to 1413 Carpenter Fletcher Rd, Durham, NC 27713.

The Facility may refuse to treat Patient if he/she (or an authorized representative) does not sign this Consent Form (except to the extent that the Facility is required by law to treat individuals). If Patient (or authorized representative) signs this Consent Form and then revokes Consent, the Facility has the right to refuse to provide further treatment to Patient as of the time of revocation Form (except to the extent that the Facility is required by law to treat individuals).

I HAVE READ AND UNDERSTAND THIS INFORMATION. I HAVE RECEIVED A COPY OF THIS FORM AND I AM THE PATIENT OR AM AUTHORIZED TO ACT ON BEHALF OF THE PATIENT TO SIGN THIS DOCUMENT VERIFYING CONSENT TO THE ABOVE STATED TERMS.

Signature of Patient _____ Date_____

Print Patient’s Name _____



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2018 Patient Financial Agreement

Please review the following financial information at our office.

This document is a breakdown of Family Care’s financial policies and an explanation of potential charges you could owe related to services at our office. Actual amounts vary depending on the type of service provided and your health insurance coverage at the time of service. This list is not comprehensive and may be updated without prior notice.

Type	Description	Amount
Co-Payments / Co-Insurances	Amounts vary based on insurance coverage and must be made at the time of service.	Variable; based on insurance coverage.
Deductibles	Patient is responsible for a certain amount of their health care expenses prior to insurance coverage paying for services. Amounts vary based on insurance coverage and must be made at the time of service.	Variable; based on insurance coverage.
Phone Appointments	For medical care provided over the phone, in place of an in-person appointment.	Billed as an in-office appointment.
Missed Appointments	Missed appointments or appointments that are cancelled on the same date of the appointment.	\$25
Blood Draws	Payment for specimen collection and processing. Additional charges from our laboratory may apply and be billed directly from the laboratory.	\$10
Completed Forms	Charge for form completion outside of a regular office visit or appointment.	\$10
Returned Checks	A fee for a check that is returned by the bank for insufficient funds or any other reason that causes a check to be invalid.	\$30
Late Fees	Non-payment of total balance in full at the time of service without prior approval from Family Care.	\$10 initially + \$10 for three months of non-payment.
Records Requests	Printed or electronic copies of patient’s medical records.	Variable; \$30 max; \$10 min; based on quantity requested.
Vaccinations	Vaccine administration.	Variable; based on vaccine.
Laboratory Fees	Billed directly from our contracted laboratories.	Variable; based on service.

I have read, understand, and agree with the above patient policy.

Signature _____ **Date** _____