HMG
HOLSTON MEDICAL GROUP

Welcome to our office

Where did you hear about us?
❒ Yellow Pages (YP) ❒ Newspaper (NP) ❒ Website (WS)
❒ Friend or Family (FF) ❒ Physician Referral (PR)
❒ Other (OT) _____

OFFICE USE ONLY
Physician: _____
Approved by: _____
Date: _____

NEW PATIENT INFORMATION (Complete if different from billing party)

Name _____
First Middle Last

Address _____

City _____ State _____ Country _____ Zip _____ Phone # (____) _____

Birthdate _____ Sex M or F Race _____ Marital Status S M W D

Social Security # _____ Employer _____

Address of Employer _____ Work Phone # _____

May we contact you at work? Y N By E-Mail Y N E-Mail Address _____

Emergency Contact Name _____ Emerg. Phone # (____) _____

Relationship to billing party _____

Guarantor/Responsible Party

Name _____
First Middle Last

Address _____

City _____ State _____ Zip _____ Phone # _____

Birthdate _____ Sex M or F Marital Status S M W D

Social Security # _____ Driver's License # _____

Place of employment _____ Work Phone # _____

OTHER INFORMATION

Name and address of nearest relative not living with you _____

Address _____ City _____ State _____ Zip _____ Phone # _____

If you are currently under another physician's care, please list:

Name _____

Address _____ City _____ State _____ Zip _____

Whom may we thank for referring you to us? _____

INSURANCE

1. Primary Insurance Company Name _____

Group # _____ Policy Member # _____

Subscriber Name _____ Subscriber Birthdate _____ Sex M or F Social Security # _____

Subscriber Employer and Address _____

2. Secondary/Supplemental Insurance Name _____

Group # _____ Policy/Member # _____

Subscriber Name _____ Subscriber Birthdate _____ Sex M or F Social Security # _____

Subscriber Employer and Address _____

Please note whomever brings a child in to be seen is responsible for payment at time of service unless prior arrangements have been made. It is the custodial parent's responsibility to arrange reimbursement from a non-custodial parent.
By signing below I hereby give my consent for Holston Medical Group to treat my minor child, under 18 years of age

INSURANCE AUTHORIZATION AND ASSIGNMENT:
I understand that I am financially responsible for any medical service at time of service. I authorize my insurance carrier to pay to Holston Medical Group any assigned claims filed by them and authorization for release of medical information requested by my insurance company. For Medicare beneficiaries: I request payment of authorized Medigap benefits be made to me or on my behalf to Holston Medical Group and medical information about me to be released to my Medigap insurer.

Date _____ Signature _____

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ADULT HISTORY FORM

MRN: _____
Date: _____

Name: _____

Date of Birth: _____

General State of Health: Excellent Good Fair Poor

Marital Status: Single Married Widowed Separated Divorced

Occupation or Job: _____

Number of Children: ___ **Number of People in Household:** ___

Do you use tobacco products? ☐ Yes ☐ No
If yes: ☐Smokeless ☐ Cigarettes
_____Packs per day
_____Number of smoking years

Do you drink alcoholic beverages? ☐ Yes ☐ No
If yes: How much? _____

Any type of special diet? _____

Date of last Immunization booster for:
1. Polio _____
2. Tetanus _____
3. Diphtheria _____

Who is your regular physician/provider? _____
When was your last physical exam?_____

Reason for this visit? _____
Injury: ☐ Yes ☐ No
If yes, date of injury: _____
Have you had any of the following in relation to this injury?
☐ Surgery ☐ Cortisone Shots ☐ Physical Therapy
☐ Cast ☐ Other _____

Environmental Risks or Exposures:
☐ Radiation ☐ Excessive Noise ☐ Asbestos
☐ Chemicals ☐ Other _____

Childhood Illnesses:
☐ Mumps ☐ Chicken Pox ☐ Measles
☐ Scarlet Fever ☐ Meningitis ☐ Rheumatic Fever
☐ Rubella ☐ Polio

Allergies / Intolerance to Medications:_____
_____
Other: _____

Previous Hospitalizations and/or Surgery: _____
_____
_____

Current Medications (include over the counter): _____
_____
_____
_____

Specialty Providers outside HMG and Reason for Treatment:
_____
_____
_____

FAMILY HISTORY	AGE	PRESENT ILLNESS	CAUSE OF DEATH
Mother			
Father			
Brother / Sister			
Brother / Sister			
Brother / Sister			

Is there a FAMILY HISTORY of: (Please circle if applicable)

Alcoholism
Alzheimer's
Anemia
Asthma
Bleeding or Clotting Disorder
Cancer, Breast
Cancer, Colon
Cancer, Lung
Cancer, Other _____
Depression
Diabetes
Emphysema (COPD)
Glaucoma
Heart Attack
Heart Disease
High Blood Pressure
High Cholesterol
Lung Problem
Overweight
Psychiatric Illness
Stroke
Tuberculosis

PERSONAL MEDICAL HISTORY: Please circle any of the condition(s) that you have now or have had in the past.

Alcoholism
Alzheimer's
Amputations
Anemia
Arthritis
Asthma
Birth Defects
Black Lung
Bleeding or Clotting Disorder
Cancer, Breast
Cancer, Colon
Cancer, Lung
Cancer, Other _____
Chronic Bronchitis
Decreased Hearing
Decreased Vision
Depression
Diabetes
Emphysema (COPD)
Glaucoma
Gout
Heart Attack
Heart Disease
Hepatitis
High Blood Pressure
High Cholesterol
Migraines
Other Disorders of
- Blood Vessels
- Bowel
- Breast
- Gallbladder
- Kidney
- Pancreas
- Stomach

Overweight
Psychiatric Illness
Retinal Disease
Seizures
Sexual Transmitted Disease
Stroke
Suicide Attempt
Thyroid problems
Tuberculosis
Ulcer
Urinary Infection
Urinary Stone

FEMALE HISTORY
Age at onset of periods _____
Are your periods regular _____
# of Pregnancies _____ # of Miscarriages _____
Date of last menstrual period _____
Are you pregnant? ☐ Yes ☐ No
Form of birth control: _____
Age of onset of menopause: _____
Do you do self-breast exams? ☐ Yes ☐ No

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NO SHOW POLICY

Welcome to Holston Medical Group. Please take time to review the following information pertaining to our policy for no show appointments.

We understand that scheduling conflicts occur from time to time. However, we request at least two hours advance notice if you are unable to keep your scheduled appointment(s). Two or more missed appointments may result in your family being dismissed from Holston Medical Group. Patients that fail to show up for a scheduled appointment **may be charged a fee** for not providing the office with prior notice of cancellation.

Holston Medical Group physicians have developed our No Show policy in an effort to better serve our patients by providing same day appointments to those who are sick and need to be seen. If someone schedules an appointment and does not show for the visit, we have lost an available time that could have been used for a sick patient.

We look forward to providing your health care needs. Your understanding and cooperation helps us to provide available appointments for patients who urgently need them.

Please sign below as confirmation that you have read, acknowledge and understand our policy regarding no show appointments.

Please Print Patient Name	Date of Birth	Account Number

Please Sign Authorized Representative	Relationship to Patient

Witness	Date

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Seasons

MRN: _____

Date Received: _____

ACKNOWLEDGEMENT OF RECEIPT OF NOTICE OF PRIVACY PRACTICES

By signing this document, I acknowledge that I have reviewed and/or received a copy of the *Notice of Privacy Practices,* which provides a more complete description of how my protected health information (PHI) may be used or disclosed. I understand that Holston Medical Group (HMG) reserves the right to change their notice and information practices and that I may view a copy of the current *Notice* on HMG's website, www.holstonmedicalgroup.com/hipaa, in any of their offices, or by a request in writing.

I also understand that Holston Medical Group participates in the OnePartner Health Information Exchange (OnePartner HIE) and may make my medical information available electronically or may electronically transmit my medical information to a third party, in order to fulfill provider obligations to release my medical information in the future.

_____ _____

Print Patient Name | Patient Date of Birth

_____ _____

Patient Signature (if applicable) | Date

_____ _____

Authorized Representative Signature | Relationship to Patient

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I understand that my Protected Health Information (PHI) will only be <u>verbally</u> communicated to those individuals listed below and no paper copies of my PHI will be provided without my signature on an *Authorization for Release of Individually Identifiable Health Information* form. I understand that some information may be considered sensitive, including but not limited to pregnancy test results, testing for sexually transmitted infections, Urine Drug Screen results, laboratory test results, medication, or information discussed during an office visit. The individuals listed below, will be required to provide the last four (4) digits of my Social Security Number, along with my date-of-birth, before any information will be discussed with them.

List the individual(s) that you want protected health information verbally discussed with:

Name	Phone Number	Name	Phone Number

FOR INTERNAL USE ONLY:

Reason Acknowledgement Could Not Be Obtained: _____

_____ _____

Employee Signature | Date

Holston Medical Group complies with applicable Federal civil laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Holston Medical Group does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Attention: If you need language or translation services, please ask to speak with the Office Manager.

Atención: Si necesita servicios de idioma o traducción, solicite hablar con el Gerente de Oficina

نبيه: إذا كنت بحاجة إلى خدمات اللغة أو الترجمة، فيرجى طلب التحدث مع مدير المكتب

ADVANCE DIRECTIVES

What happens if you become too sick to make your own decisions regarding your medical care? Your family and doctor must decide what treatment to use; when not to treat, and/or when to stop treatment. Your family may not know what you would desire or may not agree on what would be best for you. It is best if they are aware of what you would desire and who you want to make those decisions on your behalf.

With the enactment of a federal law, The Patient Self-Determination Act, you have the right to make decisions about your future health care. This includes the right to accept or refuse medical or surgical treatment and to plan and direct the types of health care you may receive if you become unable to express your wishes. You can exercise this right by making an Advance Directive.

Different providers have, in accordance with state law, varying practices regarding the implementation of an Advance Directive. Information regarding such practices must be made available to you, upon request, when selecting or receiving care from the provider.

If your physician, as a matter of conscience, is unable to comply with your directives, he/she must take all reasonable steps to arrange to transfer you to another physician.

WHAT IS AN ADVANCE DIRECTIVE?
An advance directive explains, in writing, your choices about the treatment you want or do not want, or about how health care decisions will be made for you if you are too ill to express your wishes.

An advance directive expresses your personal wishes and is based upon your beliefs and values. When you make an advance directive, you will consider issues like dying, living as long as possible, being kept alive on machines, being independent, and the quality of your life.

Use of an Advance Medical Directive makes it possible for your wishes to be carried out during a serious illness.

If you are an adult and of “sound mind”, you can make an advance directive.

There are two types of formal advance directives. You can complete a Living Will, a Power of Attorney for Health Care, or both.

I have read and understand the above:

Name: _____

Signature: _____ Date: _____

Date of Birth: _____ MRN: _____

LIVING WILL
A Living Will informs your physician that you want to die naturally if you develop an illness or injury that cannot be cured. It tells your physician that, when you are near death or in a vegetable state, he or she should not use life prolonging, measures which postpone, but do not prevent, death.

POWER OR ATTORNEY FOR HEALTH CARE
The Power or Attorney for health care is a form that you can complete to appoint another person (a “health care agent”) to make health care decisions for you if you are not capable of making them yourself.

MAINTAINING YOUR ADVANCE DIRECTIVE
You should review and update your advance directive periodically. You have the right to change or discontinue your directive at any time. You should keep your advance directive in a safe place where you and others can easily find it. (Do not keep it in a safe deposit box) You should make sure your family members and your lawyer, if you have one, know you have made an advance directive and know where it is located. Be sure your physician has a copy of your advance directive in your medical file.

Most states have specific rules as to what will be recognized as a valid advance directive. Below is an address for further information.

DO ALL STATES RECOGNIZE MY DIRECTIVES?
If you plan to spend time in a state other than your state of residence, from which you obtained your Advance Medical Directive, you may wish to execute advance directives in compliance with that state’s laws as well.

Specific questions should be directed to your physician and or attorney for guidance.

Follow the instructions provided by your state when completing the Advance Directive forms.

To obtain additional information, brochures, or forms you may write to the address below:

Tennessee Commission on Aging
Nashville, TN 37243-0860

Virginia Department for the Aging
1610 Forest Avenue, Suite 100, Richmond, VA 23229

FINANCIAL POLICY

Holston Medical Group believes that part of good healthcare practice is to establish and communicate a financial policy to our patients. We are dedicated to providing the best possible care for you, and we want you to have an understanding of our financial policy.

1. **PAYMENT** is expected at the time of your visit. Just as we make every effort to accommodate you when you are in need of medical care, we expect that you will make every effort to pay your bill promptly. Payment is due at the time services are provided or upon receipt of a statement from our billing office. ***We will accept cash, check, debit, credit or health savings accounts***. You may also make a payment online through our patient portal, FollowMyHealth®.

   Payment will include any unmet deductible, co-insurance, co-payment amount or non-covered charges from your insurance company. If you do not carry insurance, or if your coverage is currently under a pre-existing condition clause payment in full is expected at the time of your visit. For visits under a "global" or a follow up trauma visit (from a procedure performed by an HMG physician) or for ongoing rehabilitation treatment plans, you will only be responsible for your co-payment if applicable based on your insurance. We do ask for a ***copy of your current insurance card*** at the time of your visit to ensure we properly file your claim.

2. **SURGERY PATIENTS:** You may be responsible or required to pay a percentage of surgery charges prior to any surgeries or procedures. This will be determined by information given to us by your insurance company in regard to patient percent responsibility.

3. **INSURANCE:** We participate with several insurance plans and will file your claims on your behalf. It is your responsibility to ensure coverage for services prior to your visit. You will be responsible for the complete charges for any non-covered services provided. In addition, all co-payments, deductibles or non-covered charges will be due at the time of service.You must provide proof of insurance at each visit so we can ensure proper billing to your benefit plan. If there is an overpayment on your account, we will refund any overpayment to you after overpayment credit is applied to any outstanding account balance(s). We do not bill third party payors, but will be happy to provide a copy of the original claim if requested.

4. **HIGH-DEDUCTIBLE PLANS:** Under these plans, your insurance company will provide you a discount off our billed charges, but you are responsible for the entire amount due until you meet your deductible. ***We will accept cash, check, debit, credit or you may use your health savings account***.

5. **RETURNED CHECKS** will incur a $30.00 service charge.

6. **ACCOUNTING PRINCIPLES:** If there is an overpayment on your account, we will refund any overpayment to you after overpayment credit is applied to any outstanding account balance (s). Payment and credits are applied to the oldest charges first, except for insurance payments which are applied to the corresponding date of service

7. **FORMS FEES:** Medical records, except those involving worker's compensation cases, will be billed at the rates listed below:

   Simple Forms (completed within 2 business days)
   DURING an office visit: No Charge
   AFTER an office visit: $5 / form
   Examples of Simple Forms: Handicap tag/sticker, work re-entry forms, immunization, medication, sports, concussion clearance, WIC, Home Bound Status Short form, Disability Short Form, Bank Loan Form, Foster Parent Health Form, College & Camp Forms

   Complex Forms: $25 (completed within 10 business days)
   Examples of Complex Forms: FMLA (per illness per year), Disability Long Form, Home Bound Status Long Form.

FINANCIAL POLICY

8. **MISSED APPOINTMENTS:** If you fail to cancel a previously scheduled appointment at least 24 hours in advance, you may be charged a fee as outlined below:

- Established office visit: $20
- Allergy Testing: $75
- New patient visit or consultation: $100
- GI Procedure: $250

This charge cannot be billed to the insurance company. Failure to pay a no show fee will be treated according to our policy on unpaid balances, with the exception of collection accounts. This charge is not applicable to patients with Medicaid/TennCare insurance coverage.

After 2 no-show appointments in a rolling calendar year, you may be discharged from the practice, at the discretion of the responsible provider and management. Medical care will not be withheld for a medical emergency for thirty days from date of dismissal.

9. **UNPAID BALANCES:** All outstanding balances shall be due within 30 days of the date of service. At that time, all past due balances in their entirety must be paid prior to the time of your next visit. Balances that remain outstanding for a period of 90 days or more may be referred to a collection agency and could affect your credit.

10. **FINANCIAL DISMISSAL**: Patients who do not make payment arrangements risk being dismissed from the practice. Holston Medical Group reserves the right to dismiss patients for delinquent financial accounts on personal balances. If dismissed, medical care will not be withheld for a medical emergency for thirty days from date of dismissal.

11. **BILLING QUESTIONS:** We will be happy to help you resolve your balance and can be reached at **(423) 578-1802, Monday – Friday 8:00AM – 5:00PM.**

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FINANCIAL POLICY

MRN#: _____

Date Received: _____

Holston Medical Group believes that part of good healthcare practice is to establish and communicate a financial policy to our patients. We are dedicated to providing the best possible care for you, and we want you to have an understanding of our financial policy.

I have read, understand and agree to the Financial Policy as provided to me. I understand that charges not covered by my insurance company, as well as applicable co-payments, deductibles and any charges older than 30 days from the date of service are my responsibility.

I authorize Holston Medical Group to release pertinent medical information to my insurance company when requested or to facilitate payment of a claim. I authorize my insurance benefits be paid directly to Holston Medical Group.

By signing below, I indicate my agreement with the policy as provided to me.

_____	_____	_____
Date	**Signature**	**Printed Name**

HOLSTON MEDICAL GROUP

Patient: ________________________________

MRN: _________________________________

Communicating with Your Primary Care Office

Access to Your Physician and Staff

Your Holston Medical Group (HMG) health care team can be reached either by telephone or electronically through our patient portal, FollowMyHealth®. If you wish to communicate electronically, you may sign up at any office location on our website at your convenience. Please remember, electronic communication is for routine matters and never should be used for emergencies.

It **is not** appropriate to communicate with your health care team through social media, such as **Facebook**, or **texting**. Your privacy is important to us and these are not secure methods of communication. Any questions or concerns should be directed to the patient portal or office during normal business hours.

After Hours Care

HMG is dedicated to serving our patients 24 hours a day, 7 days a week. The most effective way to serve you is during regular clinic hours, but we understand acute illnesses can occur at any time. Your Primary Care Provider's telephone message will direct you on how to contact the HMG Physician on Call.

HMG Urgent Care

Please use the Emergency Room only in a true emergency (i.e. chest pain, shortness of breath, stroke-like symptoms).

To avoid long wait times in the ER, come to our Urgent Care clinics for routine health concerns such as colds, ear aches, flu symptoms, sprains and strains, etc. We have two locations conveniently located in Bristol and Kingsport. For hours and specific information call (423) 230-2420 (Kingsport) or (423) 990-2466 (Bristol).

Prescription Refills

To avoid delays and busy phone lines, the best time to obtain your medication refills is at your office visit. While we realize there may be a need to request a refill via telephone or patient portal, please allow at least 48 hours for all refill request before checking with your pharmacy.

Sample medication will only be distributed during normal business hours.

Monthly refills of any controlled medications (pain medication, anxiety, etc) will only be given during an office visit within regular business hours.

Signature: ______________________________ **Date:** ______________

Witness: ______________________________ **Date:** ______________