Wellington Regional Primary Care

Dear Valued Patient,

Thank you for choosing Wellington Center of Internal Medicine, where we strive to offer the best possible medical care. It is our pleasure to welcome you as a patient. This letter is designed to provide you with some important information about our services and office operation.

Emergencies / After Hours: If the office is closed and you have a medical emergency, please dial 911 or proceed to the closest emergency room. For non-life threatening emergencies, you may leave a message with our answering service or proceed to our Urgent Care Walk-In Clinic, see reverse side for locations and hours. If you would like to leave a message for the office staff to return your call the next business day, you may call 561-472-2590, leave a voicemail or follow the instructions to be connected to the on-call provider. Prescription refills will **NOT** be handled after hours, please call during normal business hours. Please refer to our prescription refill policy below.

Prescription Refills: Please call your pharmacy regarding refills on medications at least 72 hours in advance to allow sufficient time for the pharmacy and your provider to receive and respond to your request before you run out of your medication. For maintenance medications, your healthcare provider will prescribe enough refills to last until your next office visit. If you are out of refills, this is an indication of the need to schedule a follow up appointment with your provider. ***We do NOT manage chronic pain for long term, as chronic pain patients should be cared for by pain management specialists**. ***

Online Health Records (Patient Portal): Provide your email address and automatically receive an invite to gain access to your records online. You will receive an invitation from IQ Health, where you will complete the enrollment process. You will gain secure online access to your healthcare records, including but not limited to allergies, immunizations, medications, completed procedures, health problems…etc. This application is free of charge and available with internet connectivity, 24 hours a day 7 days a week.

Your Opinion Matters: After your visit, you may receive an email from our survey partner, MedicalGPS, LLC. PLEASE take a moment to let us know how we are doing. If someone stood out during your visit, please drop his or her name in the comments section, as we would love to know.

Payment / Billing Questions: Payment will be required at the time services are rendered. We will collect all outstanding balances within Wellington Center of Internal Medicine and for services performed at the time of service. Please note that your insurance company may process the claim with a higher patient responsibility. You may receive a statement, from Wellington Center of Internal Medicine for any balance billing. Method of payment includes Cash, Check, MasterCard, Visa, Discover and American Express. If you have a question regarding your statement you may contact the office directly or our billing office at 888-804-6274.

Forms: Some forms are extensive and will require a fee of $25 at the time of request. There are forms that may require an appointment prior to completion of the requested documents.

Identification: The protection of your identity is important to us. You will be required to produce a government issued photo identification card, along with your insurance card(s) at every visit. We will also scan a copy into your electronic health records.

NOTICE of PRIVACY PRACTICES

A copy of Wellington Center of Internal Medicine's HIPAA Notice of Privacy Practices are posted in the main lobby and available for me to read in its entirety. The HIPAA Notice of Privacy Practices contains information on the uses and disclosures of my protected health information ("PHI").

DISCLOSURE of PROTECTED HALTH INFORMATION and EMERGENCY CONTACT

I authorize Wellington Center of Internal Medicine to communicate with the following individuals about my medical condition, diagnosis, treatment, appointments (past and future), and financial obligation. I understand medical information may be withheld from individuals, including family members, unless I list them by name below.

Name: _____ Relationship: _____

Name: _____ Relationship: _____

I authorize Wellington Center of Internal Medicine to leave voicemail or answering machine messages regarding test results or other healthcare related concerns at my home or cell number. YES _____ NO _____

Emergency Contact: _____ Phone Number: _____

Email Address: _____ Relationship: _____

FINANCIAL POLICY and AUTHORIZATION for ASSIGNMENT of BENEFITS

Wellington Center of Internal Medicine strives to make our financial policy, insurance filing, and billing process for our patients as simple as possible. It is your responsibility to make sure we have your correct insurance information and your responsibility to know your co-pay, co-insurance amount and deductible. For Self-Pay patients, payment must be made at the time of service, and a 50% discount is offered to those patients. Patients will be assessed a $30 fee checks returned due to Insufficient Funds. Statements are mailed out each month. Please contact our Central Billing Office for questions or concerns regarding your balance. Wellington Center of Internal Medicine will submit clams to my primary and secondary insurance directly for their services. I authorize payment directly to Wellington Center of Internal Medicine of any insurance benefits otherwise payable to me. Charges deemed as non-covered by insurance company are the responsibility of the patient except as required by law for State and Federal reimbursement programs. I authorize Wellington Center of Internal Medicine to release or receive any information necessary to expedite insurance claims.

GENERAL CONSENT for EXAMINATION and TREATMENT

I hereby consent and authorize Wellington Center of Internal Medicine to perform medical examinations and provide routine medical care for all my visits. This may include routine diagnostic and laboratory procedures and tests medication administration, and other routine care for which a specific informed consent form will not be signed by me. This consent includes consent and authorization to photograph or otherwise take images of me and/or parts of my body for purposes of identification, diagnosis, treatment, payment and healthcare operations of Wellington Center of Internal Medicine. Any photographs or other images taken will become part of my medical record. Wellington Center of Internal Medicine will not use such photographs or images for any other purpose s without my specific written consent. I understand that certain procedures will require a specific informed consent, and that Wellington Center of Internal Medicine will provide me with information and forms prior to such procedures. I grant Wellington Center of Internal Medicine consent to submit immunizations administered to State Immunization Registry; and to view and/or import all medication history prescribed within the last two years. I authorize Wellington Center of Internal Medicine to search for and access my records through a Health Information Exchange (HIE) for purposes of medical treatment. I have the right to opt-out at any time by notifying Wellington Center of Internal Medicine.

_____ _____

Patient's Name (Please Print) Signature

_____ _____

Patient Representative (If patient is unable to sign) Signature

AUTHORIZATION FOR RELEASE OF PROTECTED HEALTH INFORMATION

Patient Name: _____ Date of Birth: _____
Maiden/Prior Names: _____ Current Phone#: _____
Current Address _____

I am requesting disclosure of my Protected Health Information for the following purpose:

_____ Continuing Care _____ Disability Determination
_____ Legal Investigation _____ Other: _____

I authorize the release of the following:

_____ Provider office notes
_____ Lab results
_____ Diagnostic Reports
_____ Other: _____

Items below will not be included unless checked:
_____ Psychological Evaluation
_____ Alcohol and Drug Abuse Treatment Records
_____ HIV Test Results and AIDS Treatment Records

Obtain my health information from:

_____	_____	_____	
Facility/Provider's Name	Phone or Fax Number	Address	City, State, Zip code

This authorization will expire on ___/___/20__. (If not indicated, authorization will expire one year from signature date)

You have the right to revoke this authorization, by written request, at any time. Exceptions to this can be reviewed in the Notice of Privacy Practice. The revocation will not apply to information that has already been released in response to their authorization. Once the above information is disclosed, it may be subject to re-disclosure by the recipient and may no longer be protected by federal regulations. Choosing not to sign this authorization will prevent the above indicated purpose from being achieved. Treatment or payment for services is not conditioned on signing this authorization. A fee may be associated with the copying of my information in the processing of this request.

This form must be completed in full before signing:

_____	_____	_____
Patient's signature	Parent/Legal Guardian signature (if applicable)	Relationship to Patient

_____	_____
Witness Signature	Date Signed

This authorization is intended to allow Wellington Center of Internal Medicine to release information, both written and verbal, for the specific purpose and like of the release and in the best interest of the patient. This release of information demonstrates compliance with the Health Insurance Portability and Accountability Act (HIPAA), Standards for Privacy of Individually Identifiable Health Information (Privacy Standards), 45 CFR 160 and 164, and all federal regulations and interpretive guidelines promulgated there under. Any information protected by Federal Regulations governing confidentiality of alcohol and drug abuse patient records (42 CFR, Part 2) or the STATE MENTAL HEALTH ACT is prohibited from further disclosure by the recipient without specific authorization for such re-disclosures. Wellington Center of Internal Medicine is not liable for such re-disclosures.