

we are your family physician



appointments

If you would like to speak to a nurse about your symptoms, follow the phone menu options to speak with your physician's nurse.

If you have an emergency illness or symptom that requires immediate, urgent attention, call 911. If you need an appointment for illness or a symptom, call (904) 826-3469 and press option #2.

If you need a check-up, follow-up visit, or annual visit please call the main number (904) 826-3469 and press option #2.

Patients who are more than 15 minutes late may be required to reschedule their appointments.

appointment checklist

Your insurance card.

A list of current prescription and non-prescription medications, vitamins and supplements.

A good description of the problem, how long you have had it and how it affects you.

A list of questions you would like to discuss with your provider.

A list of other health care providers you have visited.

Laboratory & Diagnostic Tests

If your provider orders laboratory and/or diagnostic tests you will be referred to the facility preferred by your medical insurance plan.

A member of your team will call you to discuss the results of testing and needed follow up.

All laboratory and diagnostic results will be available on your patient portal after the physician reviews the results.

If you have not received your results within four weeks, please call our office.

payment options

We participate in most insurance plans, including Medicare. Be sure to check with us to confirm that we accept your insurance before making an appointment.

Please be prepared to pay your co-pay and/or patient balance at the time of service. We accept checks, Visa, MasterCard, Discover, American Express, and cash.

We are happy to answer questions, discuss payments or your bill anytime by calling (904) 826-3469 and press option #5 for the billing department.

You may pay your bill online at www.flaglerfamilymedicine.com

prescriptions

For refills of prescriptions please contact your pharmacy.

If you need a written prescription, leave a voice message on our prescription line.

Please allow 48 hours for us to refill your prescriptions. We will contact you only if there is a problem or we have a question about your prescription refill request.

Please remember that refills can only be given to patients who have been seen within the past year. If you have not been seen for more than a year, you will need to schedule an appointment.

If you have questions about a new prescription or about discontinuing medication(s), please call your provider's nurse.

After hours, urgent refills will be handled by the doctor on call.

~Patient Information~

Last Name: _____ First Name: _____ M.I: _____

Street Address: _____ Apt # _____

City: _____ State: _____ Zip Code: _____

Home Phone: _____ Cell: _____

Work Phone: _____ EXT: _____ Email Address: _____

Birth Date: _____ Social Security #: _____

Gender: ☐ Male ☐ Female ☐ Transgender

Marital Status: ☐ Married ☐ Single ☐ Divorced ☐ Widowed

Student ? : ☐ Not a student ☐ Full-time student ☐ Part-Time Student

Employer Name: _____

Employer Address: _____

~Emergency Contact~

Name: _____ Relation: _____

Home Phone: _____ Cell: _____ Work: _____

*****If the person resides with you please give us a second contact person*****

2nd Name: _____ Relation: _____

Home Phone: _____ Cell: _____ Work: _____

~Insurance~

Guarantor:

Last Name: _____ First Name _____ MI: _____

Date of Birth: _____ Social Security: _____

Telephone: _____

Primary Insurance Name: _____

Address: _____

Effective Date: _____ Subscriber Number: _____

Group Number: _____

Secondary Insurance Name: _____

Address: _____

Effective Date: _____ Subscriber Number: _____

Group Number: _____

~Preferred Pharmacy~

Name: _____ Address: _____

FINANCIAL POLICY

Thank you for choosing us as your health care provider. We are committed to your treatment. Please understand that payment of your bill is considered a part of your treatment. The following is a statement of our **Financial Policy**, which we require you to read and sign prior to any treatment:

1. All patients must complete our information and insurance form before seeing the doctor.
2. For your convenience we accept cash, check, Visa, MasterCard, American Express and Discover.

We have contracts with most commonly used insurance companies. Please check to see if we accept your insurance. If we do not accept your insurance policy, as a courtesy, we will bill your company. Your insurance policy is a contract between you and your insurance company. We are not a party of that contract. If we bill your insurance company and they have not paid your account in full within 45 days, the balance will be billed directly to you. Any subsequent visits must be paid in full at the time the services are rendered. Please be aware that some insurance companies, including Medicare, may determine treatment to be non-covered or find it not to be reasonable or necessary. If such a determination is made, you will be responsible for such services. Such services will be billed and payment is due upon receipt of bill.

Regarding insurance plans where we are a participating provider: All co-pays and deductibles are due at the time of treatment. If there are any additional procedures performed, they may be subject to an additional **Co-Payment, Deductible or Co-Insurance**. Please refer to your HealthCare Plan for additional information. In the event that your insurance coverage changes to a plan where we are not a participating provider, refer to the above paragraph.

Usual and customary rates: Our practice is committed to providing the best treatment for our patients and we charge what is usual and customary for our area. You are responsible for payment regardless of any insurance company's arbitrary determination of what constitutes a usual and customary rate.

Minor patients: The adults accompanying a minor and the parents (or guardians of the minor) are responsible for full payment. For unaccompanied minors, non-emergency treatment will be denied unless charges have been pre-authorized to an approved credit plan, Visa, MasterCard, Discover or payment by cash or check at the time of service has been verified.

Missed appointment: Unless canceled at least 24 hours in advance, you may be subject to \$50.00 no-show fee at the physician's discretion. Please help us serve you by keeping scheduled appointments.

Co-pays and Balances: Co-pays are due at the time of service. If we need to bill you for the co-pay, there will be an additional \$5.00 processing fee. You will also be asked to pay any outstanding patient balance. We will charge a \$25.00 late fee for every 30 days your account goes unpaid.

Insufficient Fund Fee: Checks that are returned will be charged a \$45.00 insufficient funds fee.

Collection Fee: Unpaid balances may be turned over to an outside collection agency. In the event your account is turned over for collections, you as the patient will be responsible for a 30% collection fee associated with collecting the balance.

Thank you for understanding our **Financial Policy**. Please let us know if you have any questions or concerns.

I have read the *Financial Policy* and I understand and agree to its provisions.

Signature of patient or responsible party

Date



FLAGLER FAMILY
MEDICINE & WELLNESS

Flagler Family Medicine, P.A.

Controlled Substances Medication Policy

It is the policy of Flagler Family Medicine, P.A. for its providers to not prescribe controlled substances, specifically *opioids* (e.g., Hydrocodone, Percocet, Tramadol, Norco), *benzodiazepines* (e.g., Klonopin, Valium, Xanax, Ativan), *muscle relaxants* (e.g., Soma), and *hypnotics* (e.g., Zolpidem, Lunesta). The drugs listed are just examples and are not meant to be a complete list.

We recommend patients who take these medications be under the care of physicians who specialize in pain management, addiction medicine and/or psychiatry. As appropriate our practice will refer you for specialist care to prescribe and manage any controlled medications.

Print Patient Name

Signature of Patient or Guardian

Relationship to Patient

Patient DOB

Date

E-PRESCRIBING/MEDICATION HISTORY CONSENT FORM

e-Prescribing is defined as a physician's ability to electronically send an accurate, error free, and understandable prescription directly to a pharmacy from the point of care. Congress has determined that the ability to electronically send prescriptions is an important element in improving the quality of patient care. E-Prescribing greatly reduces medication errors and enhances patient safety. The Medicare Modernization Act (MMA) of 2003 listed standards that have to be included in an e-Prescribe program. These include:

- **Formulary and benefit transactions** — Gives the prescriber information about which drugs are covered by the drug benefit plan.
- **Medication history transactions** - Provides the physician with information about medications the patient is already taking to minimize the number of adverse drug events.
- **Fill status notification** - Allows the prescriber to receive an electronic notice from the pharmacy telling them if the patient's prescription has been picked up, not picked up, or partially filled.

By signing this consent form you are agreeing that Flagler Family Medicine, PA can request and use your prescription medication history from other healthcare providers and/or third party pharmacy benefit payors for treatment purposes.

Understanding all of the above, I hereby provide informed consent to Flagler Family Medicine, PA to enroll me in the e-Prescribe Program. I have had the chance to ask questions and all of my questions have been answered to my satisfaction.

Print Patient Name

Signature of Patient or Guardian

Relationship to Patient

Patient DOB

Date

Authorization of Use and Disclosure of Protected Health Information

Patient Name: _____

Date of Birth: _____ SSN: _____

I. My Authorization

You, Flagler Family Medicine may use or disclose the following health care information:

- ☐ **ALL** my health information maintained by you.
- ☐ My health information relating to the following treatment or condition: _____
- ☐ My health information for the date(s): _____
- ☐ Other: _____

You may disclose this health information to:

Name (or title) and organization: _____

Relationship: (parent, child, sibling, legal guardian, etc.): _____

Name (or title) and organization: _____

Relationship: (parent, child, sibling, legal guardian, etc.): _____

Name (or title) and organization: _____

Relationship: (parent, child, sibling, legal guardian, etc.): _____

This Authorization ends: ☐ on (date) _____
 ☐ When the following event occurs _____

II. My Rights

I understand I do not have to sign this authorization in order to receive treatment. However, I may be required to sign this authorization form:

- To take part in a research study; or
- To receive health care when the purpose is to create health information for a third party.

I may revoke this authorization at any time, in writing, sent to Flagler Family Medicine at the address provided below. If I do, it will not affect any actions already taken by Flagler Family Medicine based upon this authorization; uses and disclosures already made cannot be taken back. I may not be able to revoke this authorization if its purpose was to obtain insurance.

- 130 Health Park Blvd St Augustine, FL 32086
- 28 Old Kings Rd North Suite A, Palm Coast, FL 32137
- 315 W Town Place Unit 1, St. Augustine, FL 32092

Once the office discloses health information, the person or organization that receives it may re-disclose it. Privacy laws may no longer protect it.

Patient or legally authorized signature

Date

Patient is unable to sign because of (minor, disabled, etc.) _____

Flagler Family Medicine, P.A.

Please check the appropriate box if you or any of your blood relatives have ever had any of the listed conditions:

CONDITION	YOU	LIST RELATIVE	CONDITION	YOU	LIST RELATIVE
DIABETES			ANEMIA		
HIGH BLOOD PRESSURE			LEUKEMIA		
STROKE			SICKLE CELL		
HEART ATTACK			BLEEDING PROBLEMS		
ASTHMA			STOMACH ULCER		
MIGRAINE HEADACHES			GALLSTONES		
CANCER			SEIZURES		
EMPHYSEMA			TUBERCULOSIS		
KIDNEY PROBLEMS			ALCOHOLISM		
ARTHRITIS			SUICIDE		
GLAUCOMA / EYE PROBLEMS			DEPRESSION		
SKIN RASH			MENTAL ILLNESS		
OTHER			OTHER		

OPERATIONS / SURGERIES: _____

Last Colonoscopy: _____

OTHER HOSPITALIZATIONS: _____

BLOOD TRANSFUSIONS: _____

MEDICATIONS: _____

Last Pneumonia Vaccine(Pneumovax or Prevnar): _____

Last Flu Vaccine: _____

ALLERGIES: (Any reaction to any medication of any kind?) _____

OCCUPATION / WORK HISTORY: _____

Any exposure to pesticides, chemicals, or other hazards? YES _____ NO _____

If yes, What kind? _____

Family / Household: (Who lives at home with you?) _____

HABITS: Cigarettes: _____ PPD ____ X _____ years Quit in _____ (year)

Other Tobacco Products? _____ Alcohol _____

Drug Use _____ Caffeine (coffee/colas) _____

Seat Belt Use: Yes: _____ No _____ Exercise: _____

FOR WOMEN ONLY

Age of first menstrual period _____ How many days between periods? _____

How many days does it last? _____ Is bleeding heavy or light? _____

Date of last menstrual period _____ Was it normal? _____

If menstrual periods have stopped, have you had any bleeding since? _____

Any Vaginal Discharge? Yes _____ No _____

Method of Preventing Pregnancy _____

Pregnancies _____ Births _____ Abortions/Miscarriages _____

Last Mammogram: _____ Last Bone Density: _____

Last Pap Smear: _____

Any other concerns? _____

Name: _____

Social Security: _____

Birth Date: _____

HIPAA Notice of Privacy Practices

Revised 2013

Effective as of April/14/2003

Revised March/26/2013

Flagler Family Medicine
130 Health Park Blvd
St. Augustine, FL. 32086
Phone-904-826-3469

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.

This Notice of Privacy Practices is NOT an authorization. This Notice of Privacy Practices describes how we, our Business Associates and their subcontractors, may use and disclose your protected health information (PHI) to carry out treatment, payment or health care operations (TPO) and for other purposes that are permitted or required by law. It also describes your rights to access and control your protected health information. "Protected Health Information" is information about you, including demographic information, that may identify you and that relates to your past, present or future physical or mental health condition and related health care services.

USES AND DISCLOSURES OF PROTECTED HEALTH INFORMATION

Your protected health information may be used and disclosed by your physician, our office staff and others outside of our office that are involved in your care and treatment for the purpose of providing health care services to you, to pay your health care bills, to support the operation of the physician's practice, and any other use required by law.

Treatment: We will use and disclose your protected health information to provide, coordinate, or manage your health care and any related services. This includes the coordination or management of your health care with a third party. For example, your protected health information may be provided to a physician to whom you have been referred to ensure that the physician has the necessary information to diagnose or treat you.

Payment: Your protected health information will be used, as needed, to obtain payment for your health care services. For example, obtaining approval for a hospital stay may require that your relevant protected health information be disclosed to the health plan to obtain approval for the hospital admission.

Healthcare Operations: We may use or disclose, as-needed, your protected health information in order to support the business activities of your physician's practice. These activities include, but are not limited to, quality assessment, employee review, training of medical students, licensing, fundraising, and conducting or arranging for other business activities. For example, we may disclose your protected health information to medical school students that see patients at our office. In addition, we may use a sign-in sheet at the registration desk where you will be asked to sign your name and indicate your physician. We may also call you by name in the waiting room when your physician is ready to see you. We may use or disclose your protected health information, as necessary, to contact you to remind you of your appointment, and inform you about treatment alternatives or other health-related benefits and services that may be of interest to you. If we use or disclose your protected health information for fundraising activities, we will provide you the choice to opt out of those activities. You may also choose to opt back in.

We may use or disclose your protected health information in the following situations without your authorization. These situations include: as required by law, public health issues as required by law, communicable diseases, health oversight, abuse or neglect, food and drug administration requirements, legal proceedings, law enforcement, coroners, funeral directors, organ donation, research, criminal activity, military activity and national security, workers' compensation, inmates, and other required uses and disclosures. Under the law, we must make disclosures to you upon your request. Under the law, we must also disclose your protected health information when required by the Secretary of the Department of Health and Human Services to investigate or determine our compliance with the requirements under Section 164.500.

USES AND DISCLOSURES THAT REQUIRE YOUR AUTHORIZATION

Other Permitted and Required Uses and Disclosures will be made **only with your consent, authorization** or opportunity to object unless required by law. Without your authorization, we are expressly prohibited to use or disclose your protected health information for marketing purposes. We may not sell your protected health information without your authorization. We may not use or disclose most psychotherapy notes contained in your protected health information. We will not use or disclose any of your protected health information that contains genetic information that will be used for underwriting purposes.

You may revoke the authorization, at any time, in writing, except to the extent that your physician or the physician's practice has taken an action in reliance on the use or disclosure indicated in the authorization.

YOUR RIGHTS

The following are statements of your rights with respect to your protected health information.

You have the right to inspect and copy your protected health information (fees may apply) – Pursuant to your written request, you have the right to inspect or copy your protected health information whether in paper or electronic format. Under federal law, however, you may not inspect or copy the following records: Psychotherapy notes, information compiled in reasonable anticipation of, or used in, a civil, criminal, or administrative action or proceeding, protected health information restricted by law, information that is related to medical research in which you have agreed to participate, information whose disclosure may result in harm or injury to you or to another person, or information that was obtained under a promise of confidentiality.

You have the right to request a restriction of your protected health information – This means you may ask us not to use or disclose any part of your protected health information for the purposes of treatment, payment or healthcare operations. You may also request that any part of your protected health information not be disclosed to family members or friends who may be involved in your care or for notification purposes as described in this Notice of Privacy Practices. Your request must state the specific restriction requested and to whom you want the restriction to apply. Your physician is not required to agree to your requested restriction except if you request that the physician not disclose protected health information to your health plan with respect to healthcare for which you have paid in full out of pocket.

You have the right to request to receive confidential communications – You have the right to request confidential communication from us by alternative means or at an alternative location. You have the right to obtain a paper copy of this notice from us, upon request, even if you have agreed to accept this notice alternatively i.e. electronically.

You have the right to request an amendment to your protected health information – If we deny your request for amendment, you have the right to file a statement of disagreement with us and we may prepare a rebuttal to your statement and will provide you with a copy of any such rebuttal.

You have the right to receive an accounting of certain disclosures – You have the right to receive an accounting of disclosures, paper or electronic, except for disclosures: pursuant to an authorization, for purposes of treatment, payment, healthcare operations; required by law, that occurred prior to April 14, 2003, or six years prior to the date of the request.

You have the right to receive notice of a breach – We will notify you if your unsecured protected health information has been breached.

You have the right to obtain a paper copy of this notice from us even if you have agreed to receive the notice electronically. We reserve the right to change the terms of this notice and we will notify you of such changes on the following appointment. We will also make available copies of our new notice if you wish to obtain one.

COMPLAINTS

You may complain to us or to the Secretary of Health and Human Services if you believe your privacy rights have been violated by us. You may file a complaint with us by notifying our Compliance Officer of your complaint. **We will not retaliate against you for filing a complaint.**

HIPAA COMPLIANCE OFFICER

Phone-904-826-3469 ex 111

We are required by law to maintain the privacy of, and provide individuals with, this notice of our legal duties and privacy practices with respect to protected health information. We are also required to abide by the terms of the notice currently in effect. If you have any questions in reference to this form, please ask to speak with our HIPAA Compliance Officer in person or by phone at our main phone number. Please sign the accompanying "Acknowledgment" form. Please note that by signing the Acknowledgment form you are only acknowledging that you have received or been given the opportunity to receive a copy of our Notice of Privacy Practices.

Provided By HCSI- Revised March 2013

ACKNOWLEDGMENT OF OUR NOTICE OF PRIVACY PRACTICES

I hereby acknowledge that I have received or have been given the opportunity to receive a copy of (Flagler Family Medicine) Notice of Privacy Practices. By signing below I am “only” giving acknowledgment that I have received or have had the opportunity to receive the Notice of our Privacy Practices.

Patient Name (Type or Print)

Patient's Date of Birth

Signature of Patient or Parent/Legal Guardian

Date



FLAGLER FAMILY
MEDICINE & WELLNESS

Patient Portal



**Please see one of our front
office staff to sign up today!**



**Access your own personal Patient
Portal by visiting**

<https://mycw4.eclinicalweb.com/bato/jsp/100mp/login.jsp>

Flagler Family Medicine, PA

130 Health Park Blvd
St. Augustine, FL. 32086

Phone (904) 826-3469
Fax (904) 808-4608

Practice Website:
flaglerfamilymed.com

Know your health...

...Know yourself

Patient Benefits

Flagler Family Medicine

Is now offering our patients secure internet access to their medical information on line, so you may view your personal health record at any time or place with internet access.

You will be given a user name and password, and will receive periodic updates through your personal e-mail address on file.

- Request appointments(for non-urgent issues*)
- Request prescription refills
- View medical records (PHR)
- Receive available educational material
- View current and past statements
- Pay bills online
- Send messages to clinical staff
- Receive health maintenance reminders

Get Web-Enabled

You will have access to our secure server with your user name, and password.

Please provide us with a non-work/employment related e-mail address, and you can access your personal health record from a Smart Phone or any computer with an internet connection.

**...all from the
comfort of
your home!**

***The Patient Portal is *not* intended for use in emergencies! If you require urgent medical care, call 911.**



Patient Portal Policy and Procedures

DO NOT use Portal to communicate if there is an emergency.

Proper subject matter:

- Prescriptions refills, medical questions, lab results, appointment reminders, routine follow- up questions, etc.
- Sensitive subject matter (HIV, Hepatitis panels etc) are not permitted
- We do not refill controlled substance medications drugs on the patient portal. You can request a refill but **MUST** come in to pick up the prescription or contact your pharmacy.
- Please be concise when typing a message.

Current functionality of Patient Portal:

- ✓ Email and secure messaging for non-urgent needs.
- ✓ Refill request (**must** include pharmacy information)
- ✓ Viewing of lab results that have been sent to you.
- ✓ Viewing and printing of continuity of health record.
- ✓ Viewing and updating of health information.
- ✓ Viewing of selected health information (allergies, medications, current problems, past medical history). * Note- You can make changes/additions to your health records, medication list, etc. but this will not change your permanent record without our review of the information.
- ✓ Referral requests
- ✓ Appointment request
- ✓ Billing questions
- ✓ Updating your demographic information (address, phone # etc) and updating insurance information.

All communication via portal will be included in your chart.

Privacy:

- All messages sent to you will be encrypted.
- Messages from you to the staff should be through this portal or they will not be secure.
- We will keep all email lists confidential and will not share this with other parties.
- Any member of our staff may read your messages or reply in order to help the Physician that has been e-mailed. This is similar to how a phone message is handled.
- Our system will check when messages are viewed, so you do not need to reply that you have read it.

Response Time:

- We will normally respond to non-urgent message inquiries within a timely manner. Please contact the office if you need an immediate response.

Patient and Family Request for Patient Portal

I hereby request access to the Patient Portal maintained by Flagler Family Medicine, PA for the patient named below. I understand that Flagler Family Medicine takes seriously its responsibility to safeguard the privacy of its patients and protect the confidentiality of their protected health information. Therefore, I will only access the patient portal in a manner consistent with these terms. I will keep safe the sign-on and password that I am assigned and will not share my log-in information with anyone else. I agree that Flagler Family Medicine will not be liable for any disclosure of information due to unauthorized use of my sign-on and password. If I feel my sign on and password combination has been compromised, I will contact Flagler Family Medicine immediately or go to the portal and request a new password.

I understand that the Patient Portal will only allow me to view my records for the patient. If I accidentally gain access to another patient's information, I will cease to view it and notify Flagler Family Medicine immediately. In no event will I deliberately attempt to access information for any person other than myself. I represent to Flagler Family Medicine that I am a personal representative of the Patient with the right to access the Patient's health information, or that the patient has expressly authorized me to have access. If my status as personal representative changes so that I no longer have such rights, or if the Patient's authorization expires or is revoked, I will immediately cease using the Patient Portal to access the Patient's information and will notify Flagler Family Medicine.

Patient Name (print): _____ DOB: _____

Email Address: _____

Patient Name (signature): _____

-OR-

Parental Guardian: _____



FLAGLER FAMILY MEDICINE & WELLNESS

Consent to Email or Text Usage for Appointment Reminders and Other Healthcare Communications:

Patients in our practice may be contacted via email and/or text messaging to remind you of an appointment, to obtain feedback on your experience with our healthcare team, and to provide general health reminders/information.

If at any time I provide an email or text address at which I may be contacted, I consent to receiving appointment reminders and other healthcare communications/information at that email or text address from the Practice.

_____ (Patient Initials) I consent to receive text messages from the practice at my cell phone and any number forwarded or transferred to that number or emails to receive communication as stated above. I understand that this request to receive emails and text messages will apply to all future appointment reminders/feedback/health information unless I request a change in writing (see revocation section below).

The cell phone number that I authorize to receive text messages for appointment reminders, feedback, and general health reminders/information is _____.
The email that I authorize to receive email messages for appointment reminders and general health reminders/feedback/information is _____.

The practice does not charge for this service, but standard text messaging rates may apply as provided in your wireless plan (contact your carrier for pricing plans and details).

Patient Signature _____ Date _____

Revocation

_____ ***I hereby revoke my request for future communications via email and/or text messages.***

_____ ***I hereby revoke my request to receive any future appointment reminders, feedback, and general health via email.***

Note: *This revocation only applies to communications from this Practice.*

Patient Name: _____

Patient/Patient Representative Signature: _____

Date: _____