

Welcome to our office. Please fill out the information requested as completely as possible.
A copy of your driver's license or a photo ID and your insurance card is required for identification.

PATIENT DATA

Name _____ Birthdate _____ Age _____

S.S. # _____ Male Female

Race(circle one): Am. Indian Asian White Black/African American Native Hawaiian/Pacific Islander

Ethnicity (circle one): Hispanic Latino Other

Address _____ City _____ Zipcode _____

Phone # _____ Wk. # _____ Cell# _____ Email Address: _____

I prefer to be contacted by (circle one) email phone cell phone for my messages.

Marital Status: MARRIED DIVORCED SEPARATED SINGLE WIDOWED CHILD

RESPONSIBLE PARTY INFORMATION (For insurance and billing purposes)

Name _____ Date of Birth _____

Relationship to patient: SELF FATHER MOTHER CHILD GUARDIAN SPOUSE--Male or Female

Address _____ City _____ St. _____ Zipcode _____

Name of guarantor on ins card if different from resp. party name: _____

EMERGENCY CONTACT

Name _____ Relation: _____ Phone #: _____

How did you find out about our office? (mark one please)

- | | | |
|---|---|---|
| <input type="checkbox"/> Picked name from ins. book | <input type="checkbox"/> Referred from a friend | <input type="checkbox"/> Received a flier in the mail |
| <input type="checkbox"/> Auto assigned by ins. co. | <input type="checkbox"/> Saw staff/physician at health fair | <input type="checkbox"/> From our website |
| <input type="checkbox"/> Heard Dr. speak at program | <input type="checkbox"/> Saw our name on pharmacy bag | <input type="checkbox"/> Referred from hospital |
| <input type="checkbox"/> Found our name on internet | <input type="checkbox"/> Drove past our office | |

Do you need a consent form authorizing a member of your family to bring one of your minor dependents into our office for medical services when you may not be available? YES NO

I hereby authorize the doctor to perform indicated and necessary procedures, diagnostic studies or treatment. I understand that it is my responsibility to either pay the fees or to be sure that my insurance is not more than 60 days delinquent in paying the bill. I agree to pay the necessary copay or percent at the time of the service.

Signature of patient or parent/guardian

Date



CONSENT FOR TREATMENT OF A MINOR

I, _____ who is legal guardian of _____ give permission for my child, who is under the age of 18, to be treated at Desert Grove Family Medical without myself being present. I authorize _____ (who is over the age of 18) to bring my child into the office to have medical treatment. I assume the responsibility of informing the above listed adult of any allergies or adverse reactions to any medications my child may have.

I also understand that it is up the discretion of the medical provider who is performing the care to determine if the instructions which are given to the patient necessitate the guardian being present and that the treatment of the minor child may be deferred until I can be available.

Guardian Signature

Date

This consent is valid for six months from the date of this signature.

Main Line (480) 834-7546 • Appointment (480) 539-6550 • Fax (480) 833-8313

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840 E. McKellips Rd #101 Mesa, AZ 85203 • 5656 S. Power Rd #126 Gilbert, AZ 85295 • 10238 E. Hampton Ave #508 Mesa, AZ 85209



Patient ID: _____
(in office use only)

Patient Portal User Agreement

Desert Grove Family Medical provides this portal site in partnership with E-MDs for the exclusive use of its established patients. The patient portal is designed to enhance patient-physician communications. All users must be established by a previous office visit.

We strive to keep all of the information in your records correct and complete. If you identify any discrepancy on your record, you agree to notify us immediately. Additionally, by using the patient portal, the user agrees to provide factual and correct information.

The information on the patient portal is maintained by Desert Grove Family Medical at its current physical facility 5656 S Power Rd Unit 126, Gilbert, AZ 85295. For questions about this site, contact us by using the contact us page of our website or calling (480)834-7546.

The patient portal currently provides the following services: Communication of lab and other results from staff to patient, Ability for patient to review their Medical summary, Medication list, Treatment history and Visit Summaries. We will be considering adding other services in the future; this agreement will cover those services as well.

The patient portal is not intended to provide internet based diagnostic medical services. **We currently are not accepting electronic communication from patients to Desert Grove Family Medical (emails).** This service may be added at a later date in a limited capacity.

The patient portal is provided in partnership with E-MDs, our Electronic Health Record software vendor and provider. The data is stored at Desert Grove Family Medical. The data is on HIPAA compliant VPN with high level encryption that exceeds HIPAA standards. While we believe that the IT infrastructure and data are safe and secure, it does not guarantee that unforeseen adverse events cannot occur.

Please read our HIPAA policy for information on how private health information (PHI) is used at Desert Grove Family Medical. All new and established patients have signed HIPAA agreement forms and have been offered copies of our policies. These policies are also available on our website. If you would like a copy in another form, please let us know.

I acknowledge that I have read and fully understand this consent form. I am aware of the risks and benefits of patient portal and understand the risks of online communication between physician and patient. I consent to the conditions as outlined herein. I acknowledge that use of the portal is entirely voluntary and will not adversely affect the care I receive at Desert Grove Family Medical if I decide against using the portal. In addition, I agree to adhere to the policies set forth herein and on the Desert Grove Family Medical website as well as any other instructions or guidelines that my physician may impose on this online communication. I have been allowed to ask questions related to this consent agreement to my satisfaction. All of my questions have been answered to my satisfaction. My sign-on and continued use of the patient portal reflects my consent and agreement to this document in a continuing manner.

Email Address _____

Patient Signature _____ Date _____

Promise to pay note

- All patients are required to sign this form upon the first visit and it will remain in place as long as you are a patient in this office.
- We will send claims to all insurance companies that we are contracted with. If you have an insurance company that we are not contracted with, we will let you know before you are seen by a provider so you can make other arrangements for payment.
- We verify the eligibility of every patient on an HMO or AHCCCS plan at every visit. If you are on a PPO, POS, Indemnity or any other type of plan, we will make every attempt to verify your eligibility at each and every visit. However, if at a later date you become ineligible and the claim is denied by your health plan, you will be responsible for the bill. Ultimately, it is the responsibility of the patient to be sure they have adequate insurance for doctor's office visits.
- We expect that your account will be paid in full within 90 days of the date of service. We expect that you will be actively involved in facilitating the claims being processed by watching for statements from our office and from your insurance company.

My signature below indicates that I have read and understand the above changes in policy and consider this form to be a promise to pay note.

Printed patient name _____ Patient DOB _____

Patient/Guardian Signature _____

Relationship to patient _____

Date _____



AUTHORIZATION FORM

Notice to patient regarding collection from insurance companies:

- We are authorized by HCFA, Champus, and OWCP to ask you for insurance information needed in the administration of the Medicare, Champus, FECA and black lung programs. Authority to collect information is in sections 205(A), 1872 and 1875 of the Social Security Act as amended and 44 USC 3101, 41 CFR 101 ET SEQ And 10 USC 1079 and 1086, 5 USC 8101 ET SEQ; And 30 USC 901 RT SEQ.
- The information we obtain to complete claims under these programs is used to identify you and to determine your eligibility. It is also used to decide if the services and supplies received are covered by these programs and to insure that proper payment is made.
- The information may also be given to other providers of service, carriers, and medical review boards within the HIPPA guidelines.

It is mandatory that you tell us if you are being treated for an employment related injury before you are seen.

Please initial each line and sign below to indicate your understanding of this process

_____ I authorize my insurance benefits be paid directly to Desert Grove Family Medical Group.

_____ I understand that charges not covered by my insurance company, as well as applicable copayments and deductibles, are my responsibility.

_____ I understand that it is ultimately my responsibility as a patient to ensure I am eligible with the insurance company that I have given to Desert Grove Family Medical Group. If my claim comes back as ineligible, I understand that I will be responsible for the bill. **(DGFM will verify eligibility each visit for patients on an HMO or AHCCCS plan. We will verify eligibility on all other insurances only at the first visit or the first time the patient is seen with a new insurance card)**

_____ I understand that it is ultimately my responsibility as a patient to make sure that my bill is paid by the insurance company. I understand that if I receive statements from DGFM or from my insurance company with unpaid balances that I will contact my insurance company and DGFM to help facilitate getting the claims paid.

Printed Patient Name

Patient/Guardian Signature

Date

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NOTICE OF PRIVACY PRACTICES

This notice describes how medical information about you may be used and disclosed and how you can get access to this information.

PLEASE READ CAREFULLY

This Notice of Privacy Practices is being provided to you as a requirement of the Health Insurance Portability and Accountability Act (HIPAA). This Notice describes how we may use and disclose your protected health information to carry out treatment, payment or health care operations and for other purposes that are permitted or required by law. It also describes your rights to access and control your protected health information in some cases. Your “protected health information” means any of your written and oral health information, including demographic data that can be used to identify you. This is health information that is created or received by your health care provider, and that relates to your past, present or future physical or mental health or condition.

Uses and Disclosures of your protected health information:

- Protected health information includes demographic and medical information that concerns the past, present, or future physical or mental health of an individual.
- Demographic information could include your name, address, telephone number, social security number and any other means of identifying you as a specific person.
- Protected health information contains specific information that identifies a person or can be used to identify a person. Protected health information is health information created or received by a health care provider, health plan, employer, or health care clearinghouse. Desert Grove Family Medical, can act as each of the above business types. This medical information is used by Desert Grove Family Medical, in many ways while performing normal business activities.
- Your protected health information may be used or disclosed by Desert Grove Family Medical, for purposes of treatment, payment, and health care operations. Health care professionals use medical information in the clinics or hospital to take care of you. Your protected health information may be shared, with or without your consent, with another health care provider for purposes of your treatment. Desert Grove Family Medical, may use or disclose your health information for case agreement and services. Desert Grove Family Medical, may send the medical information to insurance companies, Medicaid, or community agencies to pay for the services provided to you.
- Your information may be used by certain department personnel to improve the department’s health care operations. The department also may send you appointment reminders, information about treatment options or other health-related benefits and services.
- Some protected health information can be disclosed without your written authorization as allowed by law. Those circumstances include:
 - Reporting abuse of children, adults, or disabled persons.
 - Investigations related to a missing child.
 - Internal investigations and audits by the department’s divisions, bureaus, and offices.
 - Investigations and audits by the state are Inspector General and Auditor General and the legislature’s Office of Program Policy Analysis and Government Accountability.
 - Public health purposes including vital statistics, disease reporting, public health surveillance, investigations, interventions and regulation of health professionals.
 - District medical examiner investigations.
 - Research approved by the department.
 - Court orders, warrants, or subpoenas.
 - Law enforcement purposes, administrative investigations, and judicial and administrative proceedings.

Individual Rights

You have the right to request Desert Grove Family Medical, to restrict the use and disclosure of your protected health information to carry out treatment, payment, or health care operations. You may also limit disclosures to individuals involved with your care. The DGFM privacy department is not required to agree to any restriction.

You have the right to be assured that your information will be kept confidential. Desert Grove Family Medical, may mail or call you with health care appointment reminders. We will make contact with you in the manner and at the address or phone number you select. You may be asked to put your request in writing. If you are responsible to pay for services, you may provide an address other than your residence where you can receive mail and where we may contact you.

You have the right to inspect and receive a copy of your protected health information. Your inspection of information will be supervised at an appointed time and place. You may be denied access as specified by law. If access is denied, you have the right to request a review by a licensed health care professional who was not involved in the decision to deny access. This licensed health care professional will be designated by the DGFM privacy department.

You have the right to correct your protected health information. Your request to correct your protected health information must be in writing and provide a reason to support your requested correction. Desert Grove Family Medical, may deny your request, in whole or part, if it finds the protected health information:

- Was not created by the department,
- Is not protected health information,
- Is by law not available for your inspection, or
- Is accurate and complete.

If your correction is accepted, the department will make the correction and tell you and others who need to know about the correction. If your request is denied, you may send a letter detailing the reason you disagree with the decision. The department will respond to your letter in writing. You also may file a complaint, as described below in the section titled Complaints.

You have the right to receive a summary of certain disclosures Desert Grove Family Medical, may have made of your protected health information. This summary does **not** include:

- Disclosures made to you.
- Disclosures to individuals involved with your care.
- Disclosures authorized by you.
- Disclosures made to carry out treatment, payment, and health care operations.
- Disclosures for public health.
- Disclosures for health professional regulatory purposes.
- Disclosures to report abuse of children, adults, or disabled.
- Disclosures prior to [Practice decides date here].

This summary **does** include disclosures made for:

- Purposes of research, other than those you authorized in writing.
- Responses to court orders, subpoenas, or warrants.

You may request a summary for not more than a 6-year period from the date of your request. If you received this Notice of Privacy Practices electronically, you have the right to a paper copy upon request.

Complaints

You have the right to express complaints to the provider and to the Secretary of Health and Human Services if you believe that your privacy rights have been violated. You may complain to the provider by contacting the provider's Privacy Officer verbally or in writing, using the contact information below. We encourage you to express any concerns you may have regarding the privacy of your information. You will not be retaliated against in any way for filing a complaint.

Contact Person

The provider's contact person for all issues regarding patient privacy and your rights under the Federal privacy standards is the Privacy Officer. Information regarding matters covered by this Notice can be requested by contacting the Privacy Officer. Complaints against the provider can be mailed to the Privacy Officer by sending it to:
840 E. McKellips Ste 101 Mesa, AZ 85203

Effective Date

This Notice of Privacy Practices is effective beginning March 28, 2011, and shall be in effect until a new Notice of Privacy Practices is approved and posted.

By signing below you acknowledge that you have read and understand the privacy practices of Desert Grove Family Medical Group.

Patient Printed Name: _____

Patient Date of Birth: _____

Patient or Guardian Signature: _____

Today's Date: _____



The Arizona Department of Health Services licenses this office.

As required by Arizona Department of Health rules and other statutes, rules and requirements, this office has provided you with a copy of your Patient Rights. By your signature below, you acknowledge receipt of your Patient Rights.

Per my request, I read the laminated copy of the patient rights in the office and do not want to take a copy home with me. _____

Per my request, I was given a paper copy of the patient rights to take home with me _____

Printed Name: _____

Relationship to Patient: _____

Signature: _____

Date and Time Received: _____