

*Bluegrass Legacy Healthcare*  
*105 Glen Oak Blvd, 202*  
*Hendersonville, TN 37075*

PATIENT INFORMATION SHEET

Legal Name (print): \_\_\_\_\_ Date: \_\_\_\_\_

M \_\_\_ F \_\_\_ Marital Status: M S W D Do you have a living will? Y \_\_\_ N \_\_\_ (if yes, please provide to the office)

Address: \_\_\_\_\_ City/State/Zip: \_\_\_\_\_

( ) \_\_\_\_\_ ( ) \_\_\_\_\_ \_\_\_\_\_  
Contact Phone Number Work Phone Number Patient Employer

\_\_\_\_\_ \_\_\_\_\_ \_\_\_\_\_  
Social Security Number (Reg) Date of Birth Referred By

\_\_\_\_\_ ( ) \_\_\_\_\_ \_\_\_\_\_  
Spouse's Name Spouse's Contact Number Spouse's Date of Birth

\_\_\_\_\_ ( ) \_\_\_\_\_ \_\_\_\_\_  
Emergency Notification Phone Number Relationship

Insurance (Primary): \_\_\_\_\_ ID# \_\_\_\_\_ Group# \_\_\_\_\_

(Secondary): \_\_\_\_\_ ID# \_\_\_\_\_ Group# \_\_\_\_\_

\_\_\_\_\_ \_\_\_\_\_ \_\_\_\_\_  
Insured Name Relationship Date of Birth

I hereby acknowledge that I have carefully read and understand the "Financial Policy" "Office Guidelines" and "Notice of Privacy Practices for Health Information" describing how my medical information may be used and disclosed by the office of Bluegrass Legacy Healthcare as well as how I may obtain access to the information.

I agree to the terms and conditions of the "Financial Policy" and "Office Guidelines" a copy of which is available upon my request.

\_\_\_\_\_ \_\_\_\_\_  
Signature Date

I hereby authorize the office of Bluegrass Legacy Healthcare to release information concerning my medical history including insurance information, payments and billing inquires solely to the person(s) listed below. **Other than myself.**

\_\_\_\_\_ \_\_\_\_\_  
Name Address/Phone

# PATIENT HISTORY

Date: \_\_\_\_\_

First Name \_\_\_\_\_ Middle \_\_\_\_\_ Last \_\_\_\_\_

SSN: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ Occupation \_\_\_\_\_ Date of Birth: \_\_\_\_/\_\_\_\_/\_\_\_\_  
 Gender:  M  F  Other Marital Status \_\_\_\_\_ Number of Children \_\_\_\_\_

*Medications – (List ALL medications you are currently taking, including Over-the-Counter ones)*

| Drug Name | Dosage | Freq. |
|-----------|--------|-------|
| _____     | _____  | _____ |
| _____     | _____  | _____ |
| _____     | _____  | _____ |
| _____     | _____  | _____ |
| _____     | _____  | _____ |
| _____     | _____  | _____ |
| _____     | _____  | _____ |

*Allergies – (List your allergies including any medications that caused an allergic reaction)*

| List ALL Allergies | Allergic Reaction |
|--------------------|-------------------|
| _____              | _____             |
| _____              | _____             |
| _____              | _____             |
| _____              | _____             |
| _____              | _____             |
| _____              | _____             |
| _____              | _____             |
| _____              | _____             |

**PAST MEDICAL HISTORY** – Please provide a complete history including all illnesses, injuries, hospitalizations and operations.

| List ALL Illnesses, Injuries & Operations | Date  | Hospital | Treatment | Physician | Response |
|---|-------|----------|-----------|-----------|----------|
| _____                                     | _____ | _____    | _____     | _____     | _____    |
| _____                                     | _____ | _____    | _____     | _____     | _____    |
| _____                                     | _____ | _____    | _____     | _____     | _____    |
| _____                                     | _____ | _____    | _____     | _____     | _____    |
| _____                                     | _____ | _____    | _____     | _____     | _____    |

**Immunizations/Vaccinations/Dates**

|                             |                        |                           |
|-----------------------------|------------------------|---------------------------|
| DPT ____/____/____          | Measles ____/____/____ | Blood Type _____          |
| Smallpox ____/____/____     | Polio ____/____/____   | No. of Transfusions _____ |
| Typhoid ____/____/____      | Mumps ____/____/____   | Date(s) _____             |
| Tetanus ____/____/____      | MMR ____/____/____     | Reason(s) _____           |
| Pneumococcal ____/____/____ |                        |                           |
| Influenza ____/____/____    |                        |                           |

**Last Chest X-ray:** \_\_\_\_\_

\_\_\_\_ Normal \_\_\_\_ Abnormal

**Last TB Skin Test:** \_\_\_\_\_

\_\_\_\_ Positive \_\_\_\_ Abnormal

**Last EKG:** \_\_\_\_\_

**Last Eye Exam:** \_\_\_\_\_

**FAMILY HISTORY** – (Please list all Blood Relatives with their current health status and any illnesses they have had or now have.)

| List Blood Relatives | Health Status | Age (if living) | Age at death | Cause of Death | Illnesses |
|----------------------|---------------|-----------------|--------------|----------------|-----------|
| Father               | _____         | _____           | _____        | _____          | _____     |
| Mother               | _____         | _____           | _____        | _____          | _____     |
| Brother(s)           | _____         | _____           | _____        | _____          | _____     |
| _____                | _____         | _____           | _____        | _____          | _____     |
| Sister(s)            | _____         | _____           | _____        | _____          | _____     |
| _____                | _____         | _____           | _____        | _____          | _____     |
| _____                | _____         | _____           | _____        | _____          | _____     |

**SOCIAL HISTORY** (Please check the appropriate boxes and fill in the accurate amounts of standard portions)

Mental Work  Light  Moderate  Heavy Hours per day: \_\_\_\_\_

Physical Work  Light  Moderate  Heavy Hours per day: \_\_\_\_\_

Exercise  Light  Moderate  Heavy Hours per week: \_\_\_\_\_ Type of Exercise: \_\_\_\_\_

Diet  Low Sodium  Diabetic  Low Fat  Vegetarian  Low Cholesterol Other: \_\_\_\_\_

Alcohol Never Beer(s) per week Liquor per week Wine per week How many years? \_\_\_\_\_  
 Smoking Never Current Previous Packs per day: How many years? \_\_\_\_\_  
 Caffeine: None Cups per day: How many years? Other: \_\_\_\_\_  
 Aspirin: None Qty per day: How many years? Other: \_\_\_\_\_  
 Misc. Drugs: Amphetamines Antacids Cocaine Diet Pills Laxatives Marijuana Nutrasweet  
Pain Pills Saccharin Sleeping Pills Vitamins Other: \_\_\_\_\_

**REVIEW OF SYMPTOMS - CHECK ONLY THE ONES YOU NOW HAVE OR HAVE HAD RECENTLY**

|   |   |   |   |  |
|---|---|---|---|--|
| <b>GENERAL</b><br><input type="checkbox"/> WEAKNESS<br><input type="checkbox"/> FATIGUE<br><input type="checkbox"/> FEVER<br><input type="checkbox"/> MALAISE<br><input type="checkbox"/> CHILLS<br><input type="checkbox"/> NIGHT SWEATS<br><input type="checkbox"/> FAINTING<br><input type="checkbox"/> DIZZINESS<br><input type="checkbox"/> NONE   | <b>SKIN</b><br><input type="checkbox"/> COLOR CHANGES<br><input type="checkbox"/> NAIL CHANGES<br><input type="checkbox"/> HAIR CHANGES<br><input type="checkbox"/> MOLES<br><input type="checkbox"/> RASHING<br><input type="checkbox"/> ITCHING<br><input type="checkbox"/> SORES<br><input type="checkbox"/> DRYNESS<br><input type="checkbox"/> NONE  | <b>HEAD</b><br><input type="checkbox"/> HEADACHES<br><input type="checkbox"/> INJURIES<br><input type="checkbox"/> BUMPS<br><input type="checkbox"/> NONE   | <b>EYES</b><br><input type="checkbox"/> CONTACTS<br><input type="checkbox"/> CATARECTS<br><input type="checkbox"/> BLURRED VISION<br><input type="checkbox"/> GLAUCOMA<br><input type="checkbox"/> REDNESS<br><input type="checkbox"/> ITCHING<br><input type="checkbox"/> BURNING<br><input type="checkbox"/> SWELLING<br><input type="checkbox"/> PAIN<br><input type="checkbox"/> DRYNESS<br><input type="checkbox"/> TEARING<br><input type="checkbox"/> NONE   | <b>EARS</b><br><input type="checkbox"/> HARD OF HEARING<br><input type="checkbox"/> DEAFNESS<br><input type="checkbox"/> RINGING<br><input type="checkbox"/> DISCHARGE<br><input type="checkbox"/> EARACHE<br><input type="checkbox"/> NONE<br><input type="checkbox"/> ITCHING<br><input type="checkbox"/> LOSS OF BALANCE<br><input type="checkbox"/> DIZZINESS<br><input type="checkbox"/> ROOM SPINS |
| <b>NOSE</b><br><input type="checkbox"/> DECREASED SMELL<br><input type="checkbox"/> BLEEDING<br><input type="checkbox"/> PAIN<br><input type="checkbox"/> OBSTRUCTION<br><input type="checkbox"/> POST NASAL DRIP<br><input type="checkbox"/> DEVIATED SEPTUM<br><input type="checkbox"/> RUNNY NOSE<br><input type="checkbox"/> SINUS CONGESTION<br><input type="checkbox"/> NONE  | <b>MOUTH</b><br><input type="checkbox"/> BLEEDING GUMS<br><input type="checkbox"/> SORES<br><input type="checkbox"/> DENTAL PROBLEMS<br><input type="checkbox"/> PAIN<br><input type="checkbox"/> BAD BREATHE<br><input type="checkbox"/> LOSS OF TASTE<br><input type="checkbox"/> DRYNESS<br><input type="checkbox"/> ULCERS<br><input type="checkbox"/> BLISTERS<br><input type="checkbox"/> NONE  | <b>THROAT</b><br><input type="checkbox"/> SORE THROAT<br><input type="checkbox"/> BAD TONSILS<br><input type="checkbox"/> HOARSENESS<br><input type="checkbox"/> PAIN<br><input type="checkbox"/> HARD TO SWALLOW<br><input type="checkbox"/> RECURRENT INFECTIONS<br><input type="checkbox"/> WHITE SPOTS<br><input type="checkbox"/> NONE   | <b>NECK</b><br><input type="checkbox"/> ENLARGEMENT<br><input type="checkbox"/> STIFFNESS<br><input type="checkbox"/> SORENESS<br><input type="checkbox"/> PAIN<br><input type="checkbox"/> LUMPS<br><input type="checkbox"/> MASSES<br><input type="checkbox"/> NONE   | <b>BREASTS</b><br><input type="checkbox"/> DISCHARGE<br><input type="checkbox"/> NODULES<br><input type="checkbox"/> PAIN/TENDERNESS<br><input type="checkbox"/> CHANGES<br><input type="checkbox"/> SKIN<br><input type="checkbox"/> BLOATEDNESS<br><input type="checkbox"/> MASSES<br><input type="checkbox"/> BLEEDING<br><input type="checkbox"/> NONE   |
| <b>LUNGS</b><br><input type="checkbox"/> COUGH<br><input type="checkbox"/> PHEGGM<br><input type="checkbox"/> COUGHED BLOOD<br><input type="checkbox"/> SHORTNESS OF BREATHE<br><input type="checkbox"/> WHEEZING<br><input type="checkbox"/> PAIN IN LUNGS<br><input type="checkbox"/> CHEST CONGESTION<br><input type="checkbox"/> INHALANT EXPOSURE<br><input type="checkbox"/> NONE   | <b>HEART</b><br><input type="checkbox"/> MURMUR<br><input type="checkbox"/> PALPITATIONS<br><input type="checkbox"/> RAPID HEARTBEAT<br><input type="checkbox"/> SWOLLEN EXTREMITIES<br><input type="checkbox"/> TIGHTNESS/PRESSURE<br><input type="checkbox"/> CHEST PAINS<br><input type="checkbox"/> VARICOSE VEINS<br><input type="checkbox"/> BLOOD CLOTS<br><input type="checkbox"/> BLUE EXTREMITIES<br><input type="checkbox"/> NONE  | <b>BLOOD</b><br><input type="checkbox"/> BROKEN BLOOD VESSELS<br><input type="checkbox"/> ANEMIA<br><input type="checkbox"/> EASY BRUISING<br><input type="checkbox"/> PROLONGED BLEEDING<br><input type="checkbox"/> SWOLLEN NODES<br><input type="checkbox"/> PAINFUL NODES<br><input type="checkbox"/> RED DOTS/SPOTS<br><input type="checkbox"/> NONE   | <b>GASTROINTESTINAL</b><br><input type="checkbox"/> ABDOMINAL PAIN<br><input type="checkbox"/> NAUSEA<br><input type="checkbox"/> VOMITING<br><input type="checkbox"/> BLOATEDNESS<br><input type="checkbox"/> BELCHING<br><input type="checkbox"/> HEARTBURN<br><input type="checkbox"/> INDIGESTION<br><input type="checkbox"/> IRREGULAR BOWELS<br><input type="checkbox"/> DIARRHEA<br><input type="checkbox"/> GAS<br><input type="checkbox"/> HEMORRHOIDS<br><input type="checkbox"/> HERNIA<br><input type="checkbox"/> POOR APPETITE<br><input type="checkbox"/> FOOD INTOLERANCE<br><input type="checkbox"/> BLOODY STOOLS<br><input type="checkbox"/> BLACK TARRY STOOLS<br><input type="checkbox"/> EXCESSIVE APPETITE<br><input type="checkbox"/> CONSTRICTION<br><input type="checkbox"/> NONE |  |
| <b>GENITOURINARY</b><br><input type="checkbox"/> URGENCY<br><input type="checkbox"/> INCONTINENCE<br><input type="checkbox"/> STRAINING<br><input type="checkbox"/> FLANK PAIN<br><input type="checkbox"/> STONES<br><input type="checkbox"/> BURNING<br><input type="checkbox"/> BED WETTING<br><input type="checkbox"/> BLOODY<br><input type="checkbox"/> SMALL STREAM<br><input type="checkbox"/> URETHRAL DISCHARGE<br><input type="checkbox"/> DRIBBLING<br><input type="checkbox"/> CLOUDY URINE<br><input type="checkbox"/> UNUSUAL COLOR<br><input type="checkbox"/> URINATION AT NIGHT<br><input type="checkbox"/> HESITANCY<br><input type="checkbox"/> NONE                 | <b>GYNECOLOGICAL</b><br><input type="checkbox"/> BREAKTHROUGH BLEEDING<br><input type="checkbox"/> MENSTRUAL CRAMPS<br><input type="checkbox"/> POST MENOPAUSAL<br><input type="checkbox"/> VAGINAL DISCHARGE<br><input type="checkbox"/> VAGINAL ITCHING<br><input type="checkbox"/> LABIAL SORES<br><input type="checkbox"/> LABIAL LUMPS/NODULES<br><input type="checkbox"/> IRREGULAR MENSES<br><input type="checkbox"/> PAINFUL INTERCOURSE<br><input type="checkbox"/> HOT FLASHES<br><input type="checkbox"/> PAIN BETWEEN MENSES<br><input type="checkbox"/> LOSS OF LIBIDO<br><input type="checkbox"/> MOOD SWINGS<br><input type="checkbox"/> NIGHT SWEATS  | <b>(GYN. DATES)</b><br>MENSTRUAL FLOW<br><input type="checkbox"/> LIGHT <input type="checkbox"/> MODERATE <input type="checkbox"/> HEAVY<br>DATE OF LAST MENSES <u> / /</u><br>LAST PAP SMEAR <u> / /</u><br>LAST MAMMOGRAM <u> / /</u><br>DURATION OF CYCLE <u> (21-30 days)</u><br>DURATION OF FLOW <u> (3-7 days)</u><br>AGE AT 1 <sup>ST</sup> PERIOD _____<br>AGE AT MENOPAUSE _____<br>CONTRACEPTION <input type="checkbox"/> NO <input type="checkbox"/> YES<br>TYPE _____<br>NO. OF PREGNANCIES _____<br>NO. OF STILL BIRTHS _____<br>NO. OF LIVE BIRTHS _____<br>NO. OF MISCARRIAGES _____<br>NO. OF ABORTIONS _____<br>NONE | <b>MUSCULOSKELETAL</b><br><input type="checkbox"/> PAIN<br><input type="checkbox"/> WEAKNESS<br><input type="checkbox"/> CRAMPS<br><input type="checkbox"/> TWITCHING<br><input type="checkbox"/> JOINT STIFFNESS<br><input type="checkbox"/> JOINT DEFORMITIES<br><input type="checkbox"/> JOINT PAIN<br><input type="checkbox"/> JOINT SWELLING<br><input type="checkbox"/> INJURIES<br><input type="checkbox"/> CURVATURE OF SPINE<br><input type="checkbox"/> BACK PAIN<br><input type="checkbox"/> HOT JOINT<br><input type="checkbox"/> NONE  |  |
| <b>NEUROLOGICAL</b><br><input type="checkbox"/> SEIZURES<br><input type="checkbox"/> VERTIGO<br><input type="checkbox"/> HAND TREMBLING<br><input type="checkbox"/> LOSS OF SENSATION<br><input type="checkbox"/> INCOORDINATION<br><input type="checkbox"/> LOSS OF FACIAL EXPRESSIONS<br><input type="checkbox"/> WEAK GRIP<br><input type="checkbox"/> PARALYSIS<br><input type="checkbox"/> SLURRED SPEECH<br><input type="checkbox"/> TINGLING/BURNING/NUMBING<br><input type="checkbox"/> LOSS OF MEMORY<br><input type="checkbox"/> LACK OF CONCENTRATION<br><input type="checkbox"/> DISORIENTATION<br><input type="checkbox"/> GAIT SHUFFLING<br><input type="checkbox"/> NONE | <b>PSYCHIATRIC</b><br><input type="checkbox"/> HYPERTENSION<br><input type="checkbox"/> INSECURITY<br><input type="checkbox"/> DEPRESSION<br><input type="checkbox"/> INSOMNIA<br><input type="checkbox"/> IRRITABILITY<br><input type="checkbox"/> ANXIOUSNESS/STRESS<br><input type="checkbox"/> INDECISIVENESS<br><input type="checkbox"/> TIMID/SHY/BASHFUL<br><input type="checkbox"/> HALLUCINATIONS<br><input type="checkbox"/> ALCOHOL ABUSE<br><input type="checkbox"/> DRUG USE<br><input type="checkbox"/> SUICIDAL THOUGHTS<br><input type="checkbox"/> WORRYING<br><input type="checkbox"/> OBSESSIVENESS<br><input type="checkbox"/> MANIA/DEPRESSION<br><input type="checkbox"/> MULTIPLE PERSONALITIES<br><input type="checkbox"/> SEXUAL DIFFICULTIES<br><input type="checkbox"/> NUMBNESS<br><input type="checkbox"/> PANIC ATTACKS<br><input type="checkbox"/> COMPULSIVENESS<br><input type="checkbox"/> NONE | <b>ENDOCRINE</b><br><input type="checkbox"/> WEIGHT LOSS<br><input type="checkbox"/> WEIGHT GAIN<br><input type="checkbox"/> HOARSENESS<br><input type="checkbox"/> HEAT INTOLERANCE<br><input type="checkbox"/> COLD INTOLERANCE<br><input type="checkbox"/> BREAST CHANGES<br><input type="checkbox"/> LOSS OF HAIR<br><input type="checkbox"/> EXTREME THIRST<br><input type="checkbox"/> VOICE CHANGES<br><input type="checkbox"/> EXCESSIVE HAIR<br><input type="checkbox"/> HYPOGLYCEMIA<br><input type="checkbox"/> DIABETES<br><input type="checkbox"/> NONE  |   |  |

RESPONSIBILITY FOR PAYMENT/CONSENT TO TREAT

Patient/guarantor is responsible for all charges incurred. You are responsible for any copayments, deductibles, and/or unpaid percentage of what the insurance company does not pay. Unpaid balances are due and payable within 30 days of notice. Accounts that are 90 days past due will be placed in collections and patient agrees to pay all costs of collection, including, reasonable attorney's fees.

It is responsibility of the patient to assure that the most current insurance cards are presented at the time of service and are on file with this office.

If you're unable to keep your scheduled appointment, you are to notify this office within eight hours prior to the appointment time. Failure your desire will result in a charge of \$45 assist gives your account and is not available to your insurance carrier.

I hereby consent to care by all healthcare providers an officer Bluegrass Legacy Healthcare and I authorize to administer search treatment as they may deem necessary for my diagnosis and treatment. I understand that these services are voluntary and that I have the right to refuse these services.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Witness \_\_\_\_\_ Date \_\_\_\_\_

**Do you have a Living Will? Yes \_\_\_\_ No \_\_\_\_ . If so, please provide us with a copy.**

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Medicare certification for payment  
(If applicable)

An applying for payment under the title XV 11 of the Social Security act is correct and I authorize any holder of my medical information to release to the Social Security administration or its intermediate or carriers any information needed for related Medicare claims. I request the payment of authorized benefits made on my behalf, and I assign the benefits payable for physicians' services to the provider furnishing the service to authorize such provider to submit a claim to Medicare for payment for me.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Social Security# \_\_\_\_\_ Medicare Effective Date \_\_\_\_\_

**BLUEGRASS LEGACY HEALTHCARE, PLLC**  
Abigail J Eubank, MSN, GNP

**AUTHORIZATION TO RELEASE MEDICAL RECORDS/INFORMATION**

Physician to release records: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Physician phone#: \_\_\_\_\_ Physician fax#: \_\_\_\_\_

Patient name: \_\_\_\_\_

Social Security #: \_\_\_\_\_ DOB: \_\_\_\_\_

Facility to receive records: \_\_\_\_\_ BLUEGRASS LEGACY HEALTHCARE, PLLC

Address: \_\_\_\_\_ 105 Glen Oak Blvd, 202

City, State Zip: \_\_\_\_\_ Hendersonville, TN 37075

Phone : \_\_\_\_\_ ( 615) 826-2265 Fax: \_\_\_\_\_ (615) 826-4616

IF YOU DO NOT WANT CERTAIN PORTIONS OF YOUR MEDICAL RECORDS RELEASED, PLEASE READ THIS SECTION CAEFULLY AND INITIAL THE BOXES FOR INFORMATION YOU DO NOT WANT ELEASED. OTHERWISE, YOUR RECORDS WILL BE RELEASEED AS SPECIFIED ABOVE.

I authorize the health care provider to release the information specified to the organization, agency, or individual named on this request with the EXCEPTION of:

Initials

\_\_\_\_\_ Substance abuse, if any

\_\_\_\_\_ Psychological or psychiatric conditions, if any

Initials

\_\_\_\_\_ AIDS/HIV, if any

Other (please specify): \_\_\_\_\_

Expiration or revocation of authorization- I understand that I may revoke this authorization at any time and that unless an earlier date is specified it will automatically expire 12 months after the date affixed below. Use of copies- a copy of this authorization may be utilized with the same effectiveness as an original.

Patient name: \_\_\_\_\_

Please Print

Person authorized to sign for patient: \_\_\_\_\_

Print Name

\_\_\_\_\_  
Patient's signature

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Relationship

Date: \_\_\_\_\_

Date: \_\_\_\_\_

## Office guidelines

*Thank you for choosing Bluegrass like to see healthcare as your healthcare provider. We are committed to your pleasant and successful treatment. The rest Legacy healthcare is committed to operating his business based on honesty and integrity. We have developed the following guidelines to sure that patients and staff meet these criteria. **Please initial before each point.***

**Patient information**-Federal law (HIPAA) requires that no patient information will be given to anyone but the patient unless authorized by the patient in writing. We will follow this law without exception. In addition authorized persons must be prepared by their name and Social Security number and/or date of birth of patient you were calling about. Please inform your authorized person of this policy.

**Medicine/Refills**-Please bring all medication to your office visit so the doctor can review dates, quantities and resale needs at that time. Some call in refills are permitted no pain, antibiotic the mood altering drugs. It's your responsibility to monitor your prescription refill meds between visits. Please do not wait until you were almost out or have taken your last dosage to get a refill. Except for emergencies please allow five business days for processing prescription refills that you have faxed or phoned in, please inform your pharmacy of this policy to avoid multiple faxing. There will be a \$5.00 charge for any prescription refills not obtained at office visits.

**Physicals**-Our nurse practitioner performs all physicals and all prostate examination. When you call to schedule your physical, please ensure that your insurance will pay for the service. Some insurance companies will not pay for preventative care. As a result, you may are asked to sign a waiver ABN in which will allow our office to bill you directly for the service. Please contact your insurance carrier to confirm coverage will be available.

**Referrals**-If your insurance requires a referral, we will gladly do so. Due to the many insurance changes regarding the referral policy please keep in mind that there will be an increased demand for referrals and prior authorizations. Depending on your insurance, please allow at least 5 business days to process your referral. You will be contacted by phone when referral is complete, at which time you may call the specialist's office to set-up your appointment at your convenience. Same day referrals can only be done for emergencies or directed by a nurse practitioner. It is patient's responsibility to ensure that all referrals are up-to-date before seeing a specialist. As a policy at the office we do not back date referrals.

**Calls**-Please give your name and the purpose of your call, so that we may direct you to the correct person in a timely manner. We strive to minimize inconveniences to a patient who are waiting to be seen, except for emergencies, calls for drug refills, and answers to patient concerns are only done after all patients have been seen for the day, which at times can be very late. We asked that you please help us to minimize phone calls and inconveniences to everyone by covering all your questions and medicine needs during your regular office visit.

**Appointment changes**-Once an appointment is made we require at least an 8 hour notice to change cancel, unless the need is deemed an emergency. After hours, messages can be left for the answering service and still qualify for sufficient time. Patients who change/cancel or fail to keep their appointments under this criteria three times may be discharge from practice. At times, the office schedules appointments 3 to 4 weeks in advance, therefore, it may take several weeks to get you back into the schedule if you change/cancel your appointment.

**Inappropriate behavior and or verbal abuse**-Including but not limited to, loud and/or vulgar language, sexual or racial comments, making false statements or asking this office to make false statements regarding your health information. This behavior via phone or in person to any member of the office staff is grounds for discharging a patient from his practice. Our staff is here to help and should be treated with respect.

**Waiting area**-As always we try to see patients as quickly as possible. However; there are times that we have delays, please be patient with us. If this occurs and you want to reschedule your appointment, we will work with you as best we can to get you back into the schedule in a timely manner. We want to give all patients the time and attention they deserve. Please do not call the office and ask for a provider to call back. We do not diagnose or give advice over the phone if you feel that you need to speak with a provider then you will have to make an appointment. The provider is busy and with patients in the office and can't stop to take a call.

## Financial Policy

Thank you for choosing Bluegrass Legacy Healthcare as your healthcare provider. We are committed to your pleasant and successful treatment. Please understand paying your bill is considered a part of your treatment. The following is a statement of our financial policy, which we require you to read prior to treatment. Our practice is committed to providing the best treatment for our patients and the charges are based upon usual and customary fees for our area. Thank you for understanding the need for the financial policy. Please let us know if you have questions or concerns.

**Please initial before each point.**

\_\_\_\_\_ **Copayments-** Contracts with your insurance company require the copayment to be collected at time of service. For your convenience we accept checks debit cards Visa MasterCard. We do have a two dollar charge for debit and credit cards. If you're unable to make this payment you will be rescheduled for a different time.

\_\_\_\_\_ **Insurance-** You are responsible for assuring that this office has the correct insurance information for filing your claims. If you have Medicare as your primary insurance, please contact your secondary insurance through coordination of benefits for them to cross over for payment we will file the claim and will promptly send a statement for the balance. Please keep them on that claim payments are very vital to any medical practice and any remaining balance, after the insurance has paid, will be your responsibility. Patients who are without insurance shall be responsible for payment of charges at the time of service. If you unable to make this payment please make your arrangements in advance of your appointment time.

\_\_\_\_\_ **Account Balances-** Statements will be sent on a monthly basis and are due within 30 days. If you receive a statement that you feel is incorrect, please call our office immediately. Large account balances can be paid by monthly installments but must be approved by the office manager. Accounts that remain unpaid after 90 days with unsuccessful attempts to work out an acceptable payment plan, will be sent to collections and our healthcare relationship with you will be terminated. All cost of collections including reasonable attorney fees, will become the responsibility of the patient. Once your account is sent to collections, we cannot reconsider and make arrangements for you to pay through the office. If this becomes necessary, as a courtesy to you we will take care of all of your non-narcotic, non-mood altering drug refills for 30 days to allow time for you to find another healthcare provider. We would prefer to work out of such satisfactory arrangement for you to pay rather than to send your account to collections.

\_\_\_\_\_ **Check Privileges-** If you pay by check please assure that there are sufficient funds in your account to take care of the transactions we must charge a fee to cover the cost assist against our account for any account checks returned for insufficient funds. To pay off the return check the amount of the check plus the return check fee of \$30 must be paid by cash, money order or debit/credit card.

\_\_\_\_\_ **Letters/Forms-** These items require research and documentation of the doctor and are very time-consuming creating additional cost to the office. Therefore a fee of \$25-\$50 depending on the amount of information requested for any letters or forms requested by patients to be filled out by the provider must be paid in advance before letters or forms are released. The fee for family consultations is \$90 payable of time of consult.

\_\_\_\_\_  
Patient name or responsible party

\_\_\_\_\_  
Date