

# **NEW PATIENT POLICIES**

Welcome to the Arthritis & Osteoporosis Center of Southwest Ohio, a specialty Rheumatology practice. Our providers include Dr. Chacko Alappatt, Dr. Jessica Murphy, Maria Jones, Certified Nurse Practitioner (NP-C) and Mallory Michna, Certified Nurse Practitioner (NP-C). Our entire office strives to help you with your arthritis, autoimmune and bone health needs. For more information **www.ohioarthritis.com**.

To give the best care for our patients, we would appreciate your cooperation with the following policies:

- We have enclosed "new patient" paperwork. Please fill out the enclosed information forms and bring them
  with you to your appointment. An even more efficient strategy is to send us your paperwork prior to
  your visit. We must have any pertinent medical records, lab results or x-rays forwarded to our
  office before your appointment. Without this information, your appointment may be delayed or
  rescheduled
- AOC utilizes an automated appointment reminder system. The system will call, text or e-mail you two days prior to your appointment.
  - Please know that you must CONFIRM your appointment.
  - If you do not show for your new patient appointment and call back to reschedule you will need to pay \$100 deposit before rescheduling.
- Please arrive 15 minutes early for your first appointment. If you are over 15 minutes late for your
  appointment you might be asked to reschedule as there will not be enough time to give you a complete
  arthritis evaluation.
- Please be sure to bring your insurance cards and be prepared to pay your co-pay at the time of service.
- Please make sure you have a referral from your primary care physician before your scheduled
  appointment (if your insurance requires one). Failure to have a referral on file in our office prior to your
  appointment may require payment in full at the time of service, or for the appointment to be rescheduled.
- Please bring any recent lab work with you.
- Please bring a list of your current medications (including doses) with you.
- Often, new patient consultations include having the doctor examine your knees, shoulders and feet. If you
  would feel more comfortable wearing shorts and a t-shirt instead of a gown, please bring those to change
  into.
- Please review Our Financial Policy that is included with this packet. We participate with many insurance plans and we will bill them as a courtesy to you. However, if we do not participate with yours, or you do not have insurance, you will be required to pay for the office visit portion when you check in. The cost of an initial Rheumatology evaluation without insurance is \$250.00. An additional charge will be made for any imaging studies that may be needed. If laboratory studies are ordered you will get billed from the lab.
- We have one office location. Miami Township Office at 2960 Ferndown Drive, Miamisburg, Ohio 45432.
   The office is in the Exchange at Spring Valley retail and we are located behind the Roosters restaurant which is visible from State Route 741

A detailed map is available at our website www.ohioarthritis.com

- Most of the conditions we treat are chronic conditions. If medication is prescribed to you AND this seems beneficial, you will require follow up visits. It is important to schedule these visits and it will be easiest to schedule those visits prior to leaving the office. At follow up visits you will receive enough medication refills to last until the next office visit. Asking a pharmacy to refill medications when you haven't been to our office for follow up in a reasonable time frame creates more work for our providers and may not be authorized. We will not be able to provide refills for your medications if you don't keep regular follow up visits. We understand that things come up and medication may need to be sent between visits; please allow 72 hours for this.
- Please realize that many of our patients have more than one pharmacy. Please try to keep up with what
  refills you will need and which pharmacy they go to prior to the office visit. Depending upon the
  medication, not all 90 day requests will be granted; if you need a 90 day refill, please voice this during
  your appointment
- If you are on a biologic or another relatively expensive medication, it is more than likely that your insurance will need a prior authorization and this may need to be done annually. It is important that you understand these rules and important dates and communicate these dates.
- Some medications require monitoring blood testing so please obtain lab work as instructed. Because we can assure quality of testing and timely receipt of results, we prefer that you do routine lab testing through our designated laboratory partner, LabCorp. We understand that a minority of patients may be out of network with LabCorp (mostly those who are employed/obtain insurance through Premier Health). If you choose to obtain labs through another lab, we cannot guarantee receipt of results and suggest you bring a copy of results to your next appointment.
- The field of Rheumatology is underserved in our area and to a large extent nationwide. Autoimmune and inflammatory disease are on the rise. Although our practice does better than most, we still struggle in getting new patients in for evaluation in a timely fashion. Referring physicians (like your own primary care physicians) expect our practice to evaluate their patients who are in need of our services. In general, our physician providers evaluate all new patients. For selected follow up appointments, you will be seen by one of our Nurse Practitioners. Our Nurse Practitioners have excellent experience, judgement and training. They work directly under and are supervised by our physician providers.
- Copays are set by your employer/ insurance and because we have contracts with these entities, we are required to collect copays. Copays are due prior to seeing our providers.
- We need to be notified with insurance changes (even if going on COBRA insurance).
- If you need certain employment paperwork completed (FMLA, Disability, etc) please allow adequate time for our providers to complete this paperwork. We ask that you allow up to 14 days and it is possible that you may need to meet with one of our providers with an office visit to detail what is required/requested. While each case will be dealt individually, due to practical constraints, we cannot guarantee that all paperwork will be completed. There will be a charge for paperwork left with our office between visits.
- Our office gets calls from hospitals, pharmacies, provider offices, labs, imaging centers, insurance companies, etc. Our staff and providers are focused on patients who are physically in our office. If you are having problems and think your medication regimen needs to be changed, please schedule an office visit. If you have questions which you feel do not require a visit, you can leave a message on the Medical Assistant voice line and we will get back with you. Please allow 72 hours for non-urgent questions. We do utilize an instant messaging system called Klara (www.klara.com) that can streamline communications. A link is available on our website.

Signature	
Thave read and and oreland the rice of most policies and committed by my digitation below.	
☐ I have read and understand the AOC office policies and confirm by my signature below:	
link is available on our website.	



# **NEW PATIENT INFORMATION**

Please PRINT and COMPLETE ALL INFORMATION

**Today's Date:** 

PATIENT INFORMATION	Is your visit related to a legal case? OYes ONo
	Are you planning to apply for disability? OYes ONo
Patient Name: Address:	How would you like to be addressed?Marital Status:
City:        State:        Zip:            Home Ph#:        Work Ph#:	Date of Birth:Sex: OM OF Email:
Cell Ph#: Employer Name: Employer Address: City: State: Zip:	Spouse's Name:Date of Birth:
How did you hear about the AOCSO? ☐ Referring MD ☐ Fa☐ NewspaperAd ☐Internet Search ☐Seminar ☐ Adverti	amily Member ☐ Friend ☐ Insurance Co. ☐ Website ☐ Employer sement ☐ Hosp ER ☐ Other:
PERSON WHO SIGNS CONSENT AND IS R	ESPONSIBLE FOR BILL SELF
Insured (Responsible) Party Name:	Relationship to Patient:
Address:	Date of Birth:SS#:
City:Zip:	Cell Ph#:
Home Ph#:Work Ph#:	
PHYSICIAN INFORMATION	
Referring Provider:Phone	#:Address:
Primary Care Provider:Phon	eAddress
INSURANCE	
Please have your insurance card(s) ready and available. We will	be scanning this information into our system to bill your insurance for services.
Primary Insurance:	Secondary Insurance:
Policy Holder (if different than patient)	Policy Holder (if different than patient)
Name:	Name:
Date of Birth:	Date of Birth:
Name of insurance	Name of insurance
NOTICY IN EMERGENCY, (DERCON NOT L	
NOTIFY IN EMERGENCY: (PERSON NOT LI	VING WITH YOU)
Name:	Home Ph#:Work Ph#:
Address:	Relationship:
☐ Lauthoriza payment of modical banefits to physician or suppli	
T authorize payment of medical benefits to physician of suppli	ier for these services and all future claims.

## CONSENT FOR USE AND DISCLOSURE OF HEALTH INFORMATION

#### PLEASE READ THE FOLLOWING STATEMENTS CAREFULLY.

Purpose of Consent: By signing this form, you will consent to our use and disclosure of your protected health information to carry out treatment, payment activities, and healthcare operations.

Notice of Privacy Practices: You have the right to read our Notice of Privacy Practices before you decide whether to sign this Consent. Our Notice provides a description of our treatment, payment activities, and healthcare operations, of the uses and disclosures we may make of your protected health information, and of other important matters about your protected health information. We encourage you to read our Notice of Privacy Practices brochure carefully and completely before signing the Consent.

We reserve the right to change our privacy practices as described in our Notice of Privacy Practices. If we change our privacy practices, we will issue a revised Notice of Privacy Practices, which will contain the changes. Those changes may apply to any of your health information that we maintain

or your nearth information	that we maintain.		
You may obtain a copy of	our Notice of Privacy Practices, inclu	uding any revisions of our Noti	ice, at any time by contacting:
Contact Perso Telephone: Email: Address:	937-886-5510 d.thompson@aai	, MHA / Practice Administra ra.care Dr; Miamisburg OH 45432	ator
submitted to either the Co	I have the right to revoke this Conset ntact Persons listed above. Please on this Consent before we received u revoke this Consent.	understand that revocation of	this consent will not affect any
	(print name) hereby request the to my personal health, treatment or annel communications I may have m	payment for treatment. This r	ntial channels for the communica- equest supersedes any prior
HOME	WORK	CELL	OTHER
Phone: for all the abov	e numbers:		
	on my answering machine. with any other person.		
Email: I want you to co Fax: I want you to co Other: Other request Is there anyone involve	ontact me at the following address_contact me at the following email a ntact me by fax at	(specify) r care with whom we may sha Relationsh	are your medical information?
	(print name) have ha otice of Privacy Practices. I understa protected health information to carry		ent, I am giving my consent to your
Signature:		Date:	
You are entitled to a copy of this	consent after you sign it.	Include completed Con-	sent in the patient's chart

I, \_\_\_\_\_\_(print name) have received a copy of this office's Notice of Privacy Practices.

Date:\_\_

**Acknowledgement of Receipt of Notice of Privacy Practices** 

Signature:

# **OUR FINANCIAL POLICY**

Welcome to the Arthritis & Osteoporosis Center of Southwest Ohio. We are committed to your treatment being successful. Please understand that payment of your bill is considered a part of your treatment. The following is a statement of our Financial Policy that we require you to read and sign prior to any treatment.

#### **REGARDING INSURANCE**

We will gladly bill your insurance company directly if you have provided us with all the necessary information to do so. Your contract for health insurance is between you and your insurance company. The services you receive and the bill for those services is an agreement between you and the Arthritis & Osteoporosis Center of Southwest Ohio . It is ultimately your responsibility to see that your bill is paid in full. Agreements with insurance companies vary greatly and it is your responsibility to know what their portion is and what is yours. Any remaining money unpaid by your insurance company will be your responsibility to pay in a timely manner. If your insurance company does not begin paying Arthritis & Osteoporosis Center of Southwest Ohio within 8 weeks, it will be your responsibility to contact them. You will be notified of the balance due on your account, and you may request a statement of account if necessary. It will reflect what your insurance company, upon verification, told us is your portion to pay. We expect this payment within 15 days. In the event a check is returned for any reason, a \$35.00 charge will be made to your account.

Many insurance companies require a referral to a specialist prior to any appointment. It is your responsibility to ensure that this referral is obtained prior to all scheduled appointments. To obtain a referral you will need to contact your physician and request one. Failure to have a referral on file in our office prior to your appointment will require payment in full at the time of service, or for the appointment to be rescheduled.

Regarding Insurance Plans where we are a participating provider: All co-pays and deductibles are due prior to treatment. If you do not pay your co-pay at the time of service, a \$5.00 re-bill charge will be added. In the event that your insurance coverage changes to a plan where we are not participating providers, refer to the above paragraph. If you receive payment made out to both The Arthritis & Osteoporosis Center of Southwest Ohio and you, please endorse the check and forward to us.

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 usual and customary rates. Please be aware that some, and perhaps all, of the services provided may be non-covered services and not considered reasonable and necessary under the Medicare Program and/or other medical insurances.

#### **PAYMENT FOR SERVICES**

Payment is due in full at the time of service for those without insurance coverage. All payment arrangements must be made in advance with the billing office. If we bill your insurance and reimbursement is 100% denied, we will bill you our Self Pay charges. If you are unsure of self pay rates, it is your responsibility to ask. On occasion, certain procedures may not be reimbursed by your insurance company. If it is expected that insurance will not cover, payment is due at the time of service. We understand that temporary financial problems may affect timely payments on your account. If such problems arise, we encourage you to call us. We will be happy to work out a payment plan with you

If you do not have sufficient funds to cover a check or Debit card transaction, you will be charged \$35 per item.

We have designated fees for forms that required the physician to fill out. The fees are due when we receive the forms. You may pay in cash, check or credit card. These fees vary based on the complexity of the forms. Forms may include: Disability, School and Work Physicals, Public Service Requests, FLMA and other miscellaneous forms.

#### **NO SHOW & LATE CANCELLATION**

If you are unable to make your appointment, <b>YOU MUST NOTIFY</b> To business hours. Otherwise a \$50 fee will be charged for a miss practice if you have multiple no-show appointments.	
I have read the Financial Policy. I understand and agree to this F	Financial Policy.
Print Name:	_
Signed:	Dated:



# PATIENT HISTORY FORM

Name		Date of Appointment
Date of Birth	_Age	
Describe your Symptoms		
Date symptoms began Previous treatment for this problem (in		
Please list the names of other practition	ners you have seen for this	s problem
MEDICATIONS		
Drug allergies  Yes  NO Type of reaction	to what?	
Any other allergies  Yes  NO	Explain	
		Phone
Location:		

#### PRESENT MEDICATIONS

	NAME OF DRUG	DOSE	HOW LONG HAVE YOU		ASE CHECK HELP	
_	MAINE OF BROO	5002	TAKEN THIS MEDICATION?	A lot	Some	Not at all
1.						
2						
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						
11.						

Patient initials	
D.O.B	

Referred by: (check one) ☐Self [	□Family □Friend □Physician □Ot	her Health Professional
PAST MEDICAL HISTORY	Do you now or ever had: (check	if "yes")
☐ Cancer type	□ Goiter	□Depression/Anxiety
□ Fractures	☐ High Blood Pressure	□Stroke
□ Asthma	□ Leukemia	☐Rheumatic Fever
☐ Bleeding Tendency	□ Alcoholism	□Epilepsy
□ Heart attack	□Angina	☐Heart Failure
□ Diabetes	☐ Stomach Ulcers	☐Liver Problems
□ Kidney Problems	☐ Osteoarthritis	□Gout
☐ Childhood Arthritis	☐ Psoriatic Arthritis	□Osteoporosis
□ Thyroid Problems	☐ Lung Problemstype	□Anemia
□ Cholesterol	□ HIV/AIDS	□Glaucoma
□ Hepatitis	☐ Ankylosing Spondylitis	□Scleroderma
□ Lupus or "SLE"	☐ Rheumatoid Arthritis	☐Arthritis (unknown type)
☐ Ulcerative Colitis or Crohn's	□ Psoriasis	□Tuberculosis
☐ Other significant illnesses (please	e list)	
SURGERIES:		
□ Total knoe replacement (Bight/Le	ft/Path: data(a)	
	ft/Both; date(s))	
☐ Arthroscopic Surgery (joint?		
☐ Total hip replacement (Right/Left/	ervical; date(s))	
□ Back Surgery Lumbar/ moracic/C □ Carpal Tunnel Surgery (R/L)	ei vicai, date(s))	
. ,	/Poth: dates	
□ 'Trigger finger' surgery (Right/Left		
☐ Hysterectomy (date		
☐ Gall Bladder removal(date		
$\square$ Tonsils and Adenoid removal (dat	)	
☐ Other		
		<del> </del>
		<del></del>

Patient initials	
D.O.B	

#### FAMILY HISTORY:

At any time has a blood relative had any of the following? (give relationship)

	Relative Relationship	)	Relative Relationship
Arthritis unknown type		Crohn's Disease	
Rheumatoid Arthritis		Ulcerative Colitis	
Psoriasis		Cancer	
Psoriatic Arthritis		Heart Disease	
Lupus		High Blood Pressure	
Gout/Gouty Arthritis		Bleeding Tendency	
Sjogren's Syndrome		Alcoholism	
Ankylosing Spondylitis		Asthma	
Osteoporosis		Hypothyroidism	
Childhood/Juvenile Arthritis		Diabetes	
Osteoarthritis		Stroke	
Other Arthritis Conditions		Guoke	
MARITAL STATUS: O Never Spouse/Significant Other: C	erage per week F No Curi No Curi er Married OMarried ODiv OAlive/AgeODecease	Retired Date rent status: orced OSeparated OWidowed	d
Do you drink alcohol? OYodrinking? Do you dr	es ONo Number per week ink caffeinated beverages?	Packs a day Has anyone ever t O Yes O No Type of Beverage gs for reasons that are not med	told you to cut down on your
please list:		-	· ·
Golf Jogging Other Exe	Skiing Swi ercise Frequency:	Vigorous Type of Exmming Walking Times/week	Yoga
		Scan Biopsy Date of last Tub	
		Date of last 1 db	

Patient initials	
D.O.B	

**REVIEW OF SYSTEMS** As you review the following list, please check any of those problems which have significantly affected you.

CONSTITUTIONAL		
☐ Fatigue ☐ Fever ☐ Malaise ☐ Recent weight gain (amount) ☐ Recent weight loss (amount)		□Night sweats
<b>HEENT</b> □ Eye dryness □ Eye Pain □ Redness of eyes □ V □ Loss of hearing □ Loss of smell □ Dry Mouth □ Nose Blee swallowing □ Hoarseness	•	□Difficulty
<b>RESPIRATORY</b> □ Shortness of breath □ Cough □ Coughing	up blood 🛚 Wheezing	ı (asthma)
CARDIO VASCULAR ☐ Chest Pain ☐ Difficulty in breathing ☐ Irregular heart beat	at night □ Swollen le	gs or feet
VASCULAR ☐ Cool extremity ☐ Ulcer ☐ Raynaud's ☐	Thrombophlebitis	
GASTROINTESTINAL □ Abdominal pain □ Jaundice □ Dia □ Increasing constipation □ Nausea □ Blood in stools □ C	arrhea □Heartburn Changes in stools	□ Vomiting
<b>GENITOURINARY</b> ☐ Difficulty urinating ☐ Blood in urine ☐ incontinence	Increased urinary freq	uency 🗆 Urinary
<b>REPRODUCTIVE</b> ☐ Female Vaginal Discharge ☐ Breast ☐ Sexual Dysfunctions ☐ Irregular Menses ☐ Penile Discharge	•	•
<b>ENDOCRINE</b> □Excessive thirst (Polydipsia) □ Abnormal slee	ep □Goiter □Tremors	s □Hair Changes
NEUROLOGICAL SYSTEM ☐ Gait disturbance ☐ Headaches☐ Vertigo ☐ Extremity Numbness ☐ Seizures	□ Dizziness □ Memo	ory Loss
<b>PSYCHIATRIC</b> □ Depression □ Anxiety □ Insomnia		
INTERGUMENTARY SKIN ☐ Sun sensitive (sun allergy) ☐ Ha Thickening	ir loss □Rash □ Hive	es □ Skin
MUSCULOSKELETAL □Back pain □Joint pain □Morning tenderness □Muscle Weakness □Neck pain □Joint swelling		long?)
HEMATOLOGIC/LYMPHATIC □Eye bruising □Easy Bleeding	ß □ Swollen Glands	□Anemia
ALLERGIC/IMMUNOLOGIC ☐ Asthma ☐ Seasonal Allergies	☐ Food allergies ☐ □	Environmental

Patient initials	
D.O.B	

#### **NSAIDs**

	Length of time	Helped a lot	Helped some	Did not help	Medication reaction
Diclofenac (Voltaren)					
Etodolac (Lodine)					
Meloxicam (Mobic)					
Celecoxib (Celebrex)					
Ibuprofen (Motrin)					
Naproxen (Aleve)					
Nabumetone (Relafen)					
Rofecoxib (Vioxx)					
Indomethacin (Indocin)					
Piroxicam (Feldene)					
Sulindac (Clinoril)					
Ketorolac (Toradol)					
Other					

#### Disease Modifying Antirheumatic Drugs (DMARDS)

	Length of time	Helped a lot	Helped some	Did not help	Medication reaction
Hydroxychloroquine (Plaquenil)					
Sulfasalazine					
Methotrexate (Trexal)					
Leflunomide (Arava)					
Azathioprine (Imuran)					
Minocycline					
Doxycycline					
Gold Salts					

#### Other oral medications for Rheumatoid/Psoriatic Arthritis

	Length of time	Helped a lot	Helped some	Did not help	Medication reaction
Tofacitinib (Xeljanz)					
Apremilast (Otezla)					
Upadacitinib (Rinvoq)					
Baricitinib (Olumiant)					

Patient initials_	
$D \cap B$	

#### Biologic Response Modifiers for Rheumatoid/Psoriatic Arthritis and Ankylosing Spondylitis

	Length of time	Helped a lot	Helped some	Did not help	Medication reaction
Etanercept (Enbrel)					
Infliximab (Remicade)					
Adalimumab (Humira)					
Abatacept (Orencia)					
Tocilizumab (Actemra)					
Rituximab (Rituxan)					
Golimumab (Simponi)					
Certolizumab (Cimzia)					
Anakinra (Kineret)					
Sarilumab (Kevzara)					

#### **Biologic Response modifiers for Psoriatic Arthritis**

	Length of time	Helped a lot	Helped some	Did not help	Medication reaction
Ustekinumab (Stelara)					
Secukinumab (Costentyx)					
Ixekizumab (Taltz)					

#### Osteoporosis Medications

	Length of time	Helped a lot	Helped some	Did not help	Medication reaction
Estrogen					
Calcitonin					
Alendronate (Fosamax)					
Risedronate (Actonel)					
Ibandronate (Boniva)					
Zoledronic Acid (Reclast)					
Raloxifine (Evista)					
Teriparatide (Forteo)					
Denosumab (Prolia)					
Abaloparatide (Tymlos)					
Romosozumab (Evenity)					

Patient initials_	
D.O.B	

## Gout Medications

	Length of time	Helped a lot	Helped some	Did not help	Medication reaction
Allopurinol (Zyloprim)					
Colchicine (Colcrys)					
Febuxostat (Uloric)					
Probenecid					
Pegloticase (Krystexxa)					

#### Non narcotic analgesics

	Length of time	Helped a lot	Helped some	Did not help	Medication reaction
Duloxetine (Cymbalta)					
Milnacipran (Savella)					
Gabapentin (Neurontin)					
Pregalbin (Lyrica)					
Acetaminophen (Tylenol)					

#### Narcotic analgesics

	Length of time	Helped a lot	Helped some	Did not help	Medication reaction
Tramadol					
Hydrocodone (Vicodin/Norco)					
Oxycodone (Percocet)					
Fentanyl (Duragesic)					
Tylenol w Codeine					
Tapentadol (Nucynta)					
Other					

Patient initials	
D.O.B	

#### Natural Supplements

	Length of time	Helped a lot	Helped some	Did not help	Medication reaction
Calcium					
Vitamin D					
Glucosamine/Chondroitin					
Curcumin/Turmeric					
Green Tea					
Fish Oil					
Other					

Have you participated in any clinical trials for new medications?	○Yes	ONo	If yes, list:	