

HELP Medical Dental Clinic

1320 LaSalle Avenue, Hampton, VA 23669 (757)727-2577 Office (757)723-0649 Fax

PRIMARY REGISTRATION FORM

1. Patient Information			
First Name		Social Security Number	
Middle Name		Date of Birth:	
Last Name		Email Address:	
Home Telephone		Mobile Telephone	
Street		City, Zip Code	
Race:			
Language Spoken	English Other _____	Employment Status	FT PT Self Unemployed Retired Disabled
Veteran Status	No Yes	Household Size	____ Children ____ Adults
Living Arrangement	Mortgage Rental HUD/Section 8 Living w/ Family Homeless	Covered by Insurance	No Yes

How Did You Hear About Us? Google Search Facebook/ Instagram Ad Postcard/ Flyer Sign Friend or Relative Referred By: Other:

2. Patient ID & Documents Confirmation	
<p>Please provide the following documents / information:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Photographic ID (e.g., Passport / Driving Licence) <input type="checkbox"/> Proof of home address not more than 3 months old (e.g., Utility Bill / Bank Statement) <input type="checkbox"/> Tax Return (most recent) -Pages 1 & 2, Schedule C <input type="checkbox"/> Mortgage – Rental Lease – HUD Housing Letter <input type="checkbox"/> Wages (last 4 Pay stubs) – SSI Letter – Social Security Letter – Pension Letter <input type="checkbox"/> Child Support or Alimony <input type="checkbox"/> VEC DG91 or Unemployment Award Letter <input type="checkbox"/> Household Support Letter Notarized <input type="checkbox"/> Medicare Card (if applicable) 	

3. Patient Attestation	
<p>The above information is true to the best of my knowledge. I understand that the clinic staff may need to verify certain information to confirm eligibility. I understand withholding information or giving false information will make me ineligible for care at the clinic. I also understand that service eligibility for the clinic's services I agree to notify the clinic should my household income change, or I become insured.</p> <p>I attest that I do not have health and dental insurance. (Medicare Recipients receiving Part A and/or B may qualify for dental care; Disabled Veterans under 100% rating may qualify for dental care; Medicaid recipients do not qualify for care)</p>	
Patient Signature of Understanding	X _____ Date _____

4. About Our Clinic

HELP's mission is to provide dignifying, empowering, and faith-based safety-net shelter, healthcare, and support to our community's most vulnerable people.

Services are provided to individuals that are 139% to 300% of the Federal Poverty Level and have no Insurance Coverage.

Our Doctors and Nurse Practitioners are volunteer/paid professionals. While we cannot guarantee you will see the same doctor/NP each time you come in for primary care visits or dental work, we can guarantee you will receive the same high quality of care at every visit.

Front Desk Hours:

Monday through Thursday 9AM – 1PM and 2PM – 5PM

Office: 757-727-2577 Extension 1

Fax: 757-723-0649

Clinical Hours: By Appointment Only –please call the office to schedule

The HELP Clinic incurs expenses whether or not you show up to your visit. You must call at least 48 hours prior to your scheduled visit to cancel without incurring a charge. Missed visits without the required notice will be charged a \$25 fee.

5. Consent to Services

Your signature on this form shows that you understand that the HELP Medical Dental Clinic service providers are working with you as unpaid/paid staff. Because of this, state and federal law offers them protection from lawsuits for acting in good faith.

I consent to such medical/dental treatment and examinations, including diagnostic and lab procedures, dental procedures including extractions that are necessary treatment in the opinion of my provider (e.g., physician, nurse practitioner, dentist)

Immunity from civil liability for any act or omission resulting in death or injury to a patient if: The volunteer was acting in good faith and in the course and scope of the volunteer's duties or functions within the organization. The services provided are within the scope of the license of the volunteer or employee.

I understand that should a HELP employee or volunteer be exposed to my blood/body fluid in a way that might allow transmission of infection due to blood borne diseases (HIV, Hep A,B,C) or other communicable diseases, according to Virginia State Law, for the safety, health and possible treatment of the health care provider/staff member, samples of my blood or bodily fluid may be tested for infection at NO COST to me. I also understand that health care providers are obligated to submit to blood tests for certain infectious diseases if I am inadvertently exposed to their blood or body fluid during my treatment.

Extraction of teeth is an irreversible process and, whether routine or difficult, is a surgical procedure. As in any surgery, there are some risks. They include, but are not limited to, the following:

1. Swelling and/or bruising and discomfort in the surgery area.
2. Stretching of the corners of the mouth resulting in cracking or bruising.
3. Possible infection requiring additional treatment.
4. Dry Socket- Jaw pain beginning a few days after surgery usually requiring additional care. It is more common from lower extractions, especially wisdom teeth.
5. Possible damage to adjacent teeth, especially those with large fillings or crowns (caps).
6. Numbness, pain, or altered sensations in the teeth, gums, lip, tongue (including possible loss of taste sensation) and chin, due to the closeness of tooth roots (especially wisdom teeth) to the nerves which can be bruised or damaged. Almost always sensation returns to normal, but in rare cases, the loss may be permanent.
7. Trismus- Limited jaw opening due to inflammation or swelling, most common after wisdom tooth removal. Sometimes it is a result of Jaw Joint Disorder (TMJ), especially when TMJ disease already exists.
8. Bleeding- Significant bleeding is not common, but persistent oozing can be expected for several hours.
9. Sharp ridges or bone splinters may form later at the edge of the socket. These usually require another surgery to smooth or remove.
10. Incomplete removal of tooth fragments. To avoid injury to vital structures such as nerves or sinus, sometimes small root tips may be left in place.
11. Sinus Involvement. The roots of the upper back teeth are often close to the sinus and sometimes a piece of root can be displaced into the sinus or an opening may occur into the mouth that may require additional care.
12. Jaw Fracture- While quite rare, it is possible in difficult or deeply impacted teeth.

X**Patient Signature**

6. Authorization for Family Access to Medical/Dental Records and Information

I want to exercise my right to limit access to my medical/dental records or discussion regarding my medical/dental condition. No other person that the individuals listed below have permission to have access to my medical/dental records or to speak with a HELP provider/staff member.

Name _____ Relationship _____ Phone Number _____

X**Patient Signature****7: Patient Declaration and Personal Data Statement****Your personal information:**

The information collected on this application form will be used by Richard F Clark HELP Medical & Dental Clinic (hereafter the 'Practice') for the purposes of healthcare related services and practice administration in accordance with HIPPA.

Personal data relating to you will be retained by the Practice for the purposes of providing you with medical/dental and healthcare related services both in the Practice and where appropriate at the premises of other healthcare providers. This may require your personal data including relevant details of your medical history to be shared with other healthcare providers for the purpose of referrals and for other lawful purposes related to the Practice procedures.

HELP Medical Dental Clinic takes confidentiality and the protection of your personal data very seriously and we will never share your information with any third parties, companies or otherwise without your explicit consent prior to doing this.

You have the right to:

- Have your health record sent directly to another provider
- Have your health record sent directly to Social Security Disability by request
- Ask us to limit the information we share
- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information

We may use and share your information as we:

- Help manage the health care treatment you receive
- Report statistical information on behalf of our organization
- Apply for Patient Assistance Programs directly to Pharmaceutical companies on your behalf
- Help with public health and safety issues
- We will share information about you if state or federal laws require it (warrant), including with the Department of Health and Human Services if it wants to see that we are complying with federal privacy law
- We can share health information about you with organ procurement organizations.
- We can share health information with a coroner, medical examiner, or funeral director when an individual die.
- Reporting adverse reactions to medications
- Reporting suspected abuse, neglect, or domestic violence
- Preventing or reducing a serious threat to anyone's health or safety
- I understand that the Practice has the right to accept or decline my registration application at any time.

X**Patient Signature****8. Off-site Pharmacy – Hampton Health Mart Pharmacy – 3321 W Mercury Blvd, Hampton – 757-864-0380**

30-DAY Prescriptions \$4 (Clinic covers \$5.00-\$20.00**)

90-DAY Prescriptions \$10 (Clinic covers \$5.00-\$20.00**)

**Patient responsible for medication costs above \$20.00

Our office does not have any other arrangements with any other Pharmacy. You may choose to have the prescription sent to a different pharmacy, in which case you would be responsible for the entire cost.

If a medication is offered under a Patient Assistance Program from a Pharmaceutical Company, an application will be completed and your signature will be required. Patient Assistance Programs help reduce the cost of name-brand prescriptions that may otherwise be very expensive.

9: Patient Bills **PLEASE READ**** *NOT EVERY SERVICE IS WRITTEN OFF***

In connection with our local hospital facilities (SENTARA CAREPLEX, SENTARA PORT WARWICK, MARY IMMACULATE BON SECOURS and RIVERSIDE HOSPITALS) and to expedite any "Financial Assistance" for "Hospital Charges", you may need to complete individual charity applications if requested.

**** RIVERSIDE HEALTH SYSTEM** provides financial assistance to eligible patients who receive emergency or other medically necessary care in Riverside hospital facilities. Any Riverside facility covered under this financial assistance policy **DOES NOT employ its own physicians**. Each physician at Riverside bills separately for his or her services and follows his or her own billing and collection procedures.

**** SENTARA HOSPITAL FACILITIES** covered under this provider information sheet ("Hospital Facility") **DOES NOT employ its own physicians**. Each physician bills separately for his/her services and follows his/her own billing and collection procedures. The emergency or other medically necessary care provided by physicians and other third-party providers in a Hospital Facility, in conjunction with the following services, is NOT covered under the Financial Assistance Policy (FAP) of the hospital facility.

PATIENTS CAN RECEIVE A BILL FROM:

- **Emergency Room Physician** – ER treatment, examination, or diagnosis while in hospital emergency department
- **Radiology Physician** – reading/interpretation of an x-ray, ultrasound, MRI, CT Scan...etc. at the hospital
- **Cardiology Physician** – reading/interpretation of an EKG, EEG, Stress test...etc at the hospital
- **Anaesthesia Physician** – for hospital sedation
- **Pathologist** – for hospital laboratory tests
- **Specialist** – should they be required in your treatment at the hospital

A patient who receives services from any of the area hospitals may receive more than one billing statement for those services. You will receive a hospital billing statement for the services that were rendered to you at the hospital, as well as a separate bill for any radiology, cardiology, emergency room physician, anaesthesia, laboratory, or other physician services.

Billing statements (other than your Hospital Billing Statement) will have the phone number of the specific billing office for questions regarding that statement. **(NOTE: Services rendered by providers other than the hospital may not be covered under charity care and may be your responsibility financially). We can help request an adjustment, but the request does not guarantee any assistance or adjustments.**

X _____ **Patient Signature** _____ **Date**

10. Patient Responsibilities and Referrals

I agree to abide by the following responsibilities and conditions:

PATIENT RESPONSIBILITY

Clinic:

- I will update any changes in household income, address, phone number, or other personal information in a timely manner.
- I understand my responsibility to remain in good standing by applying every 6 months with current documents. If my coverage lapses, I understand that medications and treatment will not take place since I have unenrolled.
- I must show my HELP Clinic card at all facilities outside of the HELP Clinic, including Riverside, Sentara CarePlex and Specialty Referral Offices. Failure to do so will create a self-pay billing statement for which I will be 100% financially liable.
- Laboratory orders for routine tests need to be completed within 2 weeks.
- Be respectful to staff/providers/specialists/volunteers. HELP will not tolerate disrespectful or rude behaviour toward any staff or volunteer, including specialists and their staff to which patients may be referred.
- Appointments must be cancelled 48 hours prior to the scheduled appointment. Not enough notice or no shows will result in a **\$25.00 fine**.
- HELP patients are served by Hampton Health Mart Pharmacy assists patients with medication at a reduced fee of \$4.00 for a 30-day prescription and \$10.00 for a 90-day prescription for most medications. HELP covers a portion of the cost of prescriptions to keep prices low and affordable. You may be responsible for prescription costs over \$20.00.
- We will utilize Patient Assistance Programs whenever possible. My signature below allows the RX coordinator to fill out applications in my name and on my behalf. Applications are incomplete without my signature and I understand I may be required to come in person to sign forms.
- I will notify the clinic or Hampton Health Mart Pharmacy (757-864-0380) two weeks prior to running out of medication.
- If I am suspected to be under the influence of alcohol or drugs, I will be asked to reschedule my appointment.
- Specialty Referral Offices which order blood work, stress tests, imaging orders, etc – **MUST BE COMPLETED IN THE HOSPITAL** – not in the physicians' office. If I choose to have them done in the Specialty office, I understand I will be 100% liable for all charges.
- If the Specialty Office needs to refer you to another office, **YOU MUST NOTIFY OUR CLINIC**. HELP maintains charity agreements with specific specialty offices in the area. If I fail to check with the clinic, I will be liable for 100% of charges created.
- **All referrals to specialists expire in 12 months**. If an office calls you for an annual check-up and that grace period has expired, you will be responsible for the charges related to the specialty visit.

(Continued on next page)

Patient Name

Date of Birth

- Failure to cancel within 48 hours or no show for Specialist appointments will result in having to pay that office's reschedule or no-show fee prior to being seen.
- I will bring any self-pay bills into the clinic Immediately after receiving them to see if they will qualify for charity care.

HELP Medical and Dental Clinic does not and cannot assist with disability paperwork for patients. If you require this paperwork, you would need to obtain a private physician.

HELP Medical and Dental Clinic does not treat patients whose injuries are the result of a Motor Vehicle/ATV/Boating accident or a Workman's Compensation related injury (work injury). You will need to obtain a private physician and report these kinds of injuries to your Auto Insurance Carrier or Workers Compensation provider.

X _____ Patient Signature

11. Medical/Dental Record Release Form

I hereby authorize and request _____ to release all medical records, notes, diagnosis codes, medications, laboratory/imaging reports and Specialty care concerning myself to:

HELP Medical Dental Clinic – 1320 LaSalle Avenue – Hampton, VA 23669 – (757)727-2577 Office – (757)723-0649 Fax

Dates of Service : PAST 2 YEARS

Name _____ DOB _____

Last Four Digits of Patient SSN _____

X _____ Patient Signature

***** For Practice Use Only *****

Total Household Income	\$	Reviewed & Entered	
% FPL		Medical Card Issued on	
Coverage Dates	to	Athena ID	
Medicaid Check			