

Name: _____

**Authorization to Release or Use Information for
Treatment, Payment, or Health Care Operation**

I hereby authorize the releaser use of my individually identifiable health information (“protected health information”, or “PHI”) and medical record information by Patel Medical Ventures, LLC dba Windermere Medical Center, in order to carry out treatment, payment, or health care operations. You should review the Notice of Privacy Practices for a more complete description of the potential release and use of such information, and you have the right to review such notice prior to signing this consent form.

We reserve the right to change the terms of the Notice of Privacy Practices at any time. If we do make changes to the terms of the Notice of Privacy Practices, you may obtain a copy of the revised notice.

You retain the right to request that we further restrict how your PHI is released or used to carry out treatment, payment, or health care operations. Our practice is not required to agree to such requested restrictions; however, if we do agree to your requested restriction(s), such restrictions are then binding on the practice.

I acknowledge and agree that the practice may disclose my PHI and medical record information to only the individuals I designate who are my family members, legal representatives, guardians, healthcare surrogates, or have power of attorney on my behalf (please list all applicable names).

Name: _____ Relation: _____

Name: _____ Relation: _____

Name: _____ Relation: _____

Name: _____ Relation: _____

I authorize Windermere Medical Center to contact me (and leave messages regarding appointments or other general information) via:

Email: Home Phone: Cell Phone: Work Phone:

OK to leave phone message with (NAME): _____

At all times, you retain the right to revoke this consent. Such revocation must be submitted to the practice in writing. The revocation shall be effective except to the extent that the practice has already taken action based on the prior consent. The practice may refuse to treat you if you (or an authorize representative) do not sign this consent form. If you (or an authorized representative) sign this consent and then revoke it, the practice has the right to refuse to provide further treatment to you as of the time of revocation (except to the extent that the practice is required by law to treat individuals).

Initialing below indicates that you have read and will comply with this policy, and you have read our Notice of Privacy Practices.

_____ (Patient/Parent Initials)

Patient Financial Policy
(INITIAL BY EACH ITEM)

Our goal at Windermere Medical Center is to provide and maintain an excellent physician-patient relationship. Informing you in advance of our financial policy allows us to maintain a good flow of communication and run an efficient medical practice.

We verify insurance eligibility for every patient prior to their scheduled appointments and for all walk-in patients. To maintain a strong financial standing while providing excellent medical care, we have implemented a financial policy of collecting all copays, deductibles, and co-insurances **on the day** of your visit. If we find that you have overpaid, we will issue a refund once the Billing Department reviews your Explanation of Benefits (EOB). If you still have patient responsibility left over, we will send you a statement with a balance due.

FOR PATIENTS WITH INSURANCE:

If you are responsible for a deductible or co-insurance, we will collect a set fee up front for your visit:

Deductible Fee:

Walk-In Visits/Scheduled Appts
New Patients - \$160
Established - \$70

Co-Insurance Fee:

Walk-In Visits/Scheduled Appts
New Patients - \$20
Established - \$20

_____ (Patient/Parent Initials)

SPECIAL NOTES

If you are seen in our Walk-In Clinic, and you have a **deductible** that has not been met, you are subject to additional fees if the following applies:

- 1) You have an in-office procedure (IV fluids, breathing treatment, laceration repair with sutures, splinting, additional supplies, to include crutches, x-rays, or other complex procedures)
- 2) You have medications administered (oral, IV, or injection)

You will be charged for these additional procedures upon checking out from your visit.

_____ (Patient/Parent Initials)

INSURANCE – As a courtesy to our patients, we will file claims on all visits and procedures. When we file a claim on your behalf, it is with understanding that benefits will be assigned to Patel Medical Ventures, LLC dba Windermere Medical Center. You are responsible for all co-payments, deductibles, co-insurance and non-covered services. **The ultimate responsibility for understanding your insurance benefits regarding payments, preventative services, coverage for physician and lab services, pathology, radiology, and vaccination coverage rests with you.**

_____ (Patient/Parent Initials)

AFTER HOURS - If you are seen **after 5pm during the week, or on Saturday, it is considered after-hours**. The after-hours reimbursement billing code (99050) will be submitted for such visits. Your insurance plan may or may not cover this, and therefore, you may or may not incur patient responsibility. Once we receive the explanation of benefits (EOB) from your insurance company, our billing department will review your account to determine your responsibility and send you a statement for remittance of payment if necessary.

_____ (Patient/Parent Initials)

Name: _____

PREVENTATIVE PHYSICALS WITH LAB REVIEW OR OTHER ADDRESSED ISSUES/CONCERNS –

While your physical exam (preventative/wellness exam) may be covered by your insurance plan, the **lab review** component of the visit, or other acute complaints or medication refills addressed during the exam are not considered preventative, and will be billed as such. This portion of your visit may or may not be covered by your insurance, and you will be responsible for any remaining balance applied by your insurance company.

_____ (INITIALS)

AFTER HOURS PREVENTATIVE PHYSICALS – Preventative physicals (wellness visits for adults **or** children) scheduled between 5pm and 9pm, Monday – Friday, or on Saturdays, will be charged an After-Hours Visit Fee of **\$25**. This is due to your insurance not covering the after-hours component of a preventative visit. To avoid this fee, you should schedule your preventative appointments before 5pm, Monday – Friday.

_____ (Patient/Parent Initials)

CASH PAYMENTS – Payments of **\$25 or less** are cash only. Please note the following:

*We will not accept credit or debit card payments for **\$1.00, \$2.00, or \$5.00** payments.

*ACCEPTED TYPES OF PAYMENT: Cash, Visa, MasterCard, and Discover. **NO PERSONAL or BUSINESS CHECKS** will be accepted.

_____ (Patient/Parent Initials)

LAB FEES – If your provider orders labs, you are welcome to visit a LabCorp, Quest, or Vista patient service center (PSC). We do offer you the convenience of having your labs drawn at WMC; a lab draw/convenience fee of \$15 will be collected for **physical exams, your initial visit, or any follow-up visit. This includes labs drawn during a walk-in visit.** Your lab specimen(s) will be sent to LabCorp, Quest, or Vista, based on your insurance, or if you are a self-pay patient. Please note the following:

***Self-pay patients:** If you choose to have your labs drawn in the office, you will pay for your labs on the day of your visit. The lab draw fee is included in the charge for your labs.

*All lab draw fees are \$15 and **CASH ONLY**.

_____ (Patient/Parent Initials)

NEW PATIENTS – New patients are responsible for co-payments/co-insurances/self-pay fees up front. Payment arrangements for first visits are not authorized.

_____ (Patient/Parent Initials)

LATE APPOINTMENT & CANCELLATION POLICY – We ask all patients to be courteous of the provider and staff's time and attention for your scheduled appointment. If you arrive late (or call to notify the office that you will be late) **more than 35 minutes**, your appointment will be cancelled/rescheduled and you will be charged a \$25 cancellation fee (same applies for specialty appointments – Imaging appointments will incur a **\$50** cancellation fee). If you arrive late, but **before** the 35 minutes, you may still be seen, but other patients showing on time for their appointment will be seen first.

_____ (Patient/Parent Initials)

APPOINTMENT REMINDER & CANCELLATION POLICY & FEES – We provide our patients with two forms of appointment reminders: email and text messages. **It is your responsibility to confirm your appointment.**

1. You will receive an email reminder from **noreply@healthfusion.com** (and text message, if you do not confirm through the email) 7 days before your appointment. You must click on “Confirm Your Appointment” in the email, or tap on the link in your text message (example: Please confirm: <https://goo.gl/r57lRv> - this link will open the browser on your phone – click on “Confirm My Appointment”).
2. If your appointment is not confirmed with one of these two reminders, one more email and text message will be sent to you 3 days before your appointment.
3. If you do not confirm your appointment at that time, we will call you **2 days** before your appointment. If you do not confirm your appointment by **12pm, 2 days before the appointment**, your appointment will be cancelled and you will be charged a **\$25 cancellation fee**, and your appointment slot will be filled with another patient’s appointment. If you *call* and cancel within 48 hours, you will be charged a **\$25 cancellation fee**.

_____ (Patient/Parent Initials)

Patients who cancel (less than 48 hours’ notice) for an ***in-office procedure (echocardiogram or ultrasound)*** will be charged **\$50**.

_____ (Patient/Parent Initials)

NO SHOW FEE – Patients who do not show for a ***scheduled appointment*** will be charged a no-show fee of **\$40**. Patients who do not show for an ***in-office procedure (echocardiogram or ultrasound)*** will be charged **\$75**.

_____ (Patient/Parent Initials)

NON-COVERED SERVICES – Medicare and certain other insurance companies will only pay for services that they determine to be “reasonable and medically necessary”. If Medicare or another insurance determines that your visit with our physician or nurse practitioner is not “reasonable and medically necessary”, they will deny payment for that service. You will be responsible for anything not covered by Medicare or your insurance company. All labs are submitted based on **appropriate codes** to a lab based on one’s medical condition.

_____ (Patient/Parent Initials)

PAST DUE ACCOUNTS – Unpaid balances must be resolved **prior** to being seen in the office. If necessary, you may discuss payment arrangements with the Practice Administrator or Billing Manager. If your account is 90 days past due, your account is subject to collections from a third-party collection agency.

_____ (Patient/Parent Initials)

ADMINISTRATIVE FEES

Windermere Medical Center prides itself on providing excellent medical care and customer service to you and your family. We can also provide administrative services to patients upon request. If you require a specific form, paperwork, or letter for your employer or other reasons, we will charge an administrative fee based on the request. Fees must be paid in full before the letter or administrative service is completed. You must allow 7 days for any form(s) to be completed. You will be notified when your letter or paperwork is complete and ready for pick-up at the front desk.

1. Letter typed and printed on company letterhead, and signed by the physician or other provider (example: special travel arrangements, requirements for service or emotional support animals, work accommodations, etc.): **\$25**
2. Forms or paperwork for work accommodations (not FMLA), handicap parking placards: **\$25**
3. Family Medical Leave Act (FMLA): this requires a face-to-face encounter/appointment with a physician. You will be charged your normal office visit fee, and an **additional \$50** to complete the FMLA packet.
4. Disability (Short or Long Term): you must be an established patient for at least one year *with* a physical before disability forms are completed: **\$50**
5. Requests for admission into a nursing home or assisted living facility: you must be an established patient for *at least one year* with a physical: **\$50**

(Patient/Parent Initials)

Prescription Refill and Controlled Substances Policy

(INITIAL BY EACH ITEM)

Our goal at Windermere Medical Center is to provide and maintain an excellent physician-patient relationship. Informing you in advance of our Prescription Refill and Controlled Substances Policy allows us to maintain a good flow of communication and run an efficient medical practice. Because we are a new practice, we must establish a solid medical history for each of our patients, thus requiring a specific policy for patients who require regular refills for medications, and for patients requesting a controlled substance prescription.

Windermere Medical Center has a responsibility to provide quality healthcare services to patients. In the interest of maintaining a good doctor-patient relationship and continuing the delivery of quality healthcare, it is our hope that you will take responsibility to comply with our Prescription Refill and Controlled Substances Policy.

Please read this policy in full. Your initials and signature indicate that you agree with and will comply with our policy.

1. All new patients must establish with a Windermere Medical Center provider prior to having a prescription refilled.

(Patient/Parent Initials)
2. Additional lab tests may be required to determine exact dosages of prescribed medications; your insurance may or may not cover these tests. It is your responsibility to check with your insurance company to determine what they will cover.

(Patient/Parent Initials)
3. If your prescription is a *regular* medication (prescribed for an ongoing period of time, requiring multiple refills), you *must* be seen by a Windermere Medical Center provider **every three months** (or more frequent if necessary) to have your prescription refilled. This will be considered a regular office visit and billed accordingly.

(Patient/Parent Initials)
4. All patients on any prescription medications are required, at a minimum, to follow up twice a year (every 6 months) for blood work and an appointment for your medication refill. Chronic conditions such as hypertension, diabetes, high cholesterol, thyroid disease, depression, or other conditions will require a follow-up appointment every 3 months (at the discretion of the physician).

(Patient/Parent Initials)
5. **If you are due for a refill on your prescription, you must call your pharmacy to request a refill; they will fax a refill request to our office. This must be done within 5 days of your medication running out. Refills will not be granted unless you follow this protocol.**

(Patient/Parent Initials)

PRIOR AUTHORIZATIONS FOR MEDICATIONS

1. We will make every effort to ensure that you receive the safest, most effective, and reasonably priced prescription drugs that are best suited for your healthcare. We also abide by regulations set by insurance companies and government agencies. Many health insurance companies or plans are requiring Prior Authorization or approval for your medication.
2. This is an additional and labor-intensive service our medical staff completes; we will charge an administrative fee of **\$50 per authorization**. This cost is an out-of-pocket expense to you and is **not covered** by insurance.

_____ (Patient/Parent Initials)

CONTROLLED SUBSTANCES

1. Controlled substances (pain, sleep, muscle relaxants, stimulants, testosterone/hormone replacement) are tracked by the State of Florida Prescription Drug Monitoring Program (PDMP). Pharmacies and physicians can track your usage of controlled substances through obtaining an online report, which annotates physicians who have prescribed, and pharmacies who have dispensed these medications.
2. New patients who request a controlled substance for acute pain may receive **one** prescription of pain medication or controlled substance (at the discretion of the physician) after a PDMP report is obtained.
3. Windermere Medical Center physicians **do not refill narcotic medication prescriptions on an ongoing basis**. If you require such medications, you will be referred to a pain management specialist or other specialist related to your condition.
4. If the physicians at WMC are dispensing a controlled substance (non-narcotic pain medication, sleep medication, muscle relaxant, ADHD medications, testosterone, or hormone replacement), **you are required to have a face-to-face encounter every 3 months for prescription refills.**

_____ (Patient/Parent Initials)

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_____ (Patient/Parent Initials)

Failure to comply with this our Prescription Refill and Controlled Substance Policy will result in dismissal from Windermere Medical Center.

_____ (Patient/Parent Initials)