

Welcome \_\_\_\_\_ !

Our practice combines conventional medicine with complementary approaches to look at the whole person, not just the disease. Our doctor uses state-of-the-art medical treatment approaches and equipment to tackle your illness on all fronts, helping you heal in a friendly, professional atmosphere.

Enclosed, you will find a New Patient Record packet that we would like you to complete and bring with you on the day of your visit. It is important that we have the most up-to-date information so the doctor can deliver the best quality care during your visit.

**Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_

**\*\*\*\*PLEASE PLAN TO ARRIVE 20-30 MIN PRIOR TO YOUR APPT TIME FOR PROCESSING YOUR PAPERWORK. THIS ENSURES YOUR BEING SEEN IN A TIMELY MANNER.\*\*\*\*\***

You will need to bring the following information to your appointment:

- Medical Records from all physicians who have seen you for the condition for which you are seeing us. THIS IS VERY IMPORTANT!
- X-ray/MRI/CT reports
- Insurance referral from your Primary Care Physician, if needed
- Insurance Card(s) and Picture I.D.
- Co-pay (Cash/Checks/Credit Cards). This is required at the time of the appointment.
- Completed New Patient Record (front and back).

We look forward to meeting you. We strive to give every patient a complete evaluation. Please help us maintain our quality service by giving us ample notice if you need to reschedule. **There will be a \$50 cancellation fee charged directly to the patient when an appointment is cancelled less than 48 business hours prior to the appointment time.**

Thank you,

Dr. Anne Truong and Staff

Board Certified Physical Medicine and Rehabilitation

**PLEASE COMPLETE FRONT AND BACK!**

**Patient:**

First name: \_\_\_\_\_ Last Name: \_\_\_\_\_ Middle Initial: \_\_\_\_\_ Age: \_\_\_\_\_

Date of Birth: \_\_\_/\_\_\_/\_\_\_ (Circle one) Male Female

Mailing Address: \_\_\_\_\_ Cellular Ph: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Physical Address: \_\_\_\_\_ Home Ph:(\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

City: \_\_\_\_\_ St. \_\_\_\_\_ Zip \_\_\_\_\_ VA Driver License#: \_\_\_\_\_

Social Security #: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ Email Address \_\_\_\_\_

Emergency Contact: \_\_\_\_\_ Relationship: \_\_\_\_\_ Emergency Phone:(\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Pharmacy: \_\_\_\_\_ Location: \_\_\_\_\_ Phone: \_\_\_\_\_

**Spouse: (must complete)**

Spouse Name: \_\_\_\_\_ Date of Birth: \_\_\_/\_\_\_/\_\_\_

Occupation: \_\_\_\_\_ Spouse's Work Ph: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Social Security #: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Spouse's Work Address \_\_\_\_\_

**Employer: (must complete)**

Employer: \_\_\_\_\_ Occupation: \_\_\_\_\_

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

Work Phone:(\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ Ext \_\_\_\_\_

**Workman's Compensation (WC): (must complete)**

Are you here for care and treatment related to an injury or issue at work (circle one)? YES / NO

Have you filed a workers' compensation claim (circle one)? YES / NO

If Yes to any of the above, we can't treat you unless we have a prior, written authorization from your WC carrier

W/C Carrier: \_\_\_\_\_ Contact: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_

Claim #: \_\_\_\_\_ Date of Injury: \_\_\_\_\_

**Responsible Party (for insurance): (must complete)**

Responsible Party or Guardian (if under 18): \_\_\_\_\_

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

Phone Number: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ Social Security #: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Employer: \_\_\_\_\_ Work Phone: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

**Insurance: (must complete)**

Primary Insurance Co: \_\_\_\_\_

ID#: \_\_\_\_\_ Plan: \_\_\_\_\_ Group: \_\_\_\_\_

Subscriber's Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Effective Date of Plan: \_\_\_\_\_

Secondary InsuranceCo: \_\_\_\_\_

ID#: \_\_\_\_\_ Plan: \_\_\_\_\_ Group: \_\_\_\_\_

Subscriber's Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

**\*To whom do you authorize us to release information?** Answering machine  yes  no

Work voice mail  yes  no Other: (Name and Relationship): \_\_\_\_\_

**\*Preferred method of appointment reminder:**  Phone  Email  Both

**\*What number do you want us to call for appointment reminders and test results?** \_\_\_\_\_

# REHABILITATION MEDICINE PHYSICIANS

## POLICIES AND PROCEDURES

### AUTHORIZATION FOR TREATMENT

I consent to examination, treatment, and procedures that may be performed during office visits as ordered by my physician, or by his/her consultants, associates, or designees; by any employee personnel; and/or agent of my physician who may carry out part or all of my treatment including emergency treatment considered necessary by my physician and/or designated providers. I understand that the practice of medicine is not an exact science and acknowledge that no guarantees have been made or implied regarding my care and treatment. : I hereby authorize my physician to retain, preserve, and/or use for medical documentation, scientific and/or teaching purposes any photographs, specimens and/or tissues taken as a part of my hospital procedure. I understand these will be properly discarded according to my physician's policy. By law, I understand that if there is an at-risk exposure to my blood or body fluids, I may be tested for HIV, Hepatitis B or C Virus. Those test results will be shared with the healthcare worker who was exposed.

### FINANCIAL RESPONSIBILITY & ASSIGNMENT OF INSURANCE BENEFITS

I hereby assign payment directly to this physician for services covered by insurance. I assume financial responsibility for and agree to make payment in full to this physician for all charges for services or medical supplies furnished but not covered by my insurance carrier. Authorization for office visit, if required, must be obtained in advance from your insurance carrier. Though we can assist in this, the patient has primary responsibility for obtaining this important pre-treatment authorization. (Please be aware that a "referral" from your Primary Care Physician is not an "authorization"). Should you arrive at the office without the required insurance authorization, and still choose to be seen by the doctor, you will be expected to pay 100% of all office charges at the time of service. This policy applies to all patients, including those with HMO/PPO coverage. Should you come for a scheduled appointment without the required authorization, and subsequently elect to reschedule, a \$25.00 service charge will be added to your account. Insurance does not cover this charge. Any co-pay and/or fees for noncovered services are due at time of visit. If no payment is received from your carrier within 45 days of initial filing, you may be asked to pay your balance in full. We appreciate your understanding. **Please Note:** Your insurance provider has a contract with you, and you are ultimately responsible for all charges. Should you receive a bill from our office, payment in full of the "Patient Balance" is due by the due date indicated, unless other arrangements have been specifically made. There will be a \$10.00 charge for every subsequent statement that is sent out to you for an unpaid balance. Payment of all balances is due prior to your next appointment.

**Returned Check Policy:** If a check is returned for insufficient funds, \$50.00 will be added to your account. If any balance is not paid in full within 48 hours, an additional \$50.00 fee will be added.

**Collections Policy:** Accounts 120 days overdue, without an arranged payment plan, or as deemed warranted by the practice, will be turned over to our attorney for collection. In the event that your account is referred for collection, you agree to pay all costs incurred in collecting the amount due, including an additional amount for collection fees.

**RESCHEDULING/CANCELING/NO-SHOW POLICY/STATEMENT:** In order to ensure that our patients enjoy the most timely and reliable access to our physicians, this office has established a firm policy for “No Shows” and late cancellations. **Should you fail, without notice, to keep a scheduled appointment, or fail to cancel an appointment with less than at least 48 business hours, Monday to Friday 8:30 am – 4:30 pm in advance. A no show or late cancellation will result in a charge \$50 fee on your credit card on file. We will collect your credit card information when you schedule your first appointment and keep confidentially in your account.** To cancel your appointment, you can call 540-374-3164, if the office is closed, you can leave a message on voice mail. You can also go online to Patient Portal on our website at [www.truongrehab.com](http://www.truongrehab.com) or use the Healow app on your smart phone. Insurance will not cover this charge. Note: A 5% fee will be assessed for refund if appointment is canceled prior to 48 business hours. A 10% fee will be assessed for paid treatment on PRP/Stem Cell/BHRT (Hormone)/Weight Loss/Sexual/Aesthetics if canceled.

**AUTHORIZATION FOR RELEASE OF INFORMATION**

I authorize this physician to release to my insurance carrier and its designated agents any information concerning medical care, advice, treatment or supplies provided to the patient for purposes of administration, review, investigation or evaluation of coverage claims and utilization of services. I know I have a right to receive a copy of this authorization upon request and agree that a photographic copy of this authorization is as valid as the original.

**USE AND DISCLOSURE OF PROTECTED HEALTH INFORMATION**

I understand that Rehabilitation Medicine Physicians may use and disclose my Protected Health Information for purposes of treatment, payment, and health care operations. A copy of the document Protected Health Information (PHO) is available to you in the reception area, on our website [www.truongrehab.com](http://www.truongrehab.com), or on request from us directly. I also acknowledge that I have received, have been offered, or have received in the past, a copy of the practice’s Notice of Privacy Practices (NoPP) which provides information about how the practice and individuals involved in my care in the practice may use and disclose my Protected Health Information. As stated in the NoPP, the terms of the Notice may change. To obtain a copy of any current Notice, I understand that I can contact the Privacy Officer at (540) 374-3164.

I understand that I have the right to request that the practice restrict how my Protected Health Information is used or disclosed for treatment, payment, or health care operations, but I also understand that the practice is not required to agree to a requested restriction. However, if the practice does agree, it is bound by that agreement. I understand that I have the right to revoke this consent in writing at any time, except to the extent that the practice, or individuals involved in my care in the practice, have already used or disclosed Protected Health Information in reliance on my prior consent.

Signature of Patient or Guardian: \_\_\_\_\_ Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Office Staff Signature: \_\_\_\_\_ Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_



# Medical History

Past & Current Medical Conditions:

- |  |    |     |                                 |    |     |
|--|----|-----|---------------------------------|----|-----|
| Diabetes .....                               | No | Yes | High Blood Pressure.....        | No | Yes |
| Cancer (type: _____) .....                   | No | Yes | Stroke .....                    | No | Yes |
| Heart Arrhythmia (atrial fibrillation) ..... | No | Yes | Arthritis/gout .....            | No | Yes |
| Seizure.....                                 | No | Yes | Bleeding tendency .....         | No | Yes |
| Hereditary defects, (type: _____) ...        | No | Yes | Venereal Disease .....          | No | Yes |
| Circulation problems .....                   | No | Yes | Asthma .....                    | No | Yes |
| Emphysema .....                              | No | Yes | Thyroid Disease (low-high)..... | No | Yes |
| High Cholesterol .....                       | No | Yes | Fibromyalgia.....               | No | Yes |
| Endometriosis.....                           | No | Yes | Heart attacks.....              | No | Yes |
| Hepatitis (A,B,C).....                       | No | Yes | Cataract.....                   | No | Yes |
| Ulcer (Stomach, Duodenum).....               | No | Yes | Glaucoma.....                   | No | Yes |
| Hemorrhoids.....                             | No | Yes | Multiple Sclerosis.....         | No | Yes |
|  |    |     | Lupus.....                      | No | Yes |

Other: \_\_\_\_\_

Past surgeries: (List date & reason) \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Hospitalizations: (List date & reason) \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

## Family Medical History Check all that apply

Family Members	Diabetes	Hypertension	Heart Disease	Stroke	Mental Illness	Cancer	Unknown	Deceased
Father								
Mother								
Children								
Siblings								

Siblings: # of brothers \_\_\_\_ # of sisters \_\_\_\_  Healthy  
 Children: # of sons \_\_\_\_ # of daughters \_\_\_\_  Healthy

## Review of Systems: Patient to Complete - Circle if Applicable

Constitutional	Appetite Change	Weight Change	Fever	Fatigue	
Skin	Itching	Rash	Cancer		
Eye, Ear, Nose, Throat, Mouth	Vision Changes Swollen Glands	Headaches	Dizziness	Hearing Loss	ringing Ears
Respiratory	Cough	Wheezing	Blood in Sputum	Lung Cancer	Difficulty Breathing
Cardiovascular	Chest Pain	Palpitations	Swelling in Legs		
Gastrointestinal	Nausea Bloody Stool	Vomiting Bowel Incontinence	Diarrhea	Constipation Difficulty Swallowing	Ulcer
Genitourinary	Frequency Blood in Urine	Decreased flow/force/dribbling Urinary Incontinence		Painful Urination	Kidney Stones
Endocrine	Diabetes	Thyroid Disease	Steroid Use	Heat/Cold Intolerance	
Musculoskeletal	Joint Pain Difficulty Walking	Muscle Pain	Stiffness	Back Pain	Weakness
Neurologic	Headaches Numbness	Paralysis Tingling	Stroke Tremors	Seizures Difficulty Speaking	Head Injury
Psychiatric	Anxious	Depressed	Stress	Insomnia	Tearfulness
Hematological	Anemia Blood Clots in Legs	Bruise Easily	Slow Healing	Phlebitis	Blood Transfusion
Other Systems	Abnormal Mammogram ____/____/____		Bone Fractures ____/____/____		
Comments					

**History of Presenting Problem:**

Referring physician: \_\_\_\_\_

Primary care physician: \_\_\_\_\_

Reasons for today's visit: \_\_\_\_\_

What other physician(s) have you seen for this condition? \_\_\_\_\_

\_\_\_\_\_ When? \_\_\_\_ / \_\_\_\_ / \_\_\_\_

\_\_\_\_\_ When? \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Have you had any type of therapy for this condition?

\_\_\_\_\_ When? \_\_\_\_ / \_\_\_\_ / \_\_\_\_

\_\_\_\_\_ When? \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Have you received any medications/injections for this condition? If Yes, What?/When? \_\_\_\_\_

How did you hear about us? \_\_\_\_\_

Where is the pain/problem? \_\_\_\_\_

Severity of pain (Scale 1-10): \_\_\_\_\_ How long have you had this problem? \_\_\_\_\_ Days \_\_\_\_\_ Months

Quality of the pain, describe: \_\_\_\_\_

When did it start? \_\_\_\_ / \_\_\_\_ / \_\_\_\_

What is the characteristic of your pain? (circle one) dull, sharp, ache, burning, tingling, electric shock

Does it radiate? (circle one) No Yes Where? \_\_\_\_\_

What do you want to accomplish by my treating you? \_\_\_\_\_

What time of day is pain the most severe? \_\_\_\_\_

What do you do to relieve pain? \_\_\_\_\_

What activity makes the pain worse? \_\_\_\_\_

Any MRI, CAT scan, X-ray for these conditions? \_\_\_\_\_ When? \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Where? \_\_\_\_\_

\_\_\_\_\_ When? \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Where? \_\_\_\_\_

**All information is accurate and complete. Signature of Patient or Guardian** \_\_\_\_\_

**Informed Consent for Televisit Consultation and Follow up**

I am requesting to take part in a telemedicine consultation with Rehabilitation Medicine Physicians and its physicians, associates, technical assistants and others deemed necessary to assist in my medical care through a telemedicine consultation. I understand the following:

1. The purpose is to assess and treat my medical condition.
2. The telemedicine consult is done through a two-way video HIPAA compliant link-up whereby the physician or other health provider at Rehabilitation Medicine Physicians can see my image on the screen and hear my voice. However, unlike a traditional medical consult, the physician or other health provider does not have the use of the other senses such as touch or smell; and it may not be equal to a face-to-face visit.
3. Since the telemedicine consultants may practice in a different location and do not have the opportunity to meet with me face-to-face, they must rely on information provided by me. The Rehabilitation Medicine Physicians and affiliated telemedicine consultants cannot be responsible for advice, recommendations and/or decisions based on incomplete or inaccurate information provided by me or others.
4. I can ask questions and seek clarification of the procedures and telemedicine technology.
5. I can ask that the telemedicine visit and/or video conference be stopped at any time.
6. I know there are potential risks with the use of this technology. These include but are not limited to:
  - Interruption of the audio/video link.
  - Disconnection of the audio/video link
  - A picture that is not clear enough to meet the needs of the consultation.
  - Electronic tampering.

If any of these risks occur, the procedure might need to be stopped.

8. In order to participate in the telemedicine program, I agree to pre-pay for these visits at: **select one**  
 **\$150 for 15 minutes** – Prepaid. I understand the service will stop at the 15 minute mark automatically. This fee will not be refundable or applied to future visit if the appointment is cancelled less than 48 business hours. A 5% fee will be assessed for refund if appointment is canceled prior to 48 business hours.

**\$300 for 30 minutes (initial consultation)** – Prepaid. I understand the service will stop at the 30 minute mark automatically. This fee will not be refundable or applied to future visit if the appointment is cancelled less than 48 business hours. A 5% fee will be assessed for refund if appointment is canceled prior to 48 business hours.

**Copay with Anthem Insurance** – Prepaid. I understand the service will stop at the 15 minute mark automatically. This fee will not be refundable or applied to future visit if the appointment is cancelled less than 48 business hours. A 5% fee will be assessed for refund if appointment is canceled prior to 48 business hours.

By signing this consent, I agree to the charges on my credit card or Care Credit. I understand these services are **self-pay or bill to Anthem**. I, the undersigned patient, do hereby understand and state that I agree to the above consents and I am doing so of my own free will. I understand I can always opt for an in person office visit. I certify that this form has been fully explained to me. I have read it or have had it read to me. I understand and agree to its contents.

I volunteer to participate in the telemedicine examination. I authorize Rehabilitation Medicine Physicians and the doctors, nurses, and other providers involved to perform procedures that may be necessary for my current medical condition.

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

Printed Name: \_\_\_\_\_