



Welcome to Elite Primary Care clinic. We are honored that you have chosen us as your health care provider. Our goal is to provide the highest quality care for all of our patients in a timely and respectful manner. We welcome patients of all ages. Please read about our policies and processes below to become more familiar with our practice as a new patient.

We highly encourage the use of our online patient portal for all patients with internet access. You can submit questions to your provider, request refills, ask billing questions, request appointments..... using the online portal. If we didn't get your picture at the front desk or if you prefer a different profile picture, patients can upload their own picture online. This helps us to always connect a face to the name, not just your medical condition. Elite Primary Care uses Athena Clinicals for electronic medical records. Athena provides text, phone, and email reminders for many things. Some of these messages will be for appointments, statements, need to schedule wellness visits, inclement weather cancellations, etc. An important call to expect is the RESULTS CALL for lab and testing results. Do not just hang up without taking action. The computer will continue to call you until it confirms that you have obtained your results. Please pay close attention to the message and follow the instructions to receive your results. If you have blood drawn, ask the lab tech for more information on the Results Call process. She has a handout for you.

We will do our best to provide you with same-day office visits by appointment for all sick visits. Please call as soon as you think you may need to be seen. We appreciate the referral of your friends and family. We will make every attempt to see them same-day for sick visits also. You will need to bring your insurance card and a photo ID with you for each appointment. Please let our staff know if you have had any information changes since your last appointment. You will be asked to fill out new registration forms annually so we may update your information. Please bring all of your prescription and over-the-counter medications with you at each visit, especially any medications which you will request us to refill that you previously obtained from another primary care provider. We will need to know why you take it, how much, and when.

All co-pays and past due balances are expected at time of service, unless a prior agreement has been made with our billing department. Billing questions can also be submitted through the patient portal. Please don't hesitate to ask questions so we can resolve issues ASAP. If your insurance requires you to pay a deductible amount out-of-your-pocket for office visits, we will request a \$50 deposit at check-in. You will be billed for the remainder after your insurance is billed and we are informed of your final patient responsibility. This also helps the patient to break up the payment into two different dates. (the date of visit and after the 1st bill for the remainder). CREDIT CARD ON FILE IS REQUIRED.

We ask that you allow plenty of time to get to the office for your appointment. You may be asked to reschedule your appointment if you are more than 10 minutes late. We will strive to stay on time. From time to time, a patient emergency arises and we may be running late for your visit. You will have the option to re-schedule or stay to be seen and we will keep you informed of how long of a delay you may experience.

Our office policy for a missed appointment is:

If it is an appointment for a new patient, the appointment will not be rescheduled;
Two (2) no-show appointments will result in dismissal from the practice.

We understand that appointments sometimes need to be changed, so we ask that you call at least 24 hours in advance if you cannot keep your scheduled appointment.

If you need to reach the provider after hours, you can reach our answering service at 931-245-1701. Non-urgent calls will be returned the next business day.

Elite Primary Care is affiliated with Northcrest Medical Center and Gateway Medical Center. We will be directing our patients to use our in-house laboratory collection services by PathGroup Labs unless otherwise requested by the patient. Our in-house x-ray is billed 100% by Elite Primary Care so you will not get an additional bill from a radiology group for x-rays done here.

We must inform you about our non-smoking premises. In addition to the risk to your health and others, smoking is prohibited by our property management group. Anyone smoking on property will be fined \$100.00 This is not something we have control of.

Welcome to our practice and thank you for choosing Elite Primary Care for all your health care needs.

Office Visit Guidelines

Thank you for choosing us as your health care providers. In order to assure the most appropriate and effective care, it is our policy that a provider sees you in the office for any of the following circumstances:

- Any new medical conditions
- Any new occurrence or recurrence of a condition previously treated at EPC
- Any request for diagnostic or laboratory testing
- Patients on prescription medications who have not had a comprehensive exam/visit within 1 year
- Diabetic, high cholesterol and high blood pressure patients who have not had an office visit within 6 months
- Request for any medication not previously prescribed by an EPC provider

Medication Refills

Elite Primary Care does not offer chronic pain management and will not dispense chronic pain medication (for example, chronic daily narcotics). We will provide you with a referral to a pain management center if you need this specialized form of care after evaluation by our physicians

Prescription medications, while important in managing acute and chronic illnesses and injuries, can be harmful if given incorrectly. Many medications also require monitoring to make sure they are working without causing unwanted side effects. It is for your safety that Elite Primary Care asks that you **schedule an office visit for all prescription refills.**

For the safety and well-being of our patients, requests for new medications (including antibiotics) and medication refills will not be taken over the phone or over the Internet during office hours without an appointment and evaluation by the physician. At your scheduled appointment, your caregiver will discuss treatment goals, appropriate monitoring intervals for your health issues, and medication and will make sure you have enough refills until the next scheduled appointment.

It is important you schedule office visits for medication refills in a timely manner. A good reminder can be when your medication bottle shows "No remaining refills" or "Contact provider before additional refills provided". Please call to schedule an appointment at least 2 weeks before you run out of medication. Another tip is to check all your medications before coming in to decrease amount of refill visits. Always bring a printed list of your medications or all medicine bottles to your appointment. Also, make sure you have taken your medications prior to your appointment time, even if you come in fasting. This allows your providers to make sure they are working appropriately. **One exception, please note that diabetic patient should not take insulin or diabetic medication while fasting.**



2690 Madison St. Suite 130
Clarksville, TN 37043

Phone: 931-245-1701
Fax: 931-245-1720
www.eliteprimarycaretn.com

PRIMARY CARE PATIENT AGREEMENT

As a patient, you may receive prescriptions for medications and/or orders for tests. These medications and tests are for your own well-being. It is your responsibility to ensure that you take the full course of any medication per the provider's orders unless you have an adverse reaction, in which case, you should contact our office so that the provider may prescribe an alternate treatment.

It is your responsibility to ensure that you perform any tests that have been ordered by the provider. Tests ordered by the provider fall into 4 categories:

1. *Voluntary / Patient Requested tests* - If you ask the provider to order a test for you and the provider agrees to do so.
2. *Screening tests* - Tests recommended as standard of care to ensure that you are healthy, free of any cancer, diseases, or other medical conditions that are being tested for. (Mammograms and Colonoscopy Studies are the most common screening tests that we order)
3. *Diagnostic tests* - Test that the provider is ordering based upon your current physical exam and/or interaction with the provider. (Blood Tests, Ultrasounds, and other Imaging Studies are the most common diagnostic tests that we order)
4. *Procedures* - In-office, outpatient, or inpatient procedures may be ordered for diagnostic or treatment purposes. (Biopsies, VAT, ABI and other procedures to be performed by the provider or by other providers/facilities may be ordered)

Many people feel complacent about screening tests as they frequently indicate that there are no problems. Nevertheless, it is very important for you to get regular screening to ensure that we have the best chance to catch problems before they become more serious or even deadly. Screening is not a guarantee of detection, but it is currently the standard of care and is very effective. Please help us help you by getting your screening tests on a regular basis. When the provider orders diagnostic testing or procedures, it is very important that you follow-through and get these performed. These are being ordered as a direct result of your current medical condition (screening test results, physical exam, your complaints, etc.). These orders are to help the provider determine the severity of your condition and determine the course of your treatment. Delaying or ignoring these orders could result in irreversible worsening of your condition, and in some cases death.

We employ the use of an automated patient reminder system and use an electronic medical records system to track orders & results and make every attempt to follow-up with you if we do not receive results from test that were ordered. Unfortunately, no system is fool-proof and the ultimate responsibility for follow-up is yours. If you are unable or unwilling to perform any test or take any medication, please contact our office immediately and let us know so that we can note this in your chart. This will stop any automated reminder messages, but will not stop any condition you have from progressing. We strongly advise against this action, but recognize your right to decide if/when you will comply with the provider's orders. In certain cases, the provider may insist that you follow orders or leave our practice.

Patient Acknowledgement:

I have carefully read and fully understand my responsibility to follow-through with the provider's orders and/or communicate with the office if there is any reason why I cannot or will not do so.

Signature of Patient / Patient's Representative Print Name & Relation Date

Complete this form so that we may obtain your records from your previous doctor, specialists, or hospital.



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Fax (931) 245-1720

AUTHORIZATION TO RELEASE MEDICAL INFORMATION

(All sections must be completed)

I hereby authorize:

Provider: _____

Provider: _____

Address: _____

Address: _____

Phone: _____ Fax: _____

Phone: _____ Fax: _____

and its physicians employees and agents to release or disclose to the below-named recipient all of my medical records including any specially protected records such as those relating to psychological or psychiatric impairments, drug abuse, alcoholism, sickle cell anemia, sexually transmitted disease, or HIV/AIDS infection.

Patient Name: _____ Date of Birth: _____

I hereby authorize the release of medical records to: Elite Primary Care

Purpose of disclosure: Changing PCP Moving out of town Other: _____

The authorization will expire on: _____

Date or Event may not exceed one year

This request and authorization applies to:

_____ Please send only the **SUMMARY OF CARE** document unless otherwise indicated:

Attn: RELEASING ENTITY Do NOT send entire chart.

_____ Health care information relating to the following treatment, condition, or dates of treatment:

_____ Specific records to be released (eg. Labs, imaging reports, other):

If you DO NOT WANT certain portions of your medical records released, please initial the box for the information you do not want released.

_____ Substance abuse _____ Psychological or psychiatric treatment _____ HIV/AIDS/STD

I understand I have a right to revoke this authorization by written notification to the Privacy Officer, except to the extent it has acted in reliance thereon before notice of revocation. I understand that any disclosure of information carries with it the potential for an unauthorized re-disclosure which may not be protected by federal confidentiality rules. I understand that I may request a copy of this authorization. I understand that I can refuse to sign this authorization and the above-named office may not condition treatment on my signing of this authorization.

Signature of Patient or Authorized Representative

Date Signed

Relationship to Patient

Patient's				
Last Name:		First:	Middle:	
Marital status:		Birth date:	Age:	
Ethnicity: <input type="radio"/> Not Hispanic * <input type="radio"/> Hispanic <input type="radio"/> Latin	Race:	Sex: <input type="radio"/> M <input type="radio"/> F	Driver's License #:	Social Security #:

Address:		
Home phone:	Cell phone:	Email:
Occupation:	Employer:	Work phone:

Your Pharmacy/location:
 Chose clinic because/referred to clinic by:
 Other family members seen here:

INSURANCE INFORMATION (PLEASE GIVE YOUR INSURANCE CARD TO THE RECEPTIONIST)

Person responsible for bill: <i>(self or parent)</i>	Birth date:	Address (if different):	Phone:
Is this person a patient here?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Occupation/Employer:	Work phone:

Please indicate **primary insurance** name:

Subscriber's name:	Subscriber's S.S. #:	Employer:	Birth date:	Relationship to patient:
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Name of **secondary insurance** name (if applicable):

Subscriber's name:	Subscriber's S.S. #:	Employer:	Birth date:	Relationship to patient:
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IN CASE OF EMERGENCY

Name of local friend or relative (not living at same address):	Relationship to patient:	Home phone:	Work phone:
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MEDICAL INFORMATION DISCLOSURE

May we disclose your appointment information or medical information to members of your family? *circle one:*
Medical info only Appointment info only Both

Person's Name: _____ Relationship to patient: _____

To enhance your care, we access your prescription history and pharmacy benefit files that are available electronically based on pharmacy, state, and insurance data. Please indicate here if you wish to deny this access.
 * (this does not apply to controlled substances) I elect to OPT-OUT

AUTHORIZATION OF TREATMENT, ASSIGNMENT OF BENEFIT, & FINANCIAL POLICY

I authorize Elite Primary Care to provide medical treatment. I further authorize the release of medical information necessary for the completion of insurance forms. I authorize payment directly to Elite Primary Care for all medical and surgical benefits otherwise payable to me under the terms of my insurance. I understand that I am financially responsible for all co-payments and any charges not paid by my insurance. I understand that payment for today's visit and future visits are due at the time of treatment. Charges for the collection of delinquent accounts, court costs, and or reasonable attorney's fees will be added to the total balance; including contingent fees to collection agencies of not less than 35%, such contingency fees to be added and collected by the collection agency immediately upon your default and our referral of your account to said collection agency. A photocopy of this authorization shall be considered as effective and valid as the original.

I understand that if my provider, or any person employed by or under the direction and control of my provider, is directly exposed to my body fluids in any manner which may, according to the then current guidelines for the Center for Disease Control, transmit the human immunodeficiency virus (HIV) or hepatitis B or C virus, that I am deemed by law to have consented to testing for infection with HIV or Hepatitis B or C viruses. I further understand by law I will have deemed to have consented to the release of these test results to the person who is exposed to my body fluids.

_____ Patient/Guardian signature	_____ Date
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NOTICE OF PRIVACY PRACTICES ACKNOWLEDGEMENT

2690 Madison Street, Suite 130
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Phone (931) 245-1701
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I understand that, under the Health Insurance Portability & Accountability Act of 1996 (HIPAA), I have certain rights to privacy regarding my protected health information. I understand that this information can and will be used to:

- Conduct, plan and direct my treatment and follow-up among the multiple healthcare providers who may be involved in that treatment directly and indirectly.
- Obtain payment from third-party payers.
- Conduct normal healthcare operations such as quality assessments and physician certifications.

I have received, read and understand your *Notice of Privacy Practices* containing a more complete description of the uses and disclosures of my health information. I understand that this organization has the right to change its *Notice of Privacy Practices* from time to time and that I may contact this organization at any time at the address above to obtain a current copy of the Notice of Privacy Practices.

I understand that I may request in writing that you restrict how my private information is used or disclosed to carry out treatment, payment or health care operations. I also understand you are not required to agree to my requested restrictions, but if you do agree then you are bound to abide by such restrictions.

Patient Name _____

Relationship to Patient _____

Signature _____

Date _____

OFFICE USE ONLY

I attempted to obtain the patient's signature in acknowledgment on this Notice of Privacy Practices Acknowledgement, but was unable to do so as documented below:

Date:	Initials:	Reason:
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IMMUNIZATION HISTORY

	Yes	No	DATE OF LAST
Chickenpox or Shot	<input type="checkbox"/>	<input type="checkbox"/>	
Hepatitis B Series or Shots	<input type="checkbox"/>	<input type="checkbox"/>	
Influenza Shot	<input type="checkbox"/>	<input type="checkbox"/>	
Pneumonia Shot	<input type="checkbox"/>	<input type="checkbox"/>	
Rubella Shot or Blood Test	<input type="checkbox"/>	<input type="checkbox"/>	
Tetanus Shot	<input type="checkbox"/>	<input type="checkbox"/>	

FAMILY HISTORY

	If Alive, Age	If Dead, Age and Cause
Father		
Mother		
Brother/Sister		
Spouse/Sig Other		
Son(s)/Daughter(s)		
Primary Language in Home:		

PLEASE CHECK FOR ANY CONDITION WHICH APPLIES TO A BLOOD RELATIVE

Condition	Who
<input type="checkbox"/> Alcohol/Drug Abuse	_____
<input type="checkbox"/> Allergies/Asthma	_____
<input type="checkbox"/> Arthritis/Gout	_____
<input type="checkbox"/> Bleeding Disorder	_____
<input type="checkbox"/> Cancer (Type)	_____
<input type="checkbox"/> Diabetes	_____
<input type="checkbox"/> Epilepsy/Seizures	_____
<input type="checkbox"/> Glaucoma	_____
<input type="checkbox"/> Heart Disease	_____
<input type="checkbox"/> High Blood Pressure	_____
<input type="checkbox"/> High Cholesterol	_____
<input type="checkbox"/> HIV/AIDS	_____
<input type="checkbox"/> Kidney Disease	_____
<input type="checkbox"/> Mental Illness	_____
<input type="checkbox"/> Migraine Headaches	_____
<input type="checkbox"/> Sickle Cell Condition	_____
<input type="checkbox"/> Stroke	_____
<input type="checkbox"/> Suicide/Depression	_____
<input type="checkbox"/> Thyroid Disease	_____
<input type="checkbox"/> Other	_____

SOCIAL HISTORY

My current status is: _____

With whom do you now live? _____

Highest education achieved? _____

Your Occupation? _____

Exposure to hazardous condition/substances at work? No Yes

Type: _____

Religious preference/beliefs: _____

Do you have a living will? No Yes

Are you an organ donor? No Yes

PERSONAL HISTORY

QUESTIONS FOR WOMEN ONLY:

MENSTRUATION:

Age periods began: _____ How often: _____

Date of last menstrual period: _____

Now Pregnant? Yes No

Vaginal Discharge? Yes No

PMS? Yes No

Menopause? Yes No

Unexplained Vaginal Bleeding? Yes No

Discharge from nipples? Yes No

Skin changes in breasts? Yes No

PREGNANCIES:

Total Number: _____ Full Term: _____

Date of last Pap Smear: _____

Date of last mammogram: _____

Premature: _____

Miscarriages: _____

Abortions: _____

Tubal Pregnancies: _____

QUESTIONS FOR MEN ONLY:

Prostate Trouble? Yes No

Discharge from penis? Yes No

Sore on penis? Yes No

Do you examine your testicles? Yes No

QUESTIONS FOR MEN AND WOMEN ONLY:

What kind of Birth Control/Protection do you and/or your partner use? _____

How would you describe your sexual orientation? _____

Do you use sunscreen? Yes No

Do you always wear seatbelts? Yes No

Do you wear protective sports equipment? Yes No

Is your house a smoke-free house? Yes No

Do you have a working smoke detector? Yes No

Are there any guns/weapons in your home? Yes No

Do you floss your teeth regularly? Yes No

Do you wear dentures? Yes No

Last dental visit? _____ Date: _____

Do you wear glasses/contacts? Yes No

Last eye exam? _____ Date: _____

DIET, EXERCISE & HABITS:

Do you follow a special diet? If so, explain: _____

Current Weight? _____ Desired? _____ One year ago? _____

What kind of exercise do you do and how often? _____

TOBACCO USE:

Do you smoke? _____ What type? _____

If yes, how much per day: _____ Per week? _____

Have you quit smoking? _____ When? _____

Do you use other tobacco products? _____ Type: _____

If so, how much? _____

How long have you been using tobacco? _____

ALCOHOL USE:

Do you drink alcohol? _____ How many drinks per week? _____

Has anyone ever expressed concerns about your alcohol use? _____

If yes, please explain: _____

How long have you been consuming alcohol? _____