

New Patient Welcome Packet

PAGE NUMBER REFERENCE

Letter to Patients.	3
Cancellation Policy.	4
Locations	4
Billing, Payment, Good Faith Estimate and Referral Information and Registration.	5
Discount Drug Pricing and Medication Refills	6
Medication Policy	6
Patient Rights and Responsibilities	7
Notice of Privacy Practice	8
Consumer Notice of Health Information Practices (HIPAA)	10
Patient Centered Medical Home Agreement (PCMH)	11
SCHC Sliding Fee Scale Application	12
SCHC Sliding Fee Scale.	13

TO OUR VALUED PATIENTS:

 $Absolutely \ \underline{NO\ SMOKING\ OR\ VAPING}\ is\ allowed\ on\ our\ property.\ \ Thank\ you\ for\ your\ cooperation.$

Welcome to Shortgrass Community Health Center, Inc. (SCHC)

We want to make your experience with us as comfortable and convenient as possible.

SCHC is a private, non-profit community health center providing comprehensive, primary, and preventative medical services to families and individuals, regardless of the ability to pay. We are striving to be a Patient Centered Medical Home (PCMH), which is an innovative program for improving primary care for our patient population. The program gives practice information about organizing care around patient needs, working in teams, and coordinating and tracking care over time.

Services provided at SCHC are medical, behavioral health, dental, vision, substance use disorder and addiction therapy, as well as 340b pharmacy. SCHC strives to be a one-stop shop for all family health needs.

SCHC strives to provide affordable quality health care to the residents of our service area. Our doctors and staff are committed to keeping you and your family healthy, at rates that you can afford. If you have medical coverage, our staff will continue to file claims to your insurance company, Medicaid, SoonerCare, or Medicare on your behalf. If you think you might be eligible for Medicaid/SoonerCare our staff will be available to help you with the process. In order to continue with our current level of services, it will be necessary to collect the necessary fee from all of our patients when services are received. This includes the co-pay from Medicare and private insurance, as well as the minimum fee for the sliding scale discount fee program.

For patients who do not have any type of medical coverage, our fees will continue to be discounted, based on family income and size. For those who qualify, a minimum fee will be charged for each service performed. (Ex: Office visit, lab, x-ray etc.) To qualify for the sliding fee discount schedule, patients are required to complete a sliding fee application annually and update information immediately if there are any changes to income or household size. Co-payments are based upon household income and family size. Proof of income will be required to evaluate the application. The application and all documentation must be submitted at first visit or you may be subject to full charges.

SCHC understands that some patients may find it difficult to pay for services when they are received. For patients experiencing sudden financial difficulties and are unable to make payment, please contact our finance department to make financial arrangements. SCHC strives to be understanding and work with patients who are faced with sudden financial hardships. SCHC is not a 'free clinic' and is fiscally responsible to maintain sound business practices and be fiscally responsible. We do believe in no patient being surprised by a bill for care and can identify what your responsibility will be for services provided at Shortgrass prior to your appointment. If you require a 'good faith estimate' prior to services, please ask the receptionist for a form to be completed with cost estimates.

Thank you for choosing us as your health care home!

CANCELLATION POLICY

Shortgrass Community Health Center, Inc. is glad you have chosen us to provide you and your family with excellent care. It is our policy to request that you make all changes or cancellations of your appointments 24 hours in advance. We understand that situations arise that may prevent you from giving us advanced notice. Please let us know as soon as possible and realize that we may have to reschedule you if you are more than 15 minutes late. This is in order to keep our providers on schedule and avoid delays for other patients. We ask all new patients to arrive at least 30 minutes prior to the appointment to complete all necessary paperwork. Multiple broken or late appointments will be noted and could result in broken appointment fees.

LOCATIONS

SCHC - Hollis Center (Family Practice, Pediatrics, Behavioral Health, Substance Use Disorder Treatment, Dental, Optometry, 340B Pharmacy, Psychiatry) 400 E. Sycamore Hollis, OK 73550 Main Phone: 580-688-2800 Fax Number: 580-688-2193 Hours: M-Th, 8:00 A.M.-5:00 P.M.

SCHC - Altus Center (Family Practice, Pediatrics, Behavioral Health, Substance Use Disorder Treatment, Psychiatry) 101 S. Hudson Altus, OK 73521 Main Phone: 580-301-6154 Fax Number: 580-301-6163 Hours: M-Th, 8:00 A.M.-5:00 P.M. Friday, 8:00 A.M.-2:00 P.M.

SCHC - Sayre Mobile (Family Practice, Pediatrics, Behavioral Health, Substance Use Disorder Treatment, Psychiatry) 1505 Watts Street, Sayre, OK 73662 Main Phone: 580-688-2800 Fax Number: 580-688-2800 Hours: M-Th, 8:00 A.M.-5:00 P.M. Friday, 8:00 A.M. - 2:00 P.M.

SCHC Pharmacy

400 E. Sycamore Hollis, OK 735501 Main Phone: 580-688-2800 Fax Number: 580-688-2193 Hours: M-Th, 8:00 A.M.-5:00 P.M.

Friday, 8:00 A.M.-2:00 P.M.

Friday, 8:00 A.M.-2:00 P.M.

SCHC – Granite (Coming Soon) (Family Practice, Pediatrics, Behavioral Health, Substance Use Disorder Treatment) 507 W 6th Street Granite, OK 73547 Main Phone: 580-688-2800 Fax Number: 580-688-2193

Hours: M-Th. 8:00 A.M.-5:00 P.M. Friday, 8:00 A.M. - 2:00 P.M.

BILLING, PAYMENT, and REFERRAL INFORMATION

SCHC's ability to remain open and provide discounted services greatly depends on our ability to collect what fees we are required to charge, even when those fees are discounted. In order to have your charges discounted if you qualify, you <u>MUST</u> bring proof of income at the time of visit and complete the sliding fee discount application. If this information is not provided at time of appointment, you will be charged the full price for the appointment.

BILLING AND PAYMENT

SCHC provides services billed according to patient's ability to pay. All co-payments are collected at time of check in for the appointment. After sliding fee discounts are applied to charges, the patient is responsible for paying the remaining fees, if applicable. SCHC is **not a free clinic**. We will be happy to assist any patient with a payment plan if necessary.

GOOD FAITH ESTIMATE

It is the desire of SCHC for none of its patients to be surprised with an unexpected bill. We can offer a "good faith estimate" regardless of insurance or lack of insurance to any patient who requests it. SCHC will make every attempt in that "good faith estimate" to verify if our location is in or out of network. Any patient, can, upon request ask for a good faith estimate. If, at the end of the billing cycle, the estimate was more than the patient expected, the patient may request a review or revision of their bill. It is the desire of SCHC to rectify any disputes according to billing practices and current regulatory requirements. Such disputes should be taken to the CFO/CEO for review and reconciliation.

REFERRAL SITUATIONS

SCHC is a **primary care** clinic. When a provider determines it is necessary to refer a patient to a specialist, the patient is responsible for that bill, and/or making payment arrangements with that provider. SCHC is not responsible for, nor has any control over, charges and fees occurring from referrals to other clinics.

LAB and X-RAY

Please understand that although the services that we contract for through local hospitals are discounted, SCHC has no control over the bill a patient receives for reading those results or any additional costs the hospital may charge. A hospital is required by law to have every x-ray evaluated by a radiologist, and that radiologist's bill is separate from our services. It is the patient's responsibility to pay for these additional services as required by the hospital.

SCHC contracts with Lab Corp for discounts for certain lab tests. Lab fees will not have extra reading charges. The amount the patient pays includes the entire fee for those services and is due prior to receiving the lab service.

REGISTRATION

In order to make your visit with us as smooth and quick as possible, it is necessary for you to call for an appointment. If your appointment is for a routine or follow-up visit, you will speak with staff member to schedule an appointment.

If you are calling for an urgent situation, every effort will be made to make a same day appointment with your provider or the walk-in provider.

If you get sick when SCHC is closed, please call the SCHC after – hours phone (580) 688-2800 and follow instructions provided on what actions to take:

• If it is an emergency, please call 9-1-1

You must make sure you bring your identification card to each visit if you are covered by Medicaid, SoonerCare, Medicare, or private insurance. Please let us know if your insurance carrier or insurance eligibility changes, or if you have a change in address, phone number(s), or other pertinent information that affects your account. Bring your children's immunization records to each of their appointments.

If you are taking medicine prescribed by another doctor, bring all medicine bottles with you to your appointment.

DISCOUNT DRUG PRICING AND MEDICATION REFILLS

DISCOUNT DRUG PROGRAM

If a patient qualifies for a free medication program, SCHC does attempt to <u>assist</u> patients with paperwork required so that they may receive their medication(s). It is **not** SCHC's sole responsibility to complete all necessary paperwork. The patient is expected to participate in completing certain paperwork for this service.

Due to SCHC's federally qualified status, we are able to purchase drugs at a significant discount over regular pharmacy pricing. This is based on a percentage (%) scale, therefore, when a drug costs less, there is a smaller discount. When a drug falls into the higher price range, the discount becomes much more significant. Please feel free to take our written prescription and compare prices before purchasing.

Although in most instances the 340B Discount Drug Program pricing is less, there could be instances where pricing is very close to the same at all pharmacies. Currently, the SCHC pharmacy participates in the 340B Discount Drug Program. Please ask staff for participating pharmacies.

REFILLS

You may call **your pharmacy** during their regular business hours to request a refill. Please have the pharmacy **FAX** therefill request to SCHC at (580) 688-2193. Please **allow at least 5 business days** for medication refills. If you wait until you are out of your medication, there may be a delay in refilling your prescription. Be sure to allow extra time for weekends and holidays. If you should run out of your medication on a weekend or holiday, there will be a delay in refilling your prescription until the center re-opens. Please have your pharmacy fax your refill request physician you use, and call your pharmacy prior to picking up your medication.

MEDICATION POLICY

The following policies are to ensure your safety, and our continued ability to treat you in the most effective way possible. Please read this carefully.

- 1. Medication must be taken only as prescribed by our physicians and you must notify our providers when medication is given to you by another person or physician.
- 2. Any medication that is lost, misplaced, stolen, destroyed, or finished early may be replaced at the discretion of the provider.
- 3. You must not share, sell, or otherwise permit others to have access to these medications.
- 4. All prescriptions should be obtained at the same pharmacy, where possible. Should the need arise to change pharmacies, our office must be informed.
- 5. The prescribing physician and staff have permission to discuss diagnostic and treatment details with dispensing pharmacists or other professionals who provide your healthcare for the purpose of medication accountability.
- 6. Refills will be given only during regular office hours.
- 7. Refills of medication will be given at the discretion of the provider. The provider may ask you to come back into the clinic for a follow-up appointment before refills are given.
- 8. **CLASS II** medications need to be filled by the pharmacy within 5 days of being written. If your prescription expires you must return the prescription to our office before another prescription will be issued to you.
- 9. You must keep your scheduled appointments in a timely manner. If you fail to appear for an appointment, your medication may not be refilled.
- 10. You must provide us with 24 hours' notice to cancel an appointment. If you fail to provide this notice, you may be subject to the consequences listed in #9 above.
- 11. Random urine drug screens and/or pill counts may be requested. Presence of unauthorized substances, abnormal results or an inaccurate pill count may result in discontinuation of your controlled medications including, but notlimited to, opioid analgesics.

Your health care team at SCHC is dedicated to your safety and good health. This policy is designed to ensure your safety and to help us and you comply with the standards of good medical care, as well as state and federal laws.

Patient Rights and Responsibilities

All persons receiving services from Shortgrass Community Health Center, Inc. shall retain and enjoy all rights, benefits, and privileges the laws and constitution of the State of Oklahoma and the United States of America guarantee, except those specifically lost through due process. In addition, all persons shall have the right guaranteed by the Substance Abuse Client's Bill of Rights, unless an exception is specifically authorized by these standards or an order of a court of competent jurisdiction. Each Client/Consumer shall be notified of these guaranteed rights at admission. Should the Client/Consumer cannot understand the language in the Bill of Rights, an oral explanation shall be given in the language that the person can understand. Each person served by Shortgrass Community Health Center, Inc. can expect:

- 1. To be treated with respect and dignity from personnel who protect, promote and respect human dignity.
- 2. The right to be safe, sanitary and humane living or treatment environment.
- 3. The right to a humane psychological environment that protects him/her from harm, abuse, neglect, and/or exploitation.
- 4. To be provided services in an environment which provides reasonable privacy, promotes reasonable privacy, promotes personal dignity, and provides the opportunity for improved functioning.
- 5. The right to receive services or appropriate referral without discrimination as to race, color, age, gender, marital status, sexual orientation, religion, spiritual values, national origin, degree of disability, handicapping condition, legal status, and/or the ability to pay for services.
- 6. To never be neglected/and/or sexually, physically, verbally, or otherwise abused, harassed, humiliated or punished.
- 7. The right to be provided with prompt, competent, appropriate services and an individual treatment plan.
- 8. To be afforded the opportunity to participate in the treatment planning and consent, or refuse to consent to the proposed treatment unless these rights are abridged by a court on competent jurisdiction or in emergency situations defined by law.
- 9. The right to permit family members or significant others to be involved in their treatment and treatment planning.
- 10. The right to have their records treated in a confidential manner within 42 CFR part 2 and HIPAA regulations.
- 11. The right to review their records according to the policies and procedure set forth by Shortgrass Community Health Center, Inc. that are in accordance with State and Federal Laws including 42 CFR Part 2 and HIPAA regulations.
- 12. The right to refuse to participate in any research project or medical experiment without specific informed consent as defined by law and that such refusal shall not affect the services available to the person served.
- 13. The right to request the opinion of an outside medical or psychiatric consultant, at the expense of the person served.
- 14. The right to asset grievances with respect to any alleged infringement of these stated rights or any other granted rights.
- 15. The rights to never be retaliated against or subject to any adverse conditions or treatment services, solely or partially because of having asserted any of the person served rights listed in this document.
- 16. The right to have their funds managed in an ethical and appropriate manner that prohibits fiduciary abuse.
- 17. The right to mechanisms that will facilitate access and/or referrals to legal services, advocacy services, self-help groups, guardian, and conservators.
- 18. The right to be informed that services can be refused and that there could be consequences to refusal of services.
- 19. The right to an expression of choice of release of information.
- 20. The right of choice of concurrent services.

NOTICE OF PRIVACY PRACTICES

This notice describes how health information about you may be used and disclosed, and how you can get access to this information. Please review it carefully. The privacy of your health information is important to us.

OUR LEGAL DUTY

We are required by applicable Federal and State Law to maintain the privacy of your health information. We are also required to give you this Notice of Privacy Practices, our legal duties and your rights concerning your health information. We must follow the privacy practices that are described in this Notice while it is in effect. This Notice takes effect 1/1/03 and will remain in effect until we replace it. We reserve the right to change our privacy practices and the terms of this Notice at any time, provided such changes are permitted by applicable law. We reserve the right to make the changes in our privacy practices and the new terms of our Notice effective for all health information that we maintain, including health information we created or received before we made the changes. Before we make a significant change in our privacy practices, we will change this Notice and make the new Notice available upon request. You may request a copy of our Notice at any time. For more information about our privacy practices or for additional copies of this Notice, please contact us using this information listed at the end of this Notice.

USES AND DISCLOSURES OF HEALTH INFORMATION

We use and disclose health information about you for treatment, payment and other healthcare operations. For example:

Treatment: We may use or disclose your health information to a dentist, physician or other healthcare provider providing treatment to you.

Payment: We may use and disclose your health information to obtain payment for services we provide to you.

Healthcare Operations: We may use and disclose your health information in connection with our healthcare operations. Healthcare operations include quality assessment and improvement activities, reviewing the competence or qualifications of healthcare professionals, evaluating practitioner and provider performance, conducting training programs, accreditation, certification, licensing or credentialing activities.

Your Authorization: In addition to our use of your health information for treatment, payment or healthcare operations, you may give us written authorization to use your health information or to disclose it to anyone for any purpose. If you give us an authorization, you may revoke it in writing at any time. Your revocation will not affect any use of disclosure permitted by your authorization while it was in effect. Unless you give us a written authorization, we cannot use or disclose your health information for any reason except those described in this Notice. By State Law, your authorization is valid for 90 days.

To Your Family and Friends: We must disclose your health information to you, as described in the Patient Rights section of this Notice. We may disclose your health information to a family member, friend, or other person to the extent necessary to help you with your healthcare or with payment for your healthcare but only if you agree that we may do so.

Persons Involved In Care: We may use or disclose health information to notify or assist in the notification of (including identifying or locating) a family member, your personal representative or another person responsible for your care, of your location, your general condition or death. If you are present, then prior to use or disclosure of your health information, we will provide you with an opportunity to object to such uses or disclosures. In the event of your incapacity or emergency circumstances, we will disclose health information based on a determination using our professional judgment, disclosing only health information that is directly relevant to the person's involvement in your healthcare. We will also use our professional judgment and our experience with common practice to make reasonable inferences of your best interest in allowing a person to pick up filled prescriptions, medical supplies, x-rays or other similar forms of health information.

Marketing Health-Related Services: We will not use your health information for marketing communications without your written authorization.

Required By Law: We may disclose your health information when we are required to do so by law.

Abuse or Neglect: We may disclose your health information to appropriate authorities if we reasonably believe that you are a possible victim of abuse, neglect, domestic violence or the possible victim of other crimes. We may disclose your health information to the extent necessary to avert a serious threat to your health or safety or the health or safety of others.

National Security: We may disclose to military authorities the health information of Armed Forces personnel under certain circumstances. We may disclose to authorized federal official's health information required for lawful intelligence, counterintelligence and other national security activities. We may disclose to correctional institution or law enforcement officials having lawful custody of protected health information of inmate or patient under certain circumstances.

Appointment Reminders: We may use or disclose your health information to provide you with appointment reminders (such as voicemail messages, postcards or letters).

PATIENT RIGHTS

Access: You have the right to look at or get copies of your health information with limited exceptions. You may request that we provide copies in a format other than photocopies. We will use the format you request unless we cannot practicably do so. You must make a request in writing to obtain access to your health information. You may obtain a form to request access by using the contact information listed at the end of this Notice. We will charge a reasonable cost-based fee for expenses such as copies and staff time. You may also request access by sending us a letter to the address at the end of this Notice. If you request copies, we may charge you \$0.83 for each page up to thirty (30) and \$0.63 for each page after thirty, a \$19 administrative fee to locate and copy your health information and postage if you want the copies mailed to you. Radiographs (x-rays) will be duplicated at a reasonable fee. If you request alternative format, we will charge a cost-based fee for providing your health information in that format. If you prefer, we will prepare a summary or an explanation of your health information for a fee. Contact us using the information listed at the end of this Notice for a full explanation of our fee structure.

Disclosure Accounting: You have the right to receive a list of instances in which we or our business associates disclosed your health information for purposes other than treatment, payment, healthcare operations and certain other activities for the last 6 years but not before April 14, 2003. If you request this accounting more than once in a 12-month period, we may charge you a reasonable cost-based fee for responding to these additional requests.

Restrictions: You have the right to request that we place additional restrictions on our use or disclosure of your health information. We are not required to agree to these additional restrictions but if we do, we will abide by our agreement (except in an emergency).

Alternative Communications: You have the right to request that we communicate with you about your health information by alternative means or to alternate locations. You must make your request in writing. Your request must specify the alternative means or locations and provide satisfactory explanation how payments will be handled under the alternative means or location you request.

Amendment: You have the right to request that we amend your health information. You request must be in writing and it must explain why the information should be amended. We may deny your request under certain circumstances. Electronic Notice: If you receive this Notice on a website or by electronic mail (e-mail), you are entitled to receive this Notice in written form.

QUESTIONS AND COMPLAINTS

If you want more information about our privacy practices or have questions or concerns, please contact us.

If you are concerned that we may have violated your privacy rights or you disagree with a decision we made about access to your health information or in response to a request you made to amend or restrict the use or disclosure of your health information or to have us communicate with you by alternative means or at alternative locations, you may complain to us using the contact information listed at the end of this Notice. You also may submit a written complaint to the U.S. Department of Health and Human Services. We will provide you with the address to file your complaint with the U.S. Department of Human Services upon request.

We support your right to the privacy of your health information. We will not retaliate in any way if you choose to file a complaint with us or with the U.S. Department of Human Services.

Privacy Office: Shortgrass Community Health Center Administration

400 East Sycamore, Hollis, OK 73550

Telephone: (580) 688-2800 Fax: (580) 688-2193

CONSUMER NOTICE OF HEALTH INFORMATION PRACTICES (HIPAA)

General Information

Information regarding your healthcare, including payment for healthcare, is protected by two (2) federal laws: The HealthInsurance Portability and Accountability act of 1996 ("HIPAA") 42, U.S.C. S132Od Confidentiality Law 42, U.S.C.290dd-2 C.F.R. Part 2. Under these laws, SCHC, may not say to a person outside of SCHC that you attend the program or clinic, nor may SCHC disclose any information identifying you as an alcohol or drug abuser, or any patient, or disclose any other protected information except as permitted by federal law.

SCHC must obtain your written consent before it can disclose information about you for payment purposes. For example, SCHC must obtain your written consent before it can disclose information to your health insurer in order to be paid for services. Generally, you also sign a written consent before SCHC can share information for treatment purposes or healthcare operations; however, federal law permits SCHC to disclose information without your written permission in the following instances:

- 1. Pursuant to an agreement with a qualified service organization/business associate.
- 2. For research, audit, or evaluation.
- 3. To report a crime committed on SCHC's premises or against SCHC's personnel.
- 4. To medical personnel for medical emergency.
- 5. To appropriate authorities to report suspected child and elder abuse or neglect.
- 6. As allowed by court order.

For example, SCHC can disclose information without your consent to obtain legal and financial services, or to a medical facility to provide healthcare to you, as long as there is a qualified service/organization/ business associate agreement in place. Before SCHC can use or disclose any information about your health in a manner which is not described above, it must first obtain your specific written consent allowing it to make the disclosure. Any such written consent may be revoked by you in writing.

Your Rights:

Under HIPAA you have the right to request restrictions on certain uses and disclosures of your health information. SCHC is not required to agree to any restrictions you request, but if it does agree it is bound by that agreement and may not use or disclose any information which you have restricted except as necessary in a medical emergency.

You have the right to request that we communicate with you by alternative means at an alternative location. SCHC will accommodate such requests that are reasonable and will not request an explanation from you. Under HIPAA you also have the right to inspect and copy your own healthcare information maintained by SCHC except to the extent that the information contains counseling notes or information compiled for use in a civil, criminal, or administrative hearing or in other limited circumstances. Under HIPAA, you also have the right, with some exceptions, to amend healthcare information maintained in SCHC's records, and to request and receive an accounting of disclosures of your health related information made by SCHC during the past six (6) years prior to your request. You also have the right to receive a paper copy of this notice.

SCHC Duties

SCHC is required by law to maintain the privacy of your health information and to provide you with notice of its legalduties and privacy practices with respect to your health information. SCHC is required by law to abide by the terms of this notice. SCHC reserves the right to change the terms of this notice and to make new notice provisions effective for all protected health information it maintains. Such changes will be communicated to present clients through provision of a copy of the revised notice. Former clients making appropriate requests will be provided a copy of the updated notice at the time of request.

Complaints and Reporting Violations

You may complain to SCHC and the Secretary of the United States Department of Health and Human Services if you believe that your privacy rights have been violated under HIPAA. Such complaints should be pursued through the established SCHC grievance procedures. You will not be retaliated against for filing such a complaint.

Violation of the Confidentiality Law by a program is a crime. Suspected violations of the Confidentiality Law may be reported to the United States District Attorney in the district where the violation occurs.

PATIENT CENTERED MEDICAL HOME (PCMH) AGREEMENT

Shortgrass Community Health Center, Inc. (SCHC) wants to be YOUR Medical Home. Our goal at SCHC is to provide patient centered care to all its patients. Patient centered care means your medical provider, Health Care Team, patient and families work together to provide quality care to YOU. We do this through patient and family communication where the needs and preferences of the patient are communicated to your SCHC Health Team. Your SCHC Health Care Team may include your medical provider – a doctor, nurse practitioner, or physician's assistant and your nurse, dietician, lab, x-ray, dentist, optometrist, pharmacist and behavioral health specialist. In turn we will listen to these needs and focus their education and training to make sure YOU get good quality health care.

Our plan:

SCHC and the patient/parent will achieve this patient centered care based on these items that we agree upon.

- SCHC will provide quality health care to the best of our ability and knowledge in a safe environment.
- Patients and their families have the ability to ask questions and voice concerns through an open channel of communication with our Health Team.
- The patient/parent is honest in the history of symptoms. Your Health Team is open and honest in relating the diagnosis and related treatment. It is important for the patient/parent to disclose all symptoms or medical problems at the time of treatment.
- The patient/parent is agreeable with your treatment plans. SCHC will provide clean and understandableinstructions.
- SCHC will provide patient with enough time during their office visit to make sure the medical problem is understood and the treatment plan is thoroughly explained. Both the patient/parent and your Health Team willrespect one another's time.
- The patient/parent will pay for their share of the services rendered not covered by their insurance at the time of theoffice visit. It is the patient/parent responsibility to know their insurance benefits.
- SCHC offers same day appointments for acute care and allots reasonable times for follow-up, preventative care and disease management appointments.
- SCHC may refer patient to a specialist or suggest certain tests/procedures that are not done in the office butinstructions will be given for any referral. It is the patient/parent responsibility to find out if the specialist is covered by their insurance.
- SCHC is not responsible for costs for patient specialty care or tests/procedures recommended by ourproviders.
- SCHC will make the referral; however, it is the responsibility of the patient/parent to follow-up with thereferral and understands the insurance coverage for the specific referral.
- SCHC will give results of lab/x-ray tests by calling and/or mailing the patient/parent. The patient/parentshould call the office if not notified about test results in an appropriate time frame.
- The patient/parent shall do their best to participate in health habits and lifestyles.
- SCHC may provide educational health information. The patient/parent can use this information and ask questions if needed.
- The patient/parent should keep their appointments; a missed appointment takes up time that another patient coulduse.
- The patient/parent should arrive on time for their scheduled appointment. SCHC in turn will work to stay onschedule.
- SCHC will respect the patient/parent individually. We will not make judgments based on race, religion,gender, gender identity, age or disability.
- SCHC will respect patient/parent privacy. Medical information will not be shared with anyone unless it is
 vital for treatment, payment or health care operations, you give us permission, or it is required by law or
 court order.
- SCHC has computer prescription programs with most pharmacies. Prescriptions are sent to your specified pharmacy electronically, otherwise, a printed prescription will be provided.
- This agreement that describes your SCHC Health Care Team relationship with YOU has been given to and received by a patient/parent for his or her Health Team member today.



Welcome to Shortgrass Community Health Center

The amount that you will be responsible for paying will be determined using a Sliding Scale Discount Schedule which is based on your total income as it relates to the Federal Poverty Level (FPL) Guidelines for this year. The sliding scale discount schedule is included in this notice.

Documentation of income and number in household must be provided to the Shortgrass Community Health Center business office to determine the eligibility and amount of discount for services to be provided.

ALL PATIENTS WILL BE SEEN REGARDLESS OF ABILITY TO PAY.

A nominal fee of \$10 is requested for services in medical, behavoral health, and vision clinics and \$20 for services provided in dental clinics for patients at or below the 100% FPL. All other patients will have a copay or minimal fee based upon their insurance carrier or their annual income.

Routine lab services are offered on a sliding scale basis but not included in the nominal fee.

Any attempt to falsify information relating to income or other elgibility requirements is a violation of federal law and is subject to prosecution.

NO PATIENT WITH INCOME GREATER THAN 200% FPI IS ELIGIBLE FOR THE DISCOUNT.

The Shortgrass Community Health Center Sliding Scale
Discount Schedule is based on the current annual
Federal Poverty Level (FPL) guideline and is updated in
the EMR by the billing manager.

Shortgrass Community Health Center

2025 Sliding Scale Discount Schedule

ľ	Category	Slide	S1	S2	S3	S4	S 5
	% of Federal	Poverty Level (FPL)	<= 100%	101 - 125 %	126 - 150%	151 - 175%	176 - 200%
r	Dationt Naminal	Medical/BH/Vision/Psych	\$10	\$20	\$30	\$40	\$50
.,,	Patient Nominal	Dental	\$20	\$30	\$40	\$50	\$60
ill	Fee	Enabling Services	\$1	\$2	\$3	\$4	\$5
e e	Family Size						
ie ie	1	Annual (Up to)	\$15,650	\$19,563	\$23,475	\$27,388	\$31,300
10		Monthly	\$1,304	\$1,630	\$1,956	\$2,282	\$2,608
		Weekly	\$301	\$376	\$451	\$527	\$602
		Hourly	\$8	\$9	\$11	\$13	\$15
	2	Annual (Up to)	\$21,150	\$26,438	\$31,725	\$37,013	\$42,300
h		Monthly	\$1,763	\$2,203	\$2,644	\$3,084	\$3,525
d		Weekly	\$407	\$508	\$610	\$712	\$813
1		Hourly	\$10	\$13	\$15	\$18	\$20
	3	Annual (Up to)	\$26,650	\$33,313	\$39,975	\$46,638	\$53,300
		Monthly	\$2,221	\$2,776	\$3,331	\$3,886	\$4,442
Y		Weekly	\$513	\$641	\$769	\$897	\$1,025
		Hourly	\$13	\$16	\$19	\$22	\$26
	4	Annual (Up to)	\$32,150	\$40,188	\$48,225	\$56,263	\$64,300
		Monthly	\$2,679	\$3,349	\$4,019	\$4,689	\$5,358
,		Weekly	\$618	\$773	\$927	\$1,082	\$1,237
or		Hourly	\$15	\$19	\$23	\$27	\$31
)_	5	Annual (Up to)	\$37,650	\$47,063	\$56,475	\$65,888	\$75,300
r		Monthly	\$3,138	\$3,922	\$4,706	\$5,491	\$6,275
		Weekly	\$724	\$905	\$1,086	\$1,267	\$1,448
is		Hourly	\$18	\$23	\$27	\$32	\$36
	6	Annual (Up to)	\$43,150	\$53,938	\$64,725	\$75,513	\$86,300
		Monthly	3,596	4,495	5,394	6,293	7,192
		Weekly	\$830	\$1,037	\$1,245	\$1,452	\$1,660
or		Hourly	\$21	\$26	\$31	\$36	\$41
	7	Annual (Up to)	\$48,650	\$60,813	\$72,975	\$85,138	\$97,300
		Monthly	\$4,054	\$5,068	\$6,081	\$7,095	\$8,108
L		Weekly	\$936			\$1,637	
		Hourly	\$23	\$29	\$35	\$41	\$47
	8	Annual (Up to)	\$54,150	\$67,688	\$81,225	\$94,763	\$108,300
e		Monthly	\$4,513	\$5,641	\$6,769	\$7,897	\$9,025
`		Weekly	\$1,041	\$1,302	\$1,562	\$1,822	\$2,083
n		Hourly	\$26	\$33	\$39	\$46	\$52
		*	\$5,500	\$5,500	\$5,500	\$5,500	\$5,500
1	IMPORTAN1	Γ: *For Family Units over 8,	add the amo	ount shown for	r each additio	nal family mei	mber.



Application for Sliding Fee

Shortgrass Community Health Center offers patients a discount on their medical bills if they qualify for our sliding fee scale. The discount is based on the **GROSS** income of **ALL** members of the household and the number of members in the family. If you want to apply for this discount we need income verification. **Proof of income is required.**

(Examples: most recent pay stub, prior year's W-2 forms, tax returns, bank statement showing deposits, letter of income from employer, attestation letter from someone not a household member, self-attestation letter.)

	Date of Birth	Income	Frequency
By signing below, I attest that, as of the suspendid income and that the family	• 0		nstitute all of my
explanation provided to verily my in		and that I have 30 da	ome, or that the
explanation provided to verily my in proof on income or I will be responsi	come level is truthful. I underst ible for promptly paying the full	and that I have 30 da charge of all visits.	ome, or that the ys to provide
explanation provided to verily my in	come level is truthful. I underst ible for promptly paying the full	and that I have 30 da charge of all visits.	ome, or that the ys to provide
explanation provided to verily my in proof on income or I will be responsi	come level is truthful. I underst	and that I have 30 da charge of all visits.	ome, or that the ys to provide
explanation provided to verily my in proof on income or I will be responsible APPLICANT SIGNATURE Sliding	come level is truthful. I underst ible for promptly paying the full Scale Discount (FOR OFFICE US	and that I have 30 da charge of all visits. DATE SE ONLY)	ome, or that the
explanation provided to verily my in proof on income or I will be responsible APPLICANT SIGNATURE Sliding of the boundary of the proof of the proof on income or I will be responsible at the proof of	Scale Discount (FOR OFFICE US	and that I have 30 da charge of all visits. DATE SE ONLY) hold members	ome, or that the
explanation provided to verily my in proof on income or I will be responsible APPLICANT SIGNATURE Sliding all household WEEKLY income	Scale Discount (FOR OFFICE US Total # house	and that I have 30 da charge of all visits. DATE SE ONLY) hold members	ome, or that the
explanation provided to verily my in proof on income or I will be responsible APPLICANT SIGNATURE Sliding and household WEEKLY income all household BIWEEKLY income all household BIMONTH income	Scale Discount (FOR OFFICE US Total # house	and that I have 30 da charge of all visits. DATE SE ONLY) hold members	ome, or that the
explanation provided to verily my in proof on income or I will be responsible APPLICANT SIGNATURE Sliding and I household WEEKLY income I household BIWEEKLY income I household BIMONTH income I household MONTHLY income	Scale Discount (FOR OFFICE US Total # house Staff calcula	and that I have 30 da charge of all visits. DATE SE ONLY) hold members	ome, or that the
explanation provided to verily my in proof on income or I will be responsible APPLICANT SIGNATURE Sliding and household WEEKLY income all household BIWEEKLY income all household BIMONTH income all household MONTHLY income	Scale Discount (FOR OFFICE US Total # house Staff calcula	and that I have 30 da charge of all visits. DATE SE ONLY) hold members	ome, or that the
explanation provided to verily my in proof on income or I will be responsible APPLICANT SIGNATURE Sliding all household WEEKLY income	Scale Discount (FOR OFFICE US Total # house Staff calcula	and that I have 30 da charge of all visits. DATE SE ONLY) hold members	ome, or that the
sliding all household BIWEEKLY income all household MONTHLY income all household ANNUAL income all household ANNUAL income all household ANNUAL income all household ANNUAL income all household TO	Scale Discount (FOR OFFICE US Total # house Staff calcula	and that I have 30 da charge of all visits. DATE SE ONLY) hold members	ome, or that the



Treatment and Payment Authorization

You are responsible for your own bill. As a courtesy, SCHC will submit charges to your insurance carrier. If you have no insurance, you will be required to set up payment arrangements with our finance office.

I hereby assign, transfer, and set over to SCHC all of my rights, title, and interest to my medical reimbursement benefit under my insurance policy. I authorize the release of any medical information needed to determine these benefits. This authorization shall remain valid until I, revoking said authorization, give written notice. I understand that I am financially responsible for all charges whether or not they are covered by insurance.
 I, the undersigned, agree to participate in clinical interviews, treatment, and testing as a patient of SCHC.

SCHC.	
 I authorize treatment for my identified mi may be by a student, intern, or resident ur 	nor or myself. I also understand that examination and treatmender the supervision of a clinician.
Patient/Guardian Signature	 Date
Notice of Privacy Practices	
□ I have been given, read, and understand th	e Notice of Privacy Practices of SCHC.
\square I have refused my copy of the Notice of Priv	acy Practices.
Patient/Guardian Signature	Date
Witness Signature	 Date



ACKNOWLEDGMENT OF RECEIPT OF SCHC WELCOME PACKET

Please initial beside each item that you have received in welcome packet. If you at any time have questions, pleas	<u> </u>
Cancellation Policy	
Locations	
Billing, Payment and Referral Information and Regi	stration
Discount Drug Pricing and Medication Refills	
Medication Policy	
Patient Rights and Responsibilities	
Notice of Privacy Practice	
Consumer Notice of Health Information Practices (HIPAA)
Patient Centered Medical Home Agreement (PCMI	1)
SCHC Sliding Fee Scale Application	
SCHC Sliding Fee Scale	
Dationt of Dationt's Danisacentative Circuit	Data
Patient or Patient's Representative Signature	Date
Please Print Your Name	Patient's Name
Representative's Relationship to Patient	
Verification Signature – SCHC Staff	Date
For Office Use only	
Patient #	



New Patient Registration Form

As a Federally Qualified Health Center, SCHC is required to collect demographic information regarding the patients we serve. The information you provide is confidential. Please check Not Reported/Refused if you do not wish to answer a specific question. Thank you for choosing SCHC as your health care provider.

		Section 1: Patient Information	<u>tion</u>					
First Name:		Middle Name:	Last Name:					
Suffix:	Date of Birth:	Social Security Numbe	r:	Sex: Male Female				
Address:		City:	State:	Zip:				
) Marital Status: ☐ Single ☐ Ma						
	_	Primary Phone:						
		ish ☐ Sign Language ☐ Other						
□Jap	Race: □Caucasian □African American □American Indian or Alaska Native □Asian Indian □Chinese □Filipino □Japanese □Korean □Vietnamese □Other Asian □Native Hawaiian □Guamanian or Chamorro □Samoan □Other Pacific Islander □Other □ Not Reported/Refused							
-	Non-Latino/Non-Hispanic Puerto Rican □Cuban □ N	☐ Latino/Hispanic ☐ Mexican, Mex Not Reported/Refused	xican American, Chicano	n/a				
Gender Iden	·	☐ Transgender Female (Male-to-Fem ncertain ☐ Not Reported/Refused	nale) 🗆 Transgender M	ale (Female-to-Male)				
Sexual Orier	ntation: Heterosexual/Str	raight Homosexual/Gay/Lesbian	☐ Bisexual ☐ Uncerta	nin □ Not Reported/Refused				
Are you a (p	11 0 /	? 🗆 Veteran 🗀 Migrant Farm Wo						
		ntor/Insurance (Financially Respon						
Patient's Rel		f (skip to Plan 1 Information)	Child ⊔ Parent ⊔ Spou	ise ⊔ Employer				
First Name:		Middle Name:	Last Name:					
Suffix:	Date of Birth:	Social Security Number	er:	Sex:□Male □Female				
Address:		City:	State:	Zip:				
Marital Stat	us: □Single □Married □	lWidowed □Other						
		Plan 1 Information						
Insurance C	ompany:							
		Claim	Member ID:					
		Plan 2 Information						
Insurance C	ompany:	·						
Group Num		Claim	Member ID:					
-		Section 3: Preferred Pharm						
Pharmacy		5000000 1100010011001	<u>nacy</u>					
Name:		_ Phone Number:	City:	State:				
	Sec	ction 4: Treatment and Payment A	Authorization					
required to set interest to my these benefits. responsible for and testing as a	up payment arrangements with medical reimbursement benefit un. This authorization shall remain all charges whether or not they		fer, and set over to SCHC and release of any medical in a give written notice. I under gned, agree to participate in the left. I also understand that expended the set of the se	all of my rights, title, and afformation needed to determine erstand that I am financially a clinical interviews, treatment,				
		Notice of Privacy Practice	es					
	given, read, and understand the ed my copy of the Notice of Pri	Notice of Privacy Practices of SCHC.						

Date:

Patient/Guardian Signature:

Patient Name:	Date of birth:
Reason for Visit:	
Allergies:	
Affergies.	
Medical Conditions:	
Surgeries:	
<u>List All Medications and Dosages:</u>	
Family History:	
A	I6
Are you a smoker? Yes No	If yes, would you like assistance with quitting? Yes No
how often it is used:	ijuana? \square Yes \square No If yes, please list the type of substance used and
	needs. Do you want to talk about contraception or pregnancy
prevention during your visit today? ☐ Yes ☐	· · · · · · · · · · · · · · · · · · ·
	native Contact Authorization
	mmunicate information regarding your medical care to the individual(s) you HC will release your health information only as you specifically authorize. Please
check whether you DO or DO NOT authorize SCHC to re	elease your health information. Please complete the contact information portion only
for individuals authorized to receive your health information I DO NOT authorize anyone to receive information.	
	UC to release information regarding my medical core
Contact #1 \square Patient lives with this contact	The to release information regarding my medical care.
	Relationship:
	Information ☐ Emergencies only ☐ Appointments ☐ Financial Account
<i>Contact #2</i> □ Patient lives with this contact	
	Relationship:
	Information ☐ Emergencies only ☐ Appointments ☐ Financial Account
	Consent to Treat a Minor
The Minor Treatment Consent Form gives our provide Please list the person's name, phone number, and his	ders permission to treat your child when he or she is in someone else's care. s/her relationship to your child in the space provided.
I,, the legal parent/guar	rdian of(Minor's Name), grant permission
to the following individual(s) to request and approve	medical care for the above named minor:
	Phone:
	Date:
SCHC Witness Signature:	Date:



NAME:		DATE:
DATE OF BIRTH:	AGE:	GENDER:
PRIMARY CARE PHYSICIAN:		PHONE:
CURRENT THERAPIST/COUNSELOR		PHONE
What brings you to seek mental health treatr	nent or consultation?	
What are your treatment goals?		
Please describe any recent life changes or ch	nallenges that have lead you to se	eek treatment?
		·

Current Stressors

Please rank the following stressors in your life from 0 to 5

 $(0 = not \ a \ source \ of \ stress, \ 5 = extremely \ stress-provoking)$

	No stress	 Sometimes	Usually	Always	Relentlessly
Family					
Friends					
Finances					
House					
School					
Work					
Social media					
Other: (Please list below)					
Other: (Please list below)					



Emotional Concerns

Sadness

Adult Psychiatric Intake Form

Cognitive Concerns

Distractibility

Symptom Checklist

Please check the symptoms below that you have been experiencing over the past few weeks. *To indicate the symptoms that are most distressing to you, please check both boxes.*

Panic attacks

Behavioral Concerns

Physical Concerns

Fatigue

Irritability		Muscle tension		Binging		Forgetfulness	s 🗆	
Jealousy		Restlessness		Purging		Racing thoughts		
						W 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2		
Guilt		Insomnia		Crying		Flashbacks		
Worry		Avoidance		Impulsivity	7 🗆	Desire to hur others	t 🗆	
Anger		Excessive energy		Nightmares	s 🗆	Paranoia		
Hopelessness		Racing heart		Changes in	ı 🔲	Difficulty		
				appetite		concentrating	·	
T - 11		Decreased		C44; n ~/		T1: alata af		
Feeling on edge		Decreased need for sleep		Cutting/ self-harm		Thoughts of self-harm		
cage		need for sieep		5011 1101111		Son marin		
Numbness		Changes in libido		Restricting meals		Hallucination	ns 🗆	
Psychiatric	History	,		1				
Please answer							Yes	No
Have you ever	attempted	suicide?						
Have you ever	received in	patient psychiatri	ic treatment?	' (If yes, plea	se list below.,)		
Date:	Fac	ility:		Reaso	on:			
Have you ever below.)	received m	ental health treat	ment (counse	eling or med	ication)? (If y	es, please list		
Date:	Pro	vider:		Reaso	on:			
Date:	Pro	vider:		Reaso	on:			
Date:	Pro	vider:		Reaso	on:			



Psychiatric History (continued)

Please list ALL past psychiatric medications.						
Medication Name:	Dose(s)	Date(s)	Response(s) & Side-effects	Provider/Facility		

Family Psychiatric History

Has anyone in your family been diagnosed or treated for: (Select any that apply.)							
Diagnoses/Treatment	Yes	No	Diagnoses/Treatment	Yes	No		
Bipolar disorder			Depression				
Schizophrenia			Anxiety				
Alcohol abuse			Drug use/abuse				
Anger issues			Suicide				
If yes to any above, who?		•			•		
What medications were used?							
	•						

Substance Use

Please answer the questions below.								No		
Have you ever been treated for drug or alcohol abuse?										
If yes, which substance, when and where?										
How many drinks do you drink per day on average? (Please select box below.)										
0 □ 1-2 □ 2-3 □ 3-4 □ 4-5 □ 5-6 □ 6-								+ 🗌		
Have you ever felt like you should drink less?										
Have people ever criticized your drinking use or annoyed you about drinking?										
Do you feel guilty about drinking?										
Do you ever take a drink in the morning to calm your nerves?										
Do you think you might have a problem with alcohol or drugs?										
Have you used any street drugs in the last 3 months?										
If yes, which?	(Please list.)									
Have you used any prescription medication in a way not prescribed?										
If yes, which?	(Please list.)					-				

Substance Use Continued

Substance	Yes	No	If yes, how long and when was last use (how old were you)
Methamphetamine			
Cocaine			
Stimulants (pills)			
Heroine/opium			
LSD or hallucination			
Marijuana/THC			
Pain Medication			
Methadone			
Sleeping aids			
Alcohol			
Ecstasy			
Bath salts			
Flaka			
Γobacco (any form)			
Tedical History Please list ALL medical c	onditions y	ou are	or have been treated for: 4.
2.			5.
3.			6.
Please list ALL surgeries	vou have h	ad:	List Non-Psychiatric hospitalizations:
<u> </u>			1.
2.			2.
3.			3.
			doses that you are <i>currently</i> taking, including supplements,
1.			6.
2.			7.
3.			8.
1.			9.
5.			10.



Medical History Continued

Please answer qu	estions.	If you ch	eck	yes, please d	lates	and trea	tments.				Yes	No	
Have you ever had													
Date(s):		Tre	eatme	ent(s):									
Have you ever had seizures?													
Date(s):		Tre	eatme	ent(s):									
Have you had EK	G? (If ye	es, please l	list d	late and ansv	ver n	ext questi	ion.)						
Date(s):		Wa	as the	e last EKG n	orma	1?							
Have you recently	had a p	hysical or	annı	ual wellness	visiť	? (If yes, p	olease lis	st date	and lo	cation.)			
Date(s):													
Have you recently any lab work? (If yes, please list date and location.)													
Date(s):		Loc	catio	n:									
Social History for				Yes	No								
Have you ever served in the military?													
Branch? Dates served:													
Do you have children? If yes, how many?													
List ages and genders of children:													
Are you employed? Or are you a student? Or both?													
If employed, when	e?					Position	1						
If student, where? If retired, from?													
Status: Married:	□ Sin	ngle: 🗆	Div	orced: 🗆	Wic	lowed: \square	Datin	g: 🗆	Prefe	r not to dis	sclose:		
Sexual Orientation	ı: Hete									refer not to disclose:			
						'		Yes	No	Not yet	Not s	sure	
Have you ever been arrested?													
Have you ever suffered from any major traumatic events in your life?													
If yes, please explain if you are comfortable doing so,													
Are you sexually active?													
Is anyone forcing you to do anything that you do not want to do?													
If yes, please expl	ain if yo	u are com	forta	ble doing so	,								
Have you ever been intimate with your partner when you did not want to?													
Are you currently pregnant?													
Are you planning on becoming pregnant?													
Date of last menstrual period?													
Birth control method if applicable:													
		ı											



Family Medical History

Does your family have	ve a hi	story	of any of the follov	ving? (Please list family	membe	er, mo	other, father, etc.)		
	Yes	No	Family Member		Yes	No	Family Member		
High blood pressure				High Cholesterol					
Diabetes/sugar				Anemia					
Sudden death				Seizures					
Thyroid				Liver problems \square					
Kidney problems				Irritable bowel					
Crohns disease				Multiple miscarriages					
Blood clots				Cancer					
Are there any other fa	mily n	nedica	problems that run	in your family?					
If yes, what disease ar	nd who	did/d	oes it effect? (Pleas	e list disease and family	memb	er.)			
1.				6.					
2.				7.					
3.				8.					
4.				9					
5.				10.					
Living situation – ple	ease lis	t evei	vone that lives wit	h you by relationship:					
Household Member			Relationship	Household Member			Relationship		
Is there anything els	e we sl	ould	know about you?						
Emergency Contact	:			Relation					
Emergency Contact	:								
Emergency Contact	:			Relation					
Emergency Contact Phone Number				Relation	onshij —	ρ			
Emergency Contact Phone Number	l certi	fy al	l information is	Relation True and correct to t	onshij —	ρ			