



## Aloha Kona Primary Care & Counseling

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Aloha and Welcome to the Aloha Kona Primary Care & Counseling,

Our mission is to provide outstanding service and experiences around helping people achieve their health goals. We will strive to make sure that you have a wonderful time at our office as we grow.

Included is your new patient packet. Please fill this out completely and return to us *before* your appointment. If you are unable to return this packet ahead of time, please bring them with you 15 minutes prior to your scheduled appointment.

We charge a fee for service, but offer a sliding scale to help those who are eligible. Please ask us for an eligibility form if you would like to be considered.

We look forward to seeing you soon,

The Transformation Health Network Team



## PATIENT INFORMATION

To Our Patients: Aloha! We strive every day to give our best in your care. Please know that for our providers to do so, all information must be filled out completely. We want to give you the very best care because ... you deserve it and #WE SEE YOU!

***Please fill this out in its entirety.***

Last Name	First Name	Middle Initial	Social Security Number			
Street Address		City	State	Zip Code	Date of Birth <small>(MM/DD/YYYY)</small>	Age
Primary Phone #		Email Address				
<input type="checkbox"/> Male <input type="checkbox"/> Female		<input type="checkbox"/> Single <input type="checkbox"/> Married <input type="checkbox"/> Divorced <input type="checkbox"/> Separated <input type="checkbox"/> Widow				
Preferred Pharmacy (Name & Address/Phone #):						

### PRIMARY INSURANCE

Holder: \_\_\_\_\_  
 Insurance Co: \_\_\_\_\_  
 Group #: \_\_\_\_\_  
 Member id: \_\_\_\_\_  
 Phone: \_\_\_\_\_

### SECONDARY INSURANCE (if applicable)

Holder: \_\_\_\_\_  
 Insurance Co: \_\_\_\_\_  
 Group #: \_\_\_\_\_  
 Member id: \_\_\_\_\_  
 Phone: \_\_\_\_\_

### EMPLOYER

Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City, State Zip: \_\_\_\_\_  
 Occupation: \_\_\_\_\_  
 Phone: \_\_\_\_\_

### EMERGENCY CONTACT

Name: \_\_\_\_\_  
 Relationship: \_\_\_\_\_  
 Phone 1: \_\_\_\_\_  
 Phone 2: \_\_\_\_\_

May we share personal medical information?     Yes     No

### CURRENT MEDICATIONS

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### ALLERGIES

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**AUTHORIZATION AND RELEASE:** I authorize payment of insurance benefits directly to the provider or clinic. I authorize my provider to release all information necessary to communicate with personal physicians and other healthcare providers and payers and to secure the payment of benefits. I understand that I am responsible for all costs of medical care, regardless of insurance coverage.

The patient understands and agrees to allow this office to use their Patient Health Information for the purpose of treatment, payment, healthcare operations, and coordination of care. We want you to know how your Patient Health Information is going to be used in this office and your rights concerning those records. If you would like to have a more detailed account of our policies and procedures concerning the privacy of your Patient Health Information we encourage you to read the HIPAA NOTICE that is available to you at the front desk before signing this consent.

\_\_\_\_\_  
 Patient / Guardian Signature

\_\_\_\_\_  
*(If guardian, write name please)*

\_\_\_\_\_  
 Date



## HIPAA COMPLIANCE PATIENT CONSENT FORM

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Our Notice of Privacy Practices provides information about how we may use or disclose protected health information.

The notice contains a patient's rights section describing your rights under the law. You ascertain that by your signature that you have reviewed our notice before signing this consent.

The terms of the notice may change, if so, you will be notified at your next visit to update your signature/date.

You have the right to restrict how your protected health information is used and disclosed for treatment, payment or healthcare operations. We are not required to agree with this restriction, but if we do, we shall honor this agreement. The HIPAA (Health Insurance Portability and Accountability Act of 1996) law allows for the use of the information for treatment, payment, or healthcare operations.

By signing this form, you consent to our use and disclosure of your protected healthcare information and potentially anonymous usage in a publication. You also consent to our sharing information with law enforcement should it be necessary.

You have the right to revoke this consent in writing, signed by you. However, such a revocation will not be retroactive.

By signing this form, I understand that:

- Protected health information may be disclosed or used for treatment, payment, or healthcare operations.
- The practice reserves the right to change the privacy policy as allowed by law.
- The practice has the right to restrict the use of the information but the practice does not have to agree to those restrictions.
- The patient has the right to revoke this consent in writing at any time and all full disclosures will then cease.
- The practice may condition receipt of treatment upon execution of this consent.

May we phone, email, or send a text to you to confirm appointments?  YES  NO

May we leave a message on your answering machine at home or on your cell phone?  YES  NO

May we discuss your medical condition with any member of your family?  NO  YES

*If YES, please name the members allowed:* \_\_\_\_\_

This consent was signed by: \_\_\_\_\_ (PRINT NAME PLEASE)

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

Witness: \_\_\_\_\_ Date: \_\_\_\_\_



75-5995 Kuakini Hwy. Suite 213 Kailua Kona, HI 96740  
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Phone: (808) 365-2297 ext.6 Fax: (808) 339-3702  
<https://alohakonaurgentcare.org>

## **Transformation Health Network Billing and Collection Financial Policy**

Welcome to Transformation Health Network.

Thank you for choosing us as your healthcare provider. We are committed to providing you with the best possible care and to your treatment being successful. Your clear understanding of our financial policy is important to our professional relationship. Please understand that payment of your bill is considered part of your overall treatment. To keep your cost of healthcare to an absolute minimum, we have adopted the following policies.

### **Fees and Payments**

\_\_\_\_\_ (Initial) Fees are standardized and are based on the complexity of your visit or procedure. Payment of co-payments and any outstanding balance is required at the time of service. We accept cash, personal checks, money orders, Visa, MasterCard, Discover and American Express. While the filing of insurance claims is a courtesy that we extend to our patients, all charges are your responsibility from the date that services are rendered. For us to file a claim, you must present a current copy of your insurance card at each visit and communicate any changes in your personal contact information.

\_\_\_\_\_ (Initial) Most insurance policies specify that some of the cost of the patient's care is the patient's responsibility. This can be accomplished through any combination of co-payments, coinsurance, or deductibles. Copayments are due when you check in for your appointment. Coinsurance and deductibles are determined by your insurance company and reported to us on your explanation of benefits. Once we are notified, we will add the appropriate charge to your account and send you a statement. This charge is payable upon receipt of the statement. Once payments are received, they will be automatically applied to the oldest outstanding balance. If you would like a payment to be applied to a specific charge, please notify our staff at the time of payment.

### **Insurance Plans**

\_\_\_\_\_ (Initial) Your insurance coverage is a contract between you, your employer, and the insurance company; we are not a party to that contract. We must emphasize that as healthcare providers, our relationship is with you, not with your insurance company. Before your visit, please contact your insurance company to verify the physician that you are scheduled with, participates with your plan and that the services that you intend to receive are covered. In addition, because some insurance plans require either pre-certification and/or a referral from a primary care provider before you can be seen, please ask if these are required and obtain them if necessary.

\_\_\_\_\_ (Initial) Not all services are a covered benefit in all plans, so it is very important that you understand the provisions of your individual policy. Some insurance companies arbitrarily select certain services they will not cover and so we cannot guarantee payment of all claims by your insurance company. If your insurance company pays only a portion of your claim or rejects your claim, they will notify you through an explanation of benefits. Reduction or rejection of your claim by your insurance company does not relieve you of your financial obligation.

**\*CONTINUED ON NEXT PAGE\***

## Screening Procedures

Insurance plans will only cover services that they determine to be medically reasonable or necessary. Please note that if you are scheduled for screening procedure and any condition or diagnosis is found both the screening diagnosis and the discovered condition are required to be reported. Some insurance plans including Medicare have different coverage for screening versus diagnostic procedures, so it is important that you understand your benefits carefully.

## **Procedure Charges**

\_\_\_\_\_ (Initial) Patients undergoing in house procedures could receive two separate bills. One bill is the physician's fee and the other will be the facility where your procedure was performed. In addition, if a biopsy is done during a procedure, you may receive an additional bill from the lab facility that reviews and gives a summation of your biopsy. Please contact the lab facility directly to discuss any questions with your lab bill.

## **Making and Keeping Appointments**

\_\_\_\_\_ (Initial) If you need to cancel your appointment, please call at least 24 hours in advance. This allows us to accommodate other patients who need to be seen. No shows will result in a charge being added to your account and you may also be dismissed from the practice. If you cancel and/or fail to show up for an appointment three (3) times in a calendar year, your care with us will be suspended for 6 months. Please note: your first missed appointment will be forgiven. The second missed appointment will result in an administrative charge of \$50, the third will result in an administrative charge of \$100.

## **Non-Payment of Outstanding Accounts**

\_\_\_\_\_ (Initial) Accounts that are not paid in a reasonable amount of time will be handled by our in-house collections staff. If this occurs, you may also be dismissed from the practice. In addition to your outstanding balance, you may also be responsible for any fees or charges that we incur from any agency while attempting to collect your balance.

## Administrative Fees

\_\_\_\_\_ (Initial) **Forms Charge** – If your employer requires Family Medical Leave Act or Disability paperwork to be completed by your provider, the turnaround time is five business days and there is a \$35 fee for this service, payable in advance.

\_\_\_\_\_ (Initial) **Medical Records Charge** – If you would like a copy of your medical records sent to yourself, these copies are billed on a per page basis, payable in advance, in accordance with HIPAA and Hawaii state law. The per page fee schedule is available upon request. If a collaborating physician (primary care or specialist) requests portions of your chart to assist in your care, there is no charge.

\_\_\_\_\_ (Initial) **Returned Check Charge** – Non-Sufficient Funds (NSF) checks are subject to a \$25 fee (in addition to fees from your bank).

## Acknowledgement

I, \_\_\_\_\_ (*print full name*), have read and agree to the billing and collection policy, as described above.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



# TRANSFORMATION HEALTH NETWORK

75-5995 Kuakini Hwy. Suite 513 Kailua Kona, HI 96740

Phone: (808) 365-2297 Fax: (855)592-2059

Email: [office@thnhawaii.org](mailto:office@thnhawaii.org)

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This informed consent document provides important information about behavioral health services so you may make an informed decision about participating in treatment.

## Nature of Behavioral Health Services

Services may include assessment, diagnosis, psychotherapy, counseling, treatment planning, crisis intervention, care coordination, and referrals. Treatment approaches vary based on individual needs and goals.

## Voluntary Participation

Participation is voluntary. You may refuse or discontinue treatment at any time, except as limited by law or court order.

## Risks and Benefits

Benefits may include symptom reduction, improved coping skills, and better functioning. Risks may include emotional discomfort, distress, or recalling difficult experiences.

## Confidentiality

Information shared in treatment is confidential and will not be disclosed without written authorization except as required by law, including risk of harm, abuse or neglect reporting, court orders, or billing and healthcare operations.

## HIPAA Privacy

This clinic complies with HIPAA regulations. Your Protected Health Information may be used for treatment, payment, and healthcare operations. You have rights to access, amend, restrict, and receive an accounting of disclosures of your health information. A full Notice of Privacy Practices is available upon request.



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## Electronic Communication and Telehealth

Electronic communication and telehealth involve potential confidentiality risks despite safeguards. You may revoke consent for electronic communication at any time.

## Appointments and Fees

You are responsible for fees, co-payments, deductibles, and charges for missed or late-canceled appointments.

## Client Responsibilities

Provide accurate information, participate actively, communicate concerns, and follow clinic policies.

## Emergencies

Services are not a substitute for emergency care. Call 911 or go to the nearest emergency room in an emergency.

## Hawaii-Specific Notices

Providers are mandated reporters under Hawaii law and must report suspected abuse or neglect of a child, elder, or dependent adult. Minor consent will be obtained in accordance with Hawaii Revised Statutes.

## Consent and Acknowledgment

By signing, you acknowledge understanding and voluntarily consent to treatment.

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

Parent/Guardian (if applicable): \_\_\_\_\_

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



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Aloha Kona Healthcare Services

75-5995 Kuakini Hwy. Suite 513 Kailua Kona, HI 96740

Email: office@thnhawaii.org Phone: (808) 365-2297 Fax: (855) 592-2059

## GAD-7 Anxiety

Over the <u>last two weeks</u> , how often have you been bothered by the following problems?	Not at all	Several days	More than half the days	Nearly every day
1. Feeling nervous, anxious, or on edge	0	1	2	3
2. Not being able to stop or control worrying	0	1	2	3
3. Worrying too much about different things	0	1	2	3
4. Trouble relaxing	0	1	2	3
5. Being so restless that it is hard to sit still	0	1	2	3
6. Becoming easily annoyed or irritable	0	1	2	3
7. Feeling afraid, as if something awful might happen	0	1	2	3

Column totals         +      +      +      =  
*Total score*        

If you checked any problems, how difficult have they made it for you to do your work, take care of things at home, or get along with other people?

Not difficult at all                  Somewhat difficult                  Very difficult                  Extremely difficult

          

Source: Primary Care Evaluation of Mental Disorders Patient Health Questionnaire (PRIME-MD-PHQ). The PHQ was developed by Drs. Robert L. Spitzer, Janet B.W. Williams, Kurt Kroenke, and colleagues. For research information, contact Dr. Spitzer at [ris8@columbia.edu](mailto:ris8@columbia.edu). PRIME-MD® is a trademark of Pfizer Inc. Copyright© 1999 Pfizer Inc. All rights reserved. Reproduced with permission

## Scoring GAD-7 Anxiety Severity

This is calculated by assigning scores of 0, 1, 2, and 3 to the response categories, respectively, of "not at all," "several days," "more than half the days," and "nearly every day." GAD-7 total score for the seven items ranges from 0 to 21.

0–4: minimal anxiety

5–9: mild anxiety

10–14: moderate anxiety

15–21: severe anxiety



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## PATIENT HEALTH QUESTIONNAIRE-9 (PHQ-9)

Over the **last 2 weeks**, how often have you been bothered by any of the following problems?

		Not at all	Several Days	More than ½ days	Nearly every day
		<i>(Use "✓" to indicate your answer)</i>			
1	Little Interest or pleasure in doing things				
2	Feeling down, depressed, or hopeless				
3	Trouble falling or staying asleep, or sleeping too much				
4	Feeling tired or having little energy				
5	Poor appetite or overeating				
6	Feeling bad about yourself – or that you are a failure or have let yourself or your family down				
7	Trouble concentrating on things, such as reading the newspaper or watching television				
8	Moving or speaking so slowly that other people could have noticed? Or the opposite – being so fidgety or restless that you have been moving around a lot more than usual				
9	Thoughts that you would be better off dead or hurting yourself in some way				
FOR OFFICE CODING		0	1	2	3

\_\_\_\_\_ + \_\_\_\_\_ = \_\_\_\_\_ + \_\_\_\_\_ + \_\_\_\_\_ + \_\_\_\_\_  
 Total Score: \_\_\_\_\_

If you checked off **any** problems, how **difficult** have these problems made it for you to do your work, take care of things at home, or get along with other people?

\_\_\_\_\_ Not difficult at all     
 \_\_\_\_\_ Somewhat difficult     
 \_\_\_\_\_ Very difficult     
 \_\_\_\_\_ Extremely difficult