Asheville Arthritis and Osteoporosis Center, P.A.

Notice of Privacy Practices

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review carefully.

If you have questions about this Notice, please contact the Privacy Officer at (828) 258-9533 or by mail at 4 Vanderbilt Park Dr, Suite 200 Asheville, N.C. 28803

Effective Date: April 14, 2003 Revised: September 17, 2013

We are committed to protect the privacy of your protected health information (PHI).

This Notice of Privacy Practices (Notice) describes how we may use within our practice or network and disclose (share outside of our practice or network) your PHI to carry out treatment, payment or health care operations. We may also share your information for other purposes that are permitted or required by law. This Notice also describes your rights to access and control your PHI.

We are required by law to maintain the privacy of your PHI. We will follow the terms outlined in this Notice.

We may change our Notice, at any time. Any changes will apply to all PHI. Upon your request, we will provide you with any revised Notice by:

- Posting the new Notice in our office.
- If requested, making copies of the new Notice available in our office or by mail.
- Posting the revised Notice on our website at www.ashevillearthritis.com

Uses and Disclosures of Protected Health Information

We may use or disclose (share) your PHI to provide health care treatment for you.

Your PHI may be used and disclosed by your physician, our office staff and others outside of our office that are involved in your care and treatment for the purpose of providing health care services to you.

EXAMPLE: Your PHI may be provided to a physician to whom you have been referred for evaluation to ensure that the physician has the necessary information to diagnose or treat you. We may also share your PHI from time-to-time to another physician or health care provider (e.g., a specialist or laboratory) who, at the request of your physician, becomes involved in your care by providing assistance with your health care diagnosis or treatment to your physician.

We may also share your PHI with people outside of our practice that may provide medical care for you such as home health agencies.

We may use and disclose your PHI to obtain payment for services. We may provide your PHI to others in order to bill or collect payment for services. There may be services for which we share information with your health plan to determine if the service will be paid for.

PHI may be shared with the following:

- Billing companies
- Insurance companies, health plans
- Government agencies in order to assist with qualification of benefits
- Collection agencies

We may use or disclose, as-needed, your PHI in order to support the business activities of this practice which are called health care operations.

EXAMPLES:

- Training students, other health care providers, or ancillary staff such as billing personnel to help them learn or improve their skills.
- Quality improvement processes which look at delivery of health care and for improvement in processes which will provide safer, more effective care for you.
- Use of information to assist in resolving problems or complaints within the practice.

We may use and disclose your PHI in other situations without your permission:

- If required by law: The use or disclosure will be made in compliance with the law and will be limited to the relevant requirements of the law.
- Public health activities: The disclosure will be made for the purpose of controlling disease, injury or disability and only to public health authorities permitted by law to collect or receive information. We may also notify individuals who may have been exposed to a disease or may be at risk of contracting or spreading a disease or condition.
- Health oversight agencies: We may disclose protected health information to a health oversight agency for activities authorized by law, such as audits, investigations, and inspections. Oversight agencies seeking this information include government agencies that oversee the health care system, government benefit programs, other government regulatory programs and civil rights laws.
- Legal proceedings: To assist in any legal proceeding or in response to a court order, in certain conditions in response to a subpoena, or other lawful process.
- Police or other law enforcement purposes: The release of PHI will meet all applicable legal requirements for release.
- Special government purposes: Information may be shared for national security purposes, or if you are a member of a military, to the military under limited circumstances.
- Correctional institutions: Information may be shared if you are an inmate or under custody of law which is necessary for your health or the health and safety of other individuals.

Other uses and disclosures of your health information.

- Business Associates: Some services are provided through the use of contracted entities called "Business Associates". We will always release only the minimum amount of PHI necessary so that the business associate can perform the identified services. We require the business associate(s) to appropriately safeguard your information.
- Health Information Exchange: We may make your health information available electronically to other healthcare providers outside of our facility who are involved in your care.
- Treatment alternatives: We may provide you notice of treatment options or other health related services that may improve your overall health.
- Appointment Reminders: We may contact you as a reminder about upcoming appointments or treatment.

We may use or disclose your PHI in the following situations UNLESS you object.

- We may share your information with family members, or other persons directly identified by you at the level they are involved in your care or payment of services. If you are not present or able to agree/object, the healthcare provider using professional judgment will determine if it is in your best interest to share the information. For example, we may discuss post procedure instructions with the person who drove you to the facility unless you tell us specifically not to share the information.
- We may use or disclose protected health information to notify or assist in notifying a family member, personal representative or any other person that is responsible for your care of your location, general condition or death.
- We may use or disclose your protected health information to an authorized public or private entity to assist in disaster relief efforts.

The following uses and disclosures of PHI require your written authorization:

- Marketing
- Disclosures of for any purposes which require the sale of your information
- Release of psychotherapy notes: Psychotherapy notes are notes by a mental health professional for the purpose of documenting a conversation during a private session. This session could be with an individual or with a group. These notes are kept separate from the rest of the medical record and do not include: medications and how they affect you, start and stop time of counseling sessions, types of treatments provided, results of tests, diagnosis, treatment plan, symptoms, prognosis.

All other uses and disclosures not recorded in this Notice will require a written authorization from you or your personal representative.

Written authorization simply explains how you want your information used and disclosed. Your written authorization may be revoked at any time, in writing. Except to the extent that your doctor or this practice has used or released information based on the direction provided in the authorization, no further use or disclose will occur.

Your Privacy Rights

You have certain rights related to your protected health information. All requests to exercise your rights must be made in writing. Request should be addressed to the Practice Administrator at Asheville Arthritis & Osteoporosis Center, 4 Vanderbilt Park Dr., Suite 200, Asheville, N.C. 28803.

You have the right to see and obtain a copy of your protected health information.

This means you have the right to review or obtain a copy of your protected health information. If requested we will provide you a copy of your records in an electronic format. There are some exceptions to records which may be copied and the request may be denied. We may charge you a reasonable cost based fee for a copy of the records.

You have the right to request a restriction of your protected health information.

You may request for this practice not to use or disclose any part of your protected health information for the purposes of treatment, payment or healthcare operations. We are not required to agree with these requests. If we agree to a restriction request we will honor the restriction request unless the information is needed to provide emergency treatment.

Here is one exception: we must accept a restriction request to restrict disclosure of information to a health plan if you pay out of pocket in full for a service or product unless it is otherwise required by law.

You have the right to request for us to communicate in different ways or in different locations.

We will agree to reasonable requests. We may also request alternative address or other method of contact such as mailing information to a post office box. We will not ask for an explanation from you about the request.

You may have the right to request an amendment of your health information.

You may request an amendment of your health information if you feel that the information is not correct along with an explanation of the reason for the request. In certain cases, we may deny your request for an amendment at which time you will have an opportunity to disagree.

You have the right to a list of people or organizations who have received your health information from us.

This right applies to disclosures for purposes other than treatment, payment or healthcare operations. You have the right to obtain a listing of these disclosures that occurred after April 14, 2003. You may request them for the previous six years or a shorter timeframe. If you request more than one list within a 12 month period you may be charged a reasonable fee.

Additional Privacy Rights

- You have the right to obtain a paper copy of this notice from us, upon request. We will provide you a copy of this Notice the first day we treat you at our facility. In an emergency situation we will give you this Notice as soon as possible.
- You have a right to receive notification of any breach of your protected health information.

Complaints

If you think we have violated your rights or you have a complaint about our privacy practices you can contact:

Asheville Arthritis & Osteoporosis Center
Attn: Practice Administrator
4 Vanderbilt Park Dr., Suite 200
Asheville, N.C. 28803

You may also complain to the United States Secretary of Health and Human Services if you believe your privacy rights have been violated by us.

If you file a complaint we will not retaliate against you for filing a complaint.

This notice was published and becomes effective on September 17, 2013.

Asheville Arthritis and Osteoporosis Center, PA
4 Vanderbilt Park Drive, Suite 200
Asheville, NC 28803
258-9533 / Fax 253-4434

New Office – 2nd Floor (Old Biltmore School/Former Buncombe Co Sheriff's Dept)

From 40 West (Black Mountain):

Take EXIT 50A. Go to 2nd traffic light and turn right (Vanderbilt Park Drive). Our office is on the left, second floor.

From 40 East (Canton):

Take EXIT 50. Turn right at traffic light onto Hendersonville Rd (South). Turn right at next light (Vanderbilt Park Drive). Our office is on the left, second floor.

From Arden/Skyland:

Take Hendersonville Rd North. Before reaching I-40, turn left at traffic light just past Apollo Flame & Atlanta Bread Co (Vanderbilt Park Drive). Our office is on the left, second floor.

From Hendersonville:

Take I-26 North to I-40 East. Take EXIT 50. Turn right at traffic light onto Hendersonville Rd (South). Turn right at next light (Vanderbilt Park Drive). Our office is on the left, second floor.

From Mars Hill/Burnsville:

Take 19/23 to Patton Ave exit. Go to 5th traffic light & turn right (between hotel & First Citizens Bank) onto Asheland Ave. Go through 12 traffic lights (stay in right hand lane). Turn right at light (Vanderbilt Park Drive). Our office is to the left, second floor.

REGISTRATION FOR:

ASHEVILLE ARTHRITIS
Asheville Arthritis & Osteoporosis Center
4 Vanderbilt Park Dr., Suite 200, Asheville, NC 28803
Tel. 828-258-9533 Fax 828-253-4434 www.ashevillearthritis.com

PLEASE PRINT IN BLUE OR BLACK INK

Patient's Name: _____ Date of Birth: _____ Age: ____ SS#: _____
LAST FIRST MI

Sex: ❑ Male ❑ Female Marital Status: ❑ Single ❑ Married ❑ Widowed ❑ Divorced ❑ Separated

Address: _____ City, State & Zip: _____

Home Phone: _____ Cell Phone: _____ E-mail: _____

Employed By: _____ Employer Phone: _____

Spouse's Name: _____ Date of Birth: _____ Spouse's SS#: _____

Spouse's Employer: _____ Spouse's Employer Phone: _____

Parent or Guardian (if minor): _____ Home Address (if different): _____

Business Name: _____ Bus. Phone: _____

City: _____ State: _____ Zip: _____

*Pharmacy: _____ *Phone: _____

*Referring Physician: _____ *Local Physician: _____

Address: _____ Address: _____

City: _____ City: _____

[APPOINTMENTS: *If you are unable to keep your appointment, please inform our office at least 24 hours in advance so that other patients waiting may be scheduled. There may be a charge for patients that do not call to cancel or reschedule their appointments.*]

WE ONLY PARTICIPATE WITH THE FOLLOWING INSURANCE PLANS:

- Blue Cross / Blue Shield
- Medicaid
- Medicare
- Medcost
- UHC
- Some Crescent Plans

MEDICARE PATIENTS: Please turn this page over for Authorization.

INSURANCE INFORMATION

PRIMARY INSURANCE COMPANY: _____ **Accident:** ❑ **Yes** ❑ **No**

Policy Holder's Name: _____ Policy Number: _____ Group #: _____

Policy Holder's Date of Birth: _____ Policy Holder's Employer: _____

Address of Insurance Company: _____

Employer's Address (If Group Insurance): _____

SECONDARY INSURANCE COMPANY: _____

Policy Holder's Name: _____ Policy Number: _____ Group #: _____

Policy Holder's Date of Birth: _____ Policy Holder's Employer: _____

Address of Insurance Company: _____

Employer's Address (If Group Insurance): _____

THIRD INSURANCE COMPANY: _____

Policy Holder's Name: _____ Policy Number: _____ Group #: _____

Policy Holder's Date of Birth: _____ Policy Holder's Employer: _____

Address of Insurance Company: _____

Employer's Address (If Group Insurance): _____

INSURANCE AUTHORIZATION AND ASSIGNMENT

* *I hereby authorize Asheville Arthritis & Osteoporosis Center, P.A. to furnish information to Insurance Carriers concerning my illness and treatments and I hereby assign to Asheville Arthritis & Osteoporosis Center, P.A. all payments for medical services rendered to myself or my dependents, if not paid in full at the time of service. I understand that I am responsible for any amount not covered by insurance on assigned claims.*

Date: _____ Signature: _____

(Over for Medicare Authorization)

SIGNATURE ON FILE

Name of Beneficiary _____
Health Insurance Claim Number _____

I request that payment of authorized Medicare benefits be made either to me on my behalf or to **Asheville Arthritis & Osteoporosis Center, P.A.** for any services furnished me by that physician. I authorize any holder of medical information about me to release to the Health Care Financing Administration and its agents any information needed to determine these benefits or these benefits payable to related services.

I understand my signature requests that payment be made and authorizes release of medical information necessary to pay the claim. If item 9 of the HCFA 1500 claim form is completed, my signature authorizes releasing of the information to the insurer or agency shown. In Medicare assigned cases, the physician or supplier agrees to accept the charge determination of the Medicare carrier as the full charge, and the patient is responsible only for the deductible, co-insurance, and non-covered services. Co-insurance and deductible are based upon the charge determination of the Medicare carrier.

Beneficiary Signature _____

Date: _____

ASHEVILLE ARTHRITIS
AND
OSTEOPOROSIS CENTER

Patient Information Consent Form

I have received a copy of Asheville Arthritis and Osteoporosis Center's (AAOC) Notice of Privacy Practices. AAOC may use or disclose my personal health information for the purposes of carrying out treatment, obtaining payment, evaluating the quality of services provided and any administrative operations related to treatment or payment (TPO). With this consent, AAOC may call my home or other alternative location and leave a message on voice mail or in person in reminders, insurance items and any calls pertaining to my clinical care. AAOC may also mail to my home or other alternative location any items that assist the practice in carrying out TPO. I have the right to restrict how my personal health information is used and disclosed for treatment, payment and administrative operations. AAOC will consider requests for restriction on a case by case basis, but does not have to agree to requests for restrictions.

I retain the right to revoke this consent by notifying the practice in writing at any time.

Patient Name:_____ Date of Birth:_____

Signature of Patient/Legal Guardian:_____

Date: _____

Please list any other persons that you authorize to have access to your medical records.

Name	Relationship
Name	Relationship
Name	Relationship

Patient Information **Date:**_____

Name:_____

Address:_____

_____

Age:_____ **Race:**_____ **Sex:** (please circle one) **M F**

Primary Care Physician:_____

Specialists:_____

_____

Please indicate who referred you here:_____

Please give a brief reason for your visit here:_____

_____

_____

_____

Current Medications: Please list all medications you are currently taking (please include over the counter medications such as Tylenol, Advil, Aleve, BC, Goody Powders, vitamins, supplements, etc…)

NAME OF MEDICINE	DOSE (mg., ml., cc., etc…)	HOW MANY TIMES A DAY

Patient Information

Date:_____

Name:_____

Address:_____
_____

Age:_____ **Race:**_____ **Sex:** (please circle one) **M F**

Primary Care Physician:_____

Specialists:_____
_____

Please indicate who referred you here:_____

Please give a brief reason for your visit here:_____
_____
_____
_____

Your Medical History: Please circle all that have been diagnosed, now or in the past

Fibromyalgia	Eye Disease	High Cholesterol
High Blood Pressure	Osteoporosis/Osteopenia	Stroke
Heart Disease	Diabetes	Anxiety requiring medication
Gout	Stomach Ulcers	Depression requiring medication
Kidney Stones	GERD	Seizure Disorder
Skin Disease	Kidney Disease	Neurologic Disorder
Psoriasis	Lung Disease	Post-menopausal
Cancer	Positive TB test	History of Miscarriage
Sleep Apnea	Liver Disease/FattyLiver	Thyroid Disease

Any other medical problems that have been diagnosed?_____
_____

List any broken bones you have had and at what age it occurred:_____
_____

List any serious injuries or concussions: _____
_____

Allergies to Medications or Medical Products (please list):

NAME OF MEDICINE/MEDICAL PRODUCT	TYPE OF REACTION

Please circle any of the vaccinations that you may have had since your last visit and record the date the vaccination was given next to it:

Pneumonia Vaccine (Prevnar, Pneumococcal) Date Administered:_____
Flu Vaccine Date Administered:_____
Shingles Vaccine (Zostavax) Date Administered:_____

Surgical History:

List any orthopedic surgeries. Include dates and who performed them:_____
_____
_____
_____
_____

Circle any surgical procedures you have had, please give dates and who performed them:

Appendectomy:
Breast Surgery:
Gall Bladder Removed:
Hysterectomy:
Kidney Surgery:
Parathyroid surgery:
Thyroid surgery:
Stomach Surgery:
Heart Surgery:
Tubal ligation (tubes tied):
Ovaries removed: Left Right
Prostate Surgery:
Vasectomy:
Recent Oral Surgery:

Any other surgeries, please list:_____
_____
_____
_____

Have you been hospitalized in the past year? If yes, please include dates and reason for hospitalization?_____
_____
_____
_____

Family History

Mother: Living Deceased **Father:** Living Deceased (please circle one)

How many siblings do you have? _____ Brothers _____Sisters

Are your siblings healthy?_____

How many children do you have? _____ Sons _____ Daughters

Are your children healthy?_____

Please place letters in appropriate box below, if any family members have had any of the following.

M- Mother **F**- Father **MM**-Maternal grandmother
MF- Maternal grandfather **PM**- Paternal grandmother **PF**- Paternal grandfather
B- Brother **S**- Sister **S**- Son **D**- Daughter

Disease	Parents	Grandparents	Siblings	Children
Crippling Arthritis				
Rheumatoid Arthritis				
Connective Tissue Disease (Lupus, Scleroderma or other)				
Gout				
Stroke				
Breast Cancer				
Heart Disease				
High Blood Pressure				
Diabetes				
Crohn's or Ulcerative Colitis				
Osteoporosis (thin bones)				
Psoriasis, Eczema (type of rash)				
Other Cancers & Diseases Processes				

Social History

Do you currently use tobacco? _____ Or have you used it in the past? _____

Have you ever used illicit drugs? _____

Have you had a drink containing alcohol within the past year? _____

Do you drink any caffeine? _____If yes, how often? _____

Do you exercise? _____If yes, how often?_____

Who lives with you? _____

Number of Adults:_____ Children:_____ in household

Marital Status: (please circle one) Married Divorced Separated Single Widowed Partnered

Occupation :_____(please circle) full/part time
Highest Level of Education:_____

Have you traveled outside of the United States in the past year? _____If yes, where have you traveled?_____

Check appropriate box and add additional explanation needed for symptoms you are CURRENTLY having.

SYMPTOM	YES	NO	Explanation if needed
Decreased energy level			
Significant change in appetite			More or Less
Significant change in weight (unintentional)			Up or Down
Recent fever			
Recent Infections			
Recent vision changes			
Eye pain			
Eye dryness			
Eye redness			
Headaches or recent change in headaches			Migraines?
Pain in temples or jaw			
Ulcers in your mouth, nose			
Mouth Dryness			
Shortness of breath			When?
Coughing			
Pain with breathing			
Chest pain			
Increased swelling in lower legs			
Stomach pain			
Diarrhea or Constipation			Which one?
Nausea			
Difficulty swallowing			
Painful urination			
Blood in your urine			
Muscle weakness, numbness, and/or tingling			Which one?
Loss of consciousness			
Seizures			
Patchy Hair loss			
Rash			
Fingers and toes that get cold and turn blue, white or red			
Skin rash caused by sunlight			
Symptoms of depression			
Problems going to sleep or staying asleep			Which one?
Excessive thirst or urination			
Excessive bleeding after surgery			
Blood Clots requiring medication			
Swollen lymph nodes			
Anemia			
Hay Fever			
Environmental allergies			
Do you feel rested in the morning			

Current Medications: Please list all medications you are currently taking (please include over the counter medications such as Tylenol, Advil, Aleve, BC, Goody Powders, vitamins, supplements, etc…)

NAME OF MEDICINE	DOSE (mg, ml, cc, etc.)	HOW MANY TIMES A DAY

Asheville Arthritis & Osteoporosis Center

Due to the public health pandemic that will last for the near future, we are strongly encouraging our patients to have televisits for follow up visits when possible.
The following information will help us determine if you have the technology that would allow a video call with your physician.

Patient Name: _____ Date of Birth: _____

Account #: _____ Date: _____

Physician: _____

Yes or NO

_____ I have a smart phone with camera such as Apple iPhone, Android phone or Google phone and would like to use this method.

_____ I have an Apple iPad that can receive email or that can be called through Apple FaceTime and would like to use this method.

_____ I have a computer or laptop that can receive email that also have a camera, microphone and speaker and would like to use this method.

_____ I have access to high speed internet at home or through my smart phone's cellular data service

_____ If there is a problem connecting for a video call televisit I am OK with having an audio only visit over the telephone.

_____ I am not comfortable with televisits or I would need help to setup a televisit

Your email address: _____

Your cell phone number: _____

Asheville Arthritis & Osteoporosis Center, P.A.

Adult & Pediatric Rheumatology
4 Vanderbilt Park Drive, Suite 200
Asheville, NC 28803
(828) 258-9533

Dear Patient:
We have enclosed a copy of our New Patient Brochure which explains our office policies and answers to questions you may have regarding payments, insurance, etc.

Also enclosed is a pre-registration form which we ask all our patients to complete and BRING WITH YOU at the time of your initial visit. Pleases DO NOT MAIL THIS FORM prior to arrival at our office.

Feel free to contact our office should you have any questions. We look forward to serving you in our office.