

Welcome to Family Health Services of Darke County! We are pleased to have you as a new patient. To ensure that your visit runs smoothly, please arrive 15 minutes before your scheduled appointment time.

Please bring the following documents:

- Your driver's license or state ID card
- Insurance card(s)
- Prescription card(s)
- Completed new patient packet
- Your current medications in original bottles.

Thank you for choosing Family Health, and we look forward to seeing you soon!



Authorization to Release Medical Information

(937)548-9680

□ To Family Health

5735 Meeker Road Greenville, OH 45331 Fax# (937)548-2087

From Family Health (Address Above)

Physician/Practice/Organization Authorized to Use or Disclose Information

	Name of physician/practice/organization			_
	Address			_
	City/State/Zip Information	Phone #:		Fax #:
Patient i	intermation			
	Name of Patient (Print or Type)			_
	Street Sta	te (City	Zip
	DOB SS#			h information may include HIV-related
				ation relating to diagnosis or treatment
Phone No				and/or substance abuse and that by
	tion to be Used or Disclosed:			ecifically authorizing the release of
	The information covered by this authorization includes	information		
	□ All records			including alcohol or drug abuse)
	Progress Notes		rapy Notes	
	☐ Laboratory Reports		related inform	nation (including AIDS related testing)
	☐ Radiology Reports	X		
	□ Operative Reports□ Other	Signature of	Patient or Legal	Guardian Date
THIS IN	est Care alth And Wellness School Based /_/ unless revoked or amily Health. ad under this authorization again. It ution once Family Health discloses it to alcohol abuse or drug abuse diagnosis			
<u></u>	You may refuse to sign this authorization.	ate:	Witness:	Date:
Sic	gnature of Patient or Patient Representative: D	ata.		

This information has been disclosed to you from records protected by federal confidentiality rules (42 CFR Part 2). The federal rules prohibit you from making any further disclosure of information in this record that identifies a patient as having or having had a substance use disorder either directly, by reference to publicly available information, or through verification of such identification by another person unless further disclosure is expressly permitted by the written consent of the individual whose information is being disclosed or as otherwise permitted by 42 CFR Part 2. A general authorization for the release of medical or other information is NOT sufficient for this purpose (see § 2.31). The federal rules restrict any use of the information to investigate or prosecute with regard to a crime any patient with a substance use disorder, except as provided at §§2.12(c)(5) and 2.65. You are not protected under this rule if you are involved in a crime on the premises of the part 2 program or against personnel of the part 2 program, or if reports of suspected child abuse and neglect are made to appropriate state or local authorities.

FAMILY HEALTH SERVICES Year PATIENT REGISTRATION FORM

Today's Date: Month / Day / Year



PATIENT INFORMATION	N:										
Last Name	First Name		MI Preferred Name Bi			Birth Da	Sirth Date So		Social Security #		
Patient's Primary Physic	ian:		l	1					l		
Patient Billing Address (F	Patient Billing Address (Responsible Party)				City				State		Zip
Patient Residence (If diff				City	City			State		Zip	
Which Contact # You Pre	ofer·	Can	we sen	d noti	 ifications?	Cons	ent to sh	are	Birth Gender:		
☐ Home Phone# ()	-		I that A				with ext			male	•
☐ Cell Phone # ()_			pt-Out	.рр.у.	'		thcare en	_	□м	ale	
☐ Work Phone # ()			none [П Теу	t			tities.	Mari	tal Statu	ıs:
EMAIL:					-Message		pt-III pt-Out		☐ Sir	ngle □ N	∕larried
			icemai	і ше	-iviessage				\square W	idowed	☐ Divorced
							nergency			•	☐ Life Partner
Preferred Language:	Race:			□ Chi			n/Pacific I	slander		nicity:	
□English □ Spanish	☐ White/Caucasian			•	anese 🗆 Na					Non-Hisp	
□Chinese □ Japanese	☐ Black/African Ame			□ Kor			icific Islan	der			oanish Origin
□French □ Russian	☐ American Indian/A					amoan			☐ Hispanic or Latino/Spanish Origin		
□Arabic □Other:	☐ Asian ☐ Asian ☐ More than one rac				etnamese						iish Origin Mexican
Liother:	i wore than one rac	.e L	Uther							erican/C	
									-	□Puerto Rican	
										Decline	El derto Mean
INSURANCE INFORMA	TION (Please present	t ALL I	nsurar	nce Ca	ards and Pi	cture l	ID to the	recept			
Primary Insurance	Policy #	Grou			Effective	Co-Pa		Policy I			Relationship
Trimary insurance	1 Oney #	Giod	η π	-		\$	ау	Oncy	ioiaci	'	Kelationship
Secondary Insurance	Policy #	Grou	ın#		Effective	Co-Pa	21/	Policy I	اماطما	r	Relationship
Secondary insurance	Policy #	Grou	ıh #		Effective	\$	ay	Policy	Toluei		Relationship
						۲	7				
Dental Insurance	Policy #	Grou	ıp #		Effective	Co-Pa	ay	Policy I	Holde	r	Relationship
						\$					
Vision Insurance	Policy #	Grou	# aı		Effective	Co-Pa	Co-Pay Polic		licy Holder		Relationship
	. 55,	0.00	· •			\$	~ ,				
ADVANCED DIRECTIVE						'					
		£:1		D	· · · · · · · · · · · · · · · · · · ·	ئىرىداداتىرى ئىرىداداتىرى	3	□ N-			
Do you have a living will?	'∟ Yes ∟ No Is It o	n file w	ith you	ır Prin	nary Care Pro	ovider	? ⊔ Yes	⊔ NO			
REQUIRED REPORTING	î										
Permanent Housing:	Temporary/Transition	nal	Veter	an:			Family	/ Income	:	Prefer	red Pharmacy:
☐ House/Apt/Mobile	Housing:		☐ Yes		□No	i anni y incoi		,	-		,
Home	Housing: ☐ Shelter						\$				
	☐ Homeless/Street				riculture Wo	rker:					
	☐ Homeless/Street ☐ Transitional			☐ Yes ☐ No							
	☐ Temporarily Living w	ith	Sooss	nal A	griculturo 144	lorkar	\dashv				
	Friends/Family	1111			griculture W H/IN Resider						
	•		☐ Yes		ayin kesidei ⊒ No	11.3)	1_				
	☐ Permanently Living		res		_ 110		☐ Ref	use to re	port		
Family Size:	with Friends/Family										
	☐ Other:									1	

Family Health is required to report the following information annually. You do have the right to refuse to report.

☐ Kiosk Check-In

FAMILY HEALTH SERVICES PATIENT REGISTRATION FORM



RESPONSIBLE PARTY:							
Last Name	First Name		MI	Social Security #		Birth Date	Relationship
Employer Name: Employe Address:						I nployer Phone:)	
I understand that by signing this f delinquent, I realize that my infor healthcare provider, including the mailing address provided.	rmation may be se	ent to a collection age	ncy. I a	uthorize my healthcar	e provider	and/or entity au	thorized by my
		X					
Patient Name/Responsible Pa ☐ Patient ☐Parent ☐Guardi	ian	Signature of	f Patie	nt/Responsible Part	ty	Dat	te of Signature
IF PATIENT IS UNDER 18 YE Is there custody involveme		No *If ves nlease	see fi	ont desk for Ackn	owledgei	ment of Child	Custody Matter
	/Guardian #1	to 11 yes pieuse	1	OHE GESK FOI MEKIN		uardian #2	eastody Watter
First Name	Last Name		Firs	t Name		Last Name	
Phone:			Pho	ne:			
EMERGENCY CONTACT:	Dolotie	va ala ira		DOD	Dh		
Name	Relatio	onsnip		DOB	Ph	one	
Accountable Authorization for Release of I authorize that the following at and signed off the informat Name Name Name Name Name O.K. to leave message with call the informat of the info	of Health Information people may have ion before it will be considered in all-back number all-back number call-back number in all-back number in a	e access to my healt I be copied and give Relationship Relationship Relationship Relationship Relationship ontacted in the follo	th info en to th		nd that the n(s) name Phone (Phone (Phone (Phone (Phone (nat apply) nication to my hon to my wor to this num	e physician mu d below.)))) : ne address k address ber	st have looked
Acknowledgment of Receipt II Family Health Notice of Privace about you, the patient. I, the patient (or Patient Representation of Privacy Practice)	Patient's Name by Practices proves esentative on be	rides information ab		·	·		
Patient's Name (PRINTED)				Relationshi	p to Patie	nt	
X Patient Signature or Patient's	Representative	<u> </u>			Dat	e	

[] Check here to opt out of receiving notifications regarding fund-raising efforts Family Health may undertake.



Adult Comprehensive Patient History

Tealth					Established Patient
Today's Date:					
Name:		D.O.B	8 Age:	Date	Ð:
Past History: Check all that apply Acid reflux Alcohol or Drug problems Allergy problems Anemia Artery problems Arthritis Asthma Autoimmune disease Bleeding problems Blood clots Other diseases not listed Explain any of the above if neces	Cancer Colitis Crohn's disease Depression, And Diabetes Emphysema Other lung Esophagitis, ulc Gallstones Glaucoma	xiety	Headaches Heart disease Heart valve problems High blood pressure High cholesterol Irritable bowel Kidney stones Kidney disease Liver disease Migraines		Osteoporosis Recurrent skin infections Recurrent UTI Seizures Sexually transmitted infections Stroke Thyroid diseases Vein problems
Hospitalizations					
Appendix Bladder suspension Blood vessel surgery Arteries Veins Dental surgery Eye surgery Gallbladder Other surgery not listed above		art surgery Bypass Heart valve su Angioplasty (b Stents sterectomy Complete Partial (ovaries	alloon)	Orthom Pros	Replacement opedic surgery tate surgery ils and/or adenoids al Ligation ectomy in Surgery
Significant injuries		Times/day	Disease or Reason		Prescriber of Medication

Allergies/ Intolerance:

Medication	Describe Reaction	Approximate Date of Reaction
1		
2		
3		
4		
5		

Medical Specialists:

Specialty Type:	Name of Specialty Provider:
Behavioral Health Clinician:	
Cardiologist:	
Dermatologist:	
Endocrinologist:	
ENT:	
Gastroenterologist:	
Hematologist:	
Home Health Agency:	
Medical Supply Company:	
Nephrologist:	
Neurologist:	
Hematology/Oncologist:	
OB/GYN:	
Ophthalmologist:	
Orthopedic:	
Pain Management:	
Podiatrist:	
Psychiatrist:	
Pulmonologist:	
Rheumatologist:	
Surgeon:	
Urologist:	
Veteran's Affairs Medical:	
Other:	

Name:							
Family History:							
Family Member	Year of Birth/ Age	Living	Deceased	Diseases			
Father							
Mother							
Brother(s) #							
Sisters(s) #							
Diseases in the family: Ch	neck all that apply		_				
	Addiction problems	, 🗀 !	Bleeding Prob	olems			
	☐ Breast ☐ Prost		•	cancer(s)			
Depression/Anxiety		·	Diabetes				
<u> </u>	Kidney disease	_	Liver disease				
Other	_ ,	_					
Details / Other							
Social History:							
•	rently 🗌 Past 🦳 N	lever p	acks/day for	years. Tobacco other than smoking? NO YES			
Have you used drugs other	than those for medica	ıl reasons in	the past 12 m	nonths? NO YES			
Did you have a drink contai	ining alcohol in the pas	st year? 🔲 N	NO YES				
Occupation		Any	known occup	pational exposures?			
Preventative Care:				· ————			
	Stal Canaar careening:		T,	act time: Calanagaany/ Calaguard/ stool tact/ other			
				est type: Colonoscopy/ Cologuard/ stool test/ other Recommended next recheck:			
Date of last eye exam: Have you had bone density (DEXA) exam? NO YES Date:							
			•	ched do not complete immunization chart below)			
Immunizations:	Date of recent vaccine		munizations:	Date of recent vaccine			
Tetanus			atitis A				
Influenza			atitis B				
Pneumonia		Shing	•				
Whooping cough		HPV					
Covid-19							
For our FEMALE patients o	•	16	مم المالية عامية				
Do you have a Gynecologist?							
Date of last PAP test Date of last mammogram Do you do self-breast exams?							
Date of last Abnormal Pap Smear? Not Applicable							
Have you gone through menopause? Yes No							
Birth Control or hormone therapy? Yes No If yes, type							
	Menstrual or period problems: Irregular Heavy Change in frequency						
		, <u>, </u>		44.5			
Number of pregnancies	#Llive births _		#Stillbirth(s	s)# Miscarriages# of abortions			
#Vaginal birth(s)							
, rags. 2(-)							
Can you think of anything of	lee that you think wa al	bauld know c	-baut vaur ba	alth and lifeatule that is not listed here?			
Can you think of anything en	se that you think we si	10UIG KNOW a	about your nea	alth and lifestyle that is not listed here?			

Check all that ap	oly:								
Constitutional:		Fever		Chills/Sweats		Weight gain / Loss	☐ Fati	gue [Weakness
		Poor appetite		Appetite change					
Eyes:		Blurred vision		Double vision		Eye pain			
Ears:		Ear pain		Decreased hearing		Dizziness (light headed,	room spinr	ning) [Ringing
Nose:		Congestion		Sinusitis		Difficulty breathing throu	igh nose	☐ Frequ	uent nose bleeds
Throat:		Sore throat		Sensation of fullness		Difficulty swallowing			
Neck:		Neck pain		Fullness or lumps					
Pulmonary:		Cough	Ш	Shortness of Breath		Asthma			
Cardiovascular:		Chest discomfort (pain	, pressure, fullness sq	ueez	ing) with exertion or exer	cise	☐ Hear	t palpitations
		Heart racing	Shortness of breath while lying down or with exertion (out of proportion to						o activity)
		Swelling of legs		Fainting					
GI:		Nausea		Vomiting		Abdominal			
		Heartburn		Sudden fullness		pain			
		Diarrhea		Constipation		Hemorrhoids			
						Blood in stool	Change in	<u> </u>	
Genitourinary:		Pain with urination		Increased frequency	of urii			•	nighttime urinatior
		Blood in urine		Sexual problems		Difficulty with erections		/aginal pa	in
		Vaginal discharge		Slow stream/dribbling		Incontinence			
Musculoskeleta	l:	Joint pains		Muscle weakness		Muscle pain	☐ Bac	k pain	
Skin:		Rash		Sores		Moles that are changing	Itchi	ng [Dry skin
		Eczema		Have seen dermatolo	gist i	n past year Dermatolo	ogist's name	e:	
Neurological:		Headaches		Numbness/Tingling		Weakness	Speech al	onormalitie	es
		Fainting		Memory Problems		Imbalance/vertigo	Headache	s [Tremors
Psychological:		Anxiety		Eating disorder		Obsessive behavior	Depressio	n [Unusual fears
		Mood swings		Crying spells		Lack of motivation	Drug depe	endence	
☐ Alcohol problems ☐ Insomnia ☐ Panic attacks ☐ Anger/Rage						ge			

Page 4

Reviewed with patient on ______ Signature _____

Yes, DNR Comfort Care

If yes, please bring a copy to the office for your file.

Date	Compl	ete/U	pdated:	



PRAPARE

Patient Name:	Date of Birth:						
Money & Resources							
What is your current housing situa	tion?						
☐ I have housing							
\square I do not have housing (staying with of	thers, in a hotel, in a shelter, living outside on the street, on a beach, or in a park)						
☐ I choose not to answer this question	1						
Are you worried about losing your	housing?						
□ Yes							
□ No							
☐ I choose not to answer this question							
What is the highest level of school	that you have finished?						
Less than a high school degree							
☐ High School diploma or GED							
☐ More than high school							
☐ I choose not to answer this question							
What is your current work situation	n?						
☐ Unemployed and seeking work							
·	☐ Part time or temporary work						
	☐ Full time work						
• •	ing work (ex. student, retired, disabled, unpaid primary care giver)						
☐ I choose not to answer this question							
when it was really needed? Che	amily members you live with been unable to get any of the following						
□ Food	ck an that appry.						
□ Clothing							
☐ Utilities							
☐ Child care							
☐ Medicine or any health care (medica	al, dental, mental health or vision)						
☐ Phone							
☐ Other							
\square I do not have problems meeting my	needs						
\square I choose not to answer this question	1						
Has lack of transportation kept you	u from medical appointments, meetings, work or from getting things						
needed for daily living?							
•	pointments or form getting my medications						
•	al meetings, appointments, work, or getting things needed for living						
□ No							
☐ I choose not to answer this question	1						

	Date Complete/Updated:
Social and Emotional Health	
How often do you see or talk to people that For example: talking to friends on the phone, visiting	
☐ Less than once a week	
☐ 1 or 2 times a week	
☐ 3 to 5 times a week	
☐ More than 5 times a week	
☐ I choose not to answer this question	
How stressed are you?	
	s, or can't sleep at night because their mind is troubled
□ Not at all	
☐ A little bit	
☐ Somewhat	
☐ Quite a bit	
☐ Very much	
☐ I choose not to answer this question	
In the past year, have you been afraid of yo	our partner or ex-partner or someone in your hoursehold?
□ Yes	
□ No	
□Unsure	
☐ I have not had a partner in the past year	
☐ I choose not to answer this question	
How often do you need to have someone h	elp you when you read instructions, pamphlets, or other written
	(Nurses: Document under HPI> General> SILS)
☐ 1 (never)	
☐ 2 (rarely)	
☐ 3 (sometimes)	

Would you like staff to contact you for help with any of these needs? (Staff: If Yes, Send Referral to CHW)

☐ 4 (often)

☐ 5 (all of the time)

□ No



Patient Informed Consent

INFO FOR PATIENT: Collaborative drug therapy management is a team approach to help patients age 18 and up use medicine in a safe and effective way to control long term medical problems. Our program also helps patients control their blood sugars and prevent illnesses through getting vaccines. Once referred to the program by your primary care physician, you will meet with the pharmacist to learn more, provide consent, and develop a treatment plan. You will follow up as needed to monitor your progress and make adjustments to the plan.

Benefits: The pharmacist will review your medical history and make an individualized treatment plan. Pharmacists are experts in dispensing medication and monitoring patients to ensure medications are safe and effective.

Costs/risks: You will need to be available to actively participate in providing history, developing a plan, following the plan, and returning for monitoring with the pharmacist and your PCP.

- 1. I understand that, as a patient at Family Health, I am required to be at all clinic appointments
- 2. I am able to travel to the clinic for my appointments or be reached by phone.
- 3. I will make personal goals regarding my care, and actively participate in creating and following the plan of care. I will ask questions when I don't understand something.
- 4. I am willing to follow instructions with my medications, proper diet, and the drugs
- 5. I am taking (prescription, over-the-counter and herbal/vitamin products) and will call the clinic if anything changes.
- 6. I have access to a telephone and can be reached by telephone if necessary.
- 7. I agree to have the clinical pharmacist participate in the management of my disease state(s), and may leave the program at any time.
- 8. I agree to provide another person's information, whom I authorize Family Health Services to contact and give information to regarding my medication therapy.
- 9. I know that I can stop participating in the program at any time by telling my primary care physician or pharmacist.

Patient Name	Date of birth
Patient Signature	Date
Witness Signature	 Date



INFORMED CONSENT FOR TELEHEALTH

This Informed Consent for Telehealth contains important information focusing on providing healthcare services using the phone or the Internet. Please read this carefully and let me know if you have any questions.

Benefits and Risks of Telehealth

Telehealth refers to providing remote services using telecommunications technologies, such as video conferencing or telephone within Family Health's scope of services such as medical, dental, and behavioral health. One of the benefits of telehealth is that the patient and clinician can engage in services without being in the same physical location. This can be helpful particularly during the Coronavirus (COVID-19) pandemic in ensuring continuity of care as the patient and clinician likely are in different locations or are otherwise unable to continue to meet in person. It is also more convenient and takes less time. Telehealth, however, requires technical competence on both our parts to be helpful. Although there are benefits of telehealth, there are some differences between in-person treatment and telehealth, as well as some risks. For example:

- Risks to confidentiality. As telehealth sessions take place outside of Family Health Services, there is potential for other people to overhear sessions if you are not in a private place during the session. On my end, I will take reasonable steps to ensure your privacy. It is important; however, for you to make sure you find a private place for our session where you will not be interrupted. It is also important for you to protect the privacy of our session on your cell phone or other device. You should participate in therapy only while in a room or area where other people are not present and cannot overhear the conversation.
- <u>Issues related to technology</u>. There are many ways that technology issues might impact telehealth. For example, technology may stop working during a session, other people might be able to get access to our private conversation, or stored data could be accessed by unauthorized people or companies.
- Medical emergency/ Crisis management and intervention. Usually, I will not engage in telehealth with clients who are currently in a crisis situation requiring high levels of support and intervention.

Electronic Communications

You may have to have certain computer or cell phone systems to use telehealth services. You are solely responsible for any cost to you to obtain any necessary equipment, accessories, or software to take part in telehealth.

Treatment is most effective when clinical discussions occur at your regularly scheduled appointments. But if an urgent issue arises, you should feel free to attempt to reach me by calling the office or the after-hours provider on call. If you are unable to reach me and feel that you cannot wait for me to return your call, and if you need immediate attention, go to the nearest emergency room or call 911.

Confidentiality

I have a legal and ethical responsibility to make my best efforts to protect all communications that are a part of telehealth services. The nature of electronic communications technologies, however, is such that I cannot guarantee that our communications will be kept confidential or that other people may not gain access to our communications. I will try to use updated encryption methods, firewalls, and back-up systems to help keep your information private, but there is a risk that our electronic communications may be compromised, unsecured, or accessed by others. You should also take reasonable steps to ensure the security of our communications (for example, only using secure networks for telehealth sessions and having passwords to protect the device you use for telehealth).

The extent of confidentiality and the exceptions to confidentiality that I outlined in my Notice of Privacy Practices still apply in telehealth. Please let me know if you have any questions about exceptions to confidentiality.

Appropriateness of Telehealth

I will let you know if I decide that telehealth is no longer the most appropriate form of treatment for you. If you decide telehealth is not optimal for you, it is important to let me know. We will discuss options for other types of appointments.

Emergencies and Technology

Assessing and evaluating threats and other emergencies can be more difficult when conducting telehealth than in traditional in-person treatment. To address some of these difficulties, we will create an emergency plan before engaging in telehealth services. I will ask you to identify an emergency contact person who is near your location and who I will contact in the event of a crisis or emergency to assist in addressing the situation. I will ask that you sign a separate authorization form allowing me to contact your emergency contact person as needed during such a crisis or emergency.

If the session is interrupted for any reason, such as technological connection failure, and you are having an emergency, do not call me back; instead, call 9-1-1 or go to your nearest emergency room. Call me back after you have called or obtained emergency services.

If the session is interrupted and you are not having an emergency, disconnect from the session and I will wait two (2) minutes and then re-connect you via the telehealth platform on which we

agreed to conduct treatment. If I do not connect via the telehealth platform within two (2) minutes, then call me at the Family Health office phone number I provided you (937-548-9680).

Fees

The same fee rates will apply for telehealth as apply for in-person appointments. It is important that you contact your insurer to determine if there are applicable co-pays or fees which you are responsible for. Insurance or other managed care providers may not cover sessions that are conducted via telecommunication. If your insurance, HMO, third-party payor, or other managed care provider does not cover electronic therapy sessions, you will be solely responsible for the entire fee of the session. Please contact your insurance company prior to our engaging in telehealth sessions in order to determine whether these appointments will be covered.

If there is a technological failure and we are unable to resume the connection, your provider will code to the specificity of what you were able to complete during the appointment.

Records

The telehealth sessions shall not be recorded in any way unless agreed to in writing by mutual consent. I will maintain a record of our session in the same way I maintain records of in-person sessions in accordance with my policies.

Informed Consent

This agreement is intended as a supplement to the general informed consent that we agreed to at the outset of our treatment together and does not amend any of the terms of that agreement.

Your signature below indicates agreement with i	ts terms and conditions.
Patient Signature or Patient Representative	Date
Patient Name	DOB

PATIENT RIGHTS AND RESPONSIBILITIES

Our purpose is to assist our patients in "...building healthy lives" through integrated and coordinated care. To achieve good health requires your full participation. We cannot give you "good health," but we can be a valuable partner in this effort. This partnership requires that we both respect this relationship.

You have a right to:

A response to your request for treatment, within the scope of Family Health's mission, capacity, and protocols. The individuals treating you should be identified by name and their professional status made know to you.

Receive courteous, considerate, and respectful behavior from all staff members.

Request assistance if your vision, hearing, English language skills, or other situations limit your full and informed participation in your care process.

Confidential treatment. You have the right to approve or disapprove the release of any records except when law requires release.

Information regarding your diagnosis, treatment, and prognosis so you can participate in decisions about the intensity and scope of your treatment.

Care that takes into consideration your psychological, social, and cultural values.

Accept or refuse treatment to the extent permitted by law. You also have the right to be informed of the medical consequences of refusing treatment.

Consider ethical issues that arise in your care. You have the right to have your guardian, next of kin, or legally authorized responsible person make decisions for you if you are unable to participate yourself. Be made aware of advance directives, (Living Will, DNR orders, etc.) and to know how this organization will respond to such advance directives.

You have the responsibility to:

Be prompt for all scheduled appointments.

Cancel an appointment within 24-hours.

Follow the medical treatment plan developed between you and your physician/clinician. If you do not believe you can complete the treatment plan for any reason we ask that you make your concerns known to the clinician caring for you so that other options can be considered.

Be courteous and respectful to all staff and other patients and visitors.

Pay the required fee at time of service. If unable to do so, it is your responsibility to make other financial arrangements with our billing department.

If you feel your rights have been violated or are not pleased with your care at Family Health in any way, please ask to speak with an administrator or call us at 937-548-3806.



FAMILY Health

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 IT CAREFULLY.

Uses and Disclosures

Treatment. Your health information may be used by staff members or disclosed to other health care professionals for the purpose of evaluating your health, diagnosing medical conditions, and providing treatment. For example, results of laboratory tests and procedures will be available in your medical record to all health professionals who may provide treatment or who may be consulted by staff members.

Payment. Your health information may be used to seek payment from your health plan, from other sources of coverage such as an automobile insurer, or from credit card companies that you may use to pay for services. For example, your health plan may request and receive information on dates of service, the services provided, and the medical condition being treated.

Health care operations. Your health information may be used as necessary to support the day-to-day activities and management of **Family Health**. For example, information on the services you received may be used to support budgeting and financial reporting and activities to evaluate and promote quality.

Law enforcement. Your health information may be disclosed to law enforcement agencies to support government audits and inspections, to facilitate law-enforcement investigations, and to comply with government-mandated reporting.

Public health reporting. Your health information may be disclosed to public health agencies as required by law. For example, we are required to report certain communicable diseases to the state's public health department.

Other uses and disclosures require your authorization. Disclosure of your health information or its use for any purpose other than those listed above requires your specific written authorization. If you change your mind after authorizing a use or disclosure of your information, you may submit a written retraction of the authorization. However, your decision to revoke the authorization will not affect or undo any use or disclosure of information that occurred before you notified us of your decision to retract your authorization.

Additional Uses of Information

<u>Appointment reminders</u>. Your health information will be used by our staff to send you appointment reminders.

<u>Information about treatments</u>. Your health information may be used to send you information that you may find interesting on the treatment and management of your medical condition. We may also send you information describing other health-related products and services that we believe may interest you.

<u>Fund-raising</u>. Unless you request us not to, we would be able to use your name and address to support any fund-raising efforts we might undertake. If you do not want to participate in fund-raising efforts, please check off the box on the Acknowledge of Receipt form you will sign proving you received this privacy notice.

Ohio Health Information

Your doctors and healthcare providers can use the electronic network to securely provide access to your health records for a better picture of your health needs. We and other healthcare professionals may allow access to your health information through the CliniSync Health Information Exchange for treatment, payment, or other healthcare operations.

Individual Rights

You have certain rights under the federal privacy standards. These include:

- The right to request restrictions on the use and disclosure of your protected health information
- The right to receive confidential communications concerning your medical condition and treatment
- The right to inspect and copy your protected health information
- The right to amend or submit corrections to your protected health information
- The right to receive an accounting of how and to whom your protected health information has been disclosed
- The right to received a printed copy of this notice

Family Health's Responsibilities

We are required by law to maintain the privacy of your protected health information and to provide you with this Notice of Privacy Practices.

We also are required to abide by the privacy policies and practices that are outlined in this notice.

Right to Revise Privacy Practices

As permitted by law, we reserve the right to amend or modify our privacy policies and practices. These changes in our policies and practices may be required by changes in federal state laws and regulations. Upon request, we will provide you with the most recently revised notice on any office visit. The revised policies and practices will be applied to all protected health information we maintain.

Request to Inspect Protected Health Information

You may generally inspect or copy the protected health information that we maintain. As permitted by federal regulation, we require that requests to inspect or copy protected health information be submitted in writing. You may obtain a form to request access to your records by asking the receptionist or privacy officer. Your request will be reviewed and will generally be approved unless there are legal or medical reasons to deny the request.

Complaints

If you would like to submit a comment or complaint about our privacy practices, or if you believe your privacy rights have been violated, you can do so by sending a letter outlining your concerns to the address below or by call the administration department at 937-548-3806.

You will not be penalized or otherwise retaliated against for filing a complaint.

Contact Person

Privacy Officer
Family Health Services of Darke County
5735 Meeker Rd.
Greenville, Oh 45331
937-548-3806

Effective Date

This notice is effective on or after April 1, 2003. **Amended**: July 9, 2013, April 12, 2022 Jared Pollick, Executive Director



No-Show Policy

1st No-show, a card will be sent

2nd **No-show,** a letter will be sent informing the patient they have been converted to Stand-By-Status.

- ❖ While in Stand-By Status, when you need an appointment:
 - Call or inquire at the front office for a same day/stand-by appointment
 - You will be advised of the time frame in which an appointment **may become** available.
 - Once you are waiting in the parking lot, please notify the front office.
- ❖ Stand-By Status Once you complete two stand-by visits, you are reinstated to regular status. If you fall back into stand-by status, you will no longer be able to schedule appointments with Family Health in any department.

Please be responsible and notify Family Health at least 24 hours in advance if unable to keep an appointment time and arrive within a 15-minute timeframe of the start of the scheduled appointment.



PAYING FOR CARE

We pride ourselves on our unique commitment to providing healthcare for all individuals, regardless of their insurance, financial status or ability to pay, offering solutions such as sliding fees to ensure accessibility.

Insurance

Patient Navigators are available to answer questions and assist patients about insurance coverage. Please bring your insurance cards to each appointment.

Payment for services

Co-pays and deductibles not covered by insurance plans are due on the day of services.

Discounted rates

Discounted sliding fee program for qualified individuals are available.

Prescriptions

Discounted prescriptions may be available through pharmacy Patient Assistance programs for qualified individuals.

OUR BOARD

A Board of Directors, made up of health center patients, community members and area professionals governs FHS. The board oversees policy, budget, quality improvement, and decisions impacting the Health Center.

ESTABLISH YOUR PATIENT-CENTERED MEDICAL HOME WITH FAMILY HEALTH SERVICES TODAY TO BUILD HEALTHY LIVES TOGETHER.

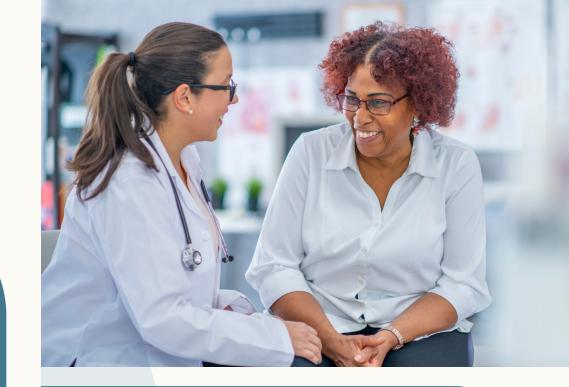
Same day scheduling and extended hours are available. Call center staff will assist in scheduling appointments or check our online scheduling option.

Please see our website for hours and locations:

familyhealthservices.org







PATIENT-CENTERED MEDICAL HOME

Family Health Services of Darke County is an accredited Patient-Centered Medical Home (PCMH), which is a system of care in which medical professionals work together as a team to provide all of your health care needs.

It is NOT a building! It is a model of care designed to improve the coordination of your health care with an emphasis on your overall well-being. The goal of our health care team is to provide the best possible outcomes for you.



As our patient, YOU are the center of your care team and the most important part of the Patient-Centered Medical Home team.

When you take an active role in your health and work closely with your care team, you can be sure you are getting the care you need. Your care team involves you in decisions about your health care, which helps you to develop a stronger relationship with them.

The primary goal of the care team is to coordinate and provide the services and care that are right for you. Your care team can include your primary care provider, clinical staff, care managers, behavioral health and wellness, pharmacy, dental, lab, support staff, WIC and front desk personnel. The team also strives to offer support and services to your family as part of the PCMH team, including care coordination activities for specialists.







Core Principles of PCMH:

- Ongoing relationship with your primary care physician and the treatment team that supports your health, such as acute care providers and specialists
- Whole-person perspective and care
- Coordinated and integrated providers and systems
- Centralized quality and safety
- Enhanced access to care

What PCMH Means for You:

- Comprehensive primary care (personal and focused on quality care)
- Electronic medical records and patient portals to communicate and coordinate your care ——



 Actively working to maintain your records and minimizing care gaps through personalized outreach when certain test and/or lab results are not in your chart.

Family Health provides primary care and health education for pediatrics through senior health care, behavioral health and wellness, women's health, dental, eyecare, pharmacy and home health services.



BUILDING HEALTHY LIVES TOGETHER

340B Helps Us Help You!

Family Health participates in a federal government program known as the **340B drug pricing program**, which allows us to:

- Offer more affordable medications
- Care for more patients, regardless of insurance
- Treat chronic diseases like diabetes, asthma & more
- Expand services like dental, vision, and pharmacy and delivery
- Offset losses from care we provide at low/no cost

This means better care, at better value – for you!



HOW TO USE OUR PHARMACY SERVICES

Drive-Thru and **Delivery Available!**

We Make It Easy for You to Get Your **Medications!**

- Convenient drive-thru service
- Free home delivery available Monday through Friday 1:00 PM - 5:00 PM
- Manage it all with our free RxLocal app

A few things to know:

- Must use Family Health Pharmacy
- Deliveries within 20 miles of our Greenville location
- Enroll in Med Sync for easy scheduling
- Signature required on delivery
- No weekend or holiday deliveries





MOBILE REFILLS

Order and manage medication refills using your phone.

here

today!



2-WAY MESSAGING

Send messages directly to your pharmacist in-app 24/7



REMINDERS

Set reminders to pick up and request refills, or to take your medications.



SELECT DELIVERY OR PICKUP







Discount Services Offered

- Medical office visits/procedures
- After-hours visits
- Nursing home visits
- Hospital visits
- Pharmacy
- Behavioral Health Counseling / Social Services
- Imaging and laboratory
- Dental services
- Eyecare services

Discounts may not apply or may vary depending on the supply, prescription, and/or procedure.

Income Considerations

The sliding fee discount is based on family size and total gross income (including yourself, spouse or significant other, children under 18, and parents, grandparents, and adult children, if applicable).

Gross income is the amount you make before deductions and taxes. This would be your adjusted gross income on your taxes, plus any non-taxed social security, child support, alimony, unemployment, and pension.

If unemployed, come in and fill out a No Proof of Income Form and explain how you are being supported.





Are you one of Ohio's thousands who do not have health insurance?

We understand that it is not always possible for patients to be covered by health insurance.

Family Health Services offers a sliding fee program to assist patients who may not qualify for public benefits and who are not able to afford the full cost of an office visit. Each family unit will be determined eligible by comparing their household family size and income to the Federal Poverty Guidelines, which are updated every year.

We also offer a prompt pay discount for those who do not qualify for the sliding fee or whose insurance does not cover the cost of office visits.

This brochure is meant to help you understand our sliding fee program. We are here to help you and your family build a healthy life!

If you would like Marketplace insurance or Medicaid counseling and application assistance, this free service is available. Call the Certified Application Counselor for more information. **937-547-2330**.



SLIDING FEE PROGRAM



5735 Meeker Road Greenville, OH 45331 Tel: 937-548-9680 • Fax: 937-548-2087

Sliding Fee Discount Schedule 2025-2026

			<u> </u>	fective Da	ates: Febru	Effective Dates: February 6, 2025 to March 31, 2026	to March 31,	2026				
		Slide A		Slide B	8	Slide C	e C		Slide D	Sli	Slide E	Slide F
% Federal Poverty Guidelines		0% - 100%		101 - 125%	25%	126 - 150%	720%	151	151 - 175%	176	176 - 200%	Above 200%
Medical, Behavioral Health, and Vision	\$25 1	\$25 nominal charge		\$35		\$55	2	*	\$65	- G	\$85	full fee
Adherence Packaging Visits	\$5 n	\$5 nominal charge		\$6		\$,		\$8		6\$	full fee
Pharmacy Brand (\$5 Minimum)	75% ul	75% until \$25 nominal charge	_	70% until \$30 maximum	mr (\$30	65% until \$35 maximum	til \$35 num	60% until \$	60% until \$40 maximum 55% until \$45 maximum	55% until \$	45 maximum	full fee
Pharmacy Generic (\$5 Minimum)	In %56	95% until \$15 nominal charge		90% until \$20 maximum	1\$20 um	85% until \$25 maximum	til \$25 num	80% until \$	80% until \$30 maximum 75% until \$35 maximum	75% until \$:	35 maximum	full fee
OB Visits with Delivery	\$1,800	\$1,800 nominal charge	e,	\$1,900	0	\$2,000	00	\$2	\$2,100	\$2	\$2,200	full fee
OB Delivery Only	\$900	\$900 nominal charge	a	\$1,000	0	\$1,100	00	\$1	\$1,200	\$1,	\$1,300	full fee
Family Size						1	Annual Income	ome				
1	\$0	- \$ 15,650		\$15,651 -	\$19,563	\$19,563 \$19,564 - \$23,475 \$23,476 -	\$23,475	\$23,476 -	\$ 27,388	\$27,389 -	\$ 31,300	\$ 31,301 +
2	\$0	- \$ 21,150	-	\$21,151 -	\$26,438	\$26,439 -	\$31,725	\$31,726 -	\$ 37,013	\$37,014 -	\$ 42,300	\$ 42,301 +
3	\$ - 0\$	- \$ 26,650		\$26,651 -	\$33,313	\$33,313 \$33,314 -		- 926'68\$	\$39,975 \$39,976 - \$ 46,638	\$46,639 -	\$ 53,300	\$ 53,301 +
4	\$0	- \$ 32,150	_	\$32,151 -	\$40,188	\$40,188 \$40,189 -		\$48,225 \$48,226 -	- \$ 56,263	\$56,264 -	\$ 64,300	\$ 64,301 +
5	\$0	- \$ 37,650	50 \$37,651	- 159,	\$47,063	\$47,063 \$47,064 -		\$56,475 \$56,476 -	\$ 65,888	\$65,889	\$ 75,300	\$ 75,301 +
6	\$0	- \$ 43,150		\$43,151 -	\$53,938	\$53,939	\$64,725	\$64,726 -	\$ 75,513	\$75,514 -	\$ 86,300	\$ 86,301 +
7	\$0	- \$ 48,650	50 \$48,651	- 159'	\$60,813	\$60,814 -	\$72,975	\$72,976	\$ 85,138	\$85,139 -	\$ 97,300	\$ 97,301 +
8	\$0	- \$ 54,150	-	\$54,151 -	\$67,688	- 689'/9\$	\$81,225	\$81,225 \$81,226 -	\$ 94,763	\$94,764 -	\$108,300	\$ 108,301 +
For Families/households with more than	an 8 person	8 persons, add \$5,500 for each additional person.	each addition	onal person								

Renewing Your Sliding Fee

It is important to keep your sliding fee information current. Please be sure to:

- Notify us promptly of income changes or family size
- Renew your sliding fee every 12 months **Note:** If your sliding fee expires, you will be responsible for the full cost of your visits. Once your paperwork is current, your sliding fee will be reinstated.

Important Information

Family Health Services has a limited amount of funds for this program. We want to assure that the discounts are available to the patients who need them most. Therefore, we request that you:

- Provide ALL of the required information
- Pay your full fee at the time of your doctor visit

We also offer a prompt-pay discount. If payment is made in full at the time of service a 20% discount can be made for Dental and Eyecare office visits or 30% discount for Medical and Behavioral Health office visits. There are a few exceptions. You may choose this option if you do not qualify for the sliding fee discount or if your insurance does not cover the office visit.

Call any front office receptionist for more information on the sliding fee discount.

• Greenville: 937-548-9680

Behavioral Health: 937-547-2319

Dental: 937-547-2326
Arcanum: 937-692-6601
Versailles: 937-526-3016
New Madison: 937-996-0023

• Vision: 937-548-6111

Dental Sliding Fee Discount Schedule 2025-2026 Effective Dates: February 6, 2025 to March 31, 2026

	Effective	Effective Dates: February 6, 2025 to March 31, 2026	y 6, 2025 to	March 31, 20	126					
	Slide A	Slide B	e B	Slide C	o C	Slide D	Q i	Slid	Slide E	Slide F
% Federal Poverty Guidelines	%001 - %0	101 - 125%	125%	776 - 150%	%05T	151 - 175%	%5/1	176 -	176 - 200%	Above 200%
Per Visit: Regular Visits, Sealants, Some Minor Surgeries and										
Procedures, Space Maintainers	¢35 nominal									
Per Tooth: Extractions, Stainless Steel Crowns , 1-3 Surface	charge	\$45	S	\$22	ıs	\$65	10	\$85	ιΩ	full fee
Fillings	10									
Per Quadrant: Advanced Cleanings										
Per Arch: In-Office Relines										
Per Visit: Other Surgeries and Procedures	\$80 nominal	06\$	0	\$100	00	\$110	0	\$1	\$120	full fee
Per Tooth: 4 or more Surface Fillings	charge									
Per Tooth: Root Canals and In-House Cerec Crowns										
Brux Appliances and 3D Pano	\$110 nominal		9	,	9	1	9			4.11.6.
Per Arch: Lab Relines	charge	0214	2	OCT¢	2	\$140	2	T¢	осте	Tull Tee
Per Visit: Other Surgeries and Procedures										
Dentures, Partials, Major Surgeries and Procedures, Other	45% up to \$485	40% up to \$500	to \$500	35% up to \$520	to \$520	30% up to \$540	o \$540	25% up to \$570 nominal	570 nominal	واللا في
Per Tooth: Lab Custom Crowns	nominal charge	nominal charge	charge	nominal charge	charge	nominal charge	charge	cha	charge	ומון ופפ
Interceptive and Limited Ortho Treatment	\$600 nominal charge	\$200	8	\$800	0	006\$	0	\$1,	\$1,100	full fee
Family Size					Annual Income	ncome				
1	\$0 - \$ 15,65	\$0 - \$ 15,650 \$15,651 - \$ 19,563 \$19,564 - \$ 23,475 \$23,476 - \$ 27,388 \$27,389 - \$ 31,300 \$ 31,301 +	\$ 19,563	\$19,564 -	\$ 23,475	\$23,476 -	\$ 27,388	\$27,389	\$ 31,300	\$ 31,301 +
2	\$0 - \$ 21,15	- \$ 21,150 \$21,151 <i>-</i>	\$ 26,438	\$26,439 -	\$ 31,725	\$31,726 -	\$ 37,013	\$37,014 -	\$ 42,300	\$ 42,301 +
3	\$0 - \$ 26,65	\$0 - \$ 26,650 \$26,651 - \$ 33,313 \$33,314 - \$ 39,975 \$39,976 - \$ 46,638 \$46,639 -	\$ 33,313	\$33,314 -	\$ 39,975	- 926'68\$	\$ 46,638	\$46,639 -	\$ 53,300	\$ 53,301 +
4	\$0 - \$ 32,15	\$0 - \$ 32,150 \$32,151 - \$ 40,188 \$40,189 - \$ 48,225 \$48,226 - \$ 56,263 \$56,264 -	\$ 40,188	\$40,189 -	\$ 48,225	\$48,226 -	\$ 56,263	\$56,264 -	\$ 64,300	\$ 64,301 +
5	\$0 - \$ 37,65	\$0 - \$ 37,650 \$37,651 - \$ 47,063 \$47,064 - \$ 56,475 \$56,476 - \$ 65,888 \$65,889 - \$ 75,300	\$ 47,063	\$47,064 -	\$ 56,475	\$56,476 -	\$ 65,888	\$65,889	\$ 75,300	\$ 75,301 +
9	\$0 - \$ 43,15	\$0 - \$ 43,150 \$43,151 -	\$ 53,938	\$53,939 -	\$ 64,725	\$ 64,725 \$64,726 -	\$ 75,513	\$ 75,513 \$75,514 -	\$ 86,300	\$ 86,301 +
7	\$0 - \$ 48,65	\$0 - \$ 48,650 \$48,651 -	\$ 60,813	\$60,814 -	\$ 72,975	\$ 60,813 \$60,814 - \$ 72,975 \$72,976 -	\$ 85,138	\$ 85,138 \$85,139 -	\$ 97,300	\$ 97,301 +
8	\$0 - \$ 54,15	\$0 - \$ 54,150 \$54,151 - \$ 67,688 \$67,689 - \$ 81,225 \$81,226 - \$ 94,763 \$94,764 - \$ 108,300 \$ 108,301 +	\$ 67,688	\$67,689	\$ 81,225	\$81,226 -	\$ 94,763	\$94,764 -	\$ 108,300	\$ 108,301 +
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BUILDING HEALTHY LIVES TOGETHER