HIGH COUNTRY community health

Welcome to High Country Community Health! We are honored that you have chosen us as your Patient Centered Medical Home primary healthcare provider. Our goal is to be your partner in healthcare by providing the highest quality evidenced-based care available in a timely and respectful manner and to help you achieve and maintain your optimal level of health.

We will make available to you a personal medical provider who oversees all of your health care needs and coordinates your care across all settings, including the medical office, hospital, clinics, behavioral health, testing facilities and other places where you receive health care.

The following is important information about High Country Community Health that you should be aware of:

☐ We will expect you to provide us with your medical history, as well as information about any care you obtain outside of our practice to include your current medications, recent test results, visits to other doctors and health care providers, behavioral health services, hospitalizations, and emergency department visits. You will be asked to fill out new registration forms annually so we can update your information. This information will help our providers with meeting your healthcare needs and concerns.

☐ We provide equal access to services regardless of your ability to pay or source of payment. If you do not currently have healthcare coverage, we have eligibility experts available on site to assist you with obtaining any healthcare coverage for which you may qualify. This assistance is available free of charge.

☐ As a new patient, you are receiving this new patient orientation packet that contains important information about High Country Community Health. Please visit our website at www.highcountrycommunityhealth.com for more information regarding office hours, contact information and available services. Please refer to this packet as needed, and call us at (828)262-3886 with any questions.

☐ HCCH has after-hours coverage for urgent, non-emergency questions. If you have a medical emergency, please call 911 or go to your local emergency room. If you have an urgent question that cannot wait until normal business hours, please call 828-262-3886 for our after hours service.

Please be sure to bring the following to your first appointment:

- A valid photo ID
- Proof of current address (mail or bill addressed to you)
- **ALL MEDICATIONS YOU ARE CURRENTLY TAKING IN THEIR CORRECT PACKAGE or BOTTLE**

Cancellations and no-show policy:

- Please call us at (828)262-3886 at least 24 hours in advance if you need to cancel or reschedule your appointment.
- Patients who cancel late (under 24 hours) of appointment OR "no show" more than 3 times within 6 months will **ONLY** be allowed to schedule same day appointments (if available) for 6 months.
- Please confirm your appointment by 12 noon on the day before your scheduled appointment. If we do not hear from you by then, your appointment may have to be rescheduled.

Late arrivals:

If you know you will be late to a scheduled appointment, please call right away and let us know. If you arrive more than 15 minutes late for your scheduled appointment, you may be asked to reschedule to the next available appointment so that High Country Community Health can provide the best service to all of our patients.

Uninsured patients:

To apply for our Sliding Fee Scale, you will need:

- Proof of income for ALL household members (acceptable proofs of income are: most recent W-2 forms; tax return; a month's worth of check stubs from the previous month; unemployment benefits; SSI/disability; WorkFirst, Veteran benefits; retirement and other income sources
- Your co-pay will be between $25 and $40.
- In-house labs and/or procedures will be an additional fee but a discounted rate will be given.
- If you do not qualify for our Sliding Fee Scale, payment in full at time of service is required.
- Appalachian Healthcare Project patients will need to bring current Appalachian Healthcare Project ID.
- Hospitality House patients will need to bring a DATED LETTER from the Hospitality House identifying you as a current client with the Hospitality House.
- Payment plans are available if needed.

Sliding Fee Scale Patients:

- Our Sliding Fee Scale is good for 12 months only.
- You will need to reapply annually.
- One application is good for all members of the household if you qualify.

Medicaid Patients:

- You, the patient, will be responsible for ensuring that High Country Community Health is listed as your provider on your Medicaid card.
- If not listed then you need to contact DSS to get it changed.

Lab Bills:

- Please note that you will be responsible for the balance of any lab tests performed by Labcorp that are not paid for by your insurance company.
- If you are a Sliding Fee Scale patient, a discount for any labs performed by LabCorp will be applied to your lab bill as long as a $3 fee is collected the same day as labs. Please let the laboratory technician know that you are a Sliding Fee Scale patient.

Payment Methods:

- We accept cash, Visa, Mastercard, debit cards, and in-state personal checks (no starter checks).

We encourage you to become familiar with the information contained in your welcome packet. If you have questions or would like additional information, please let us know. We will be happy to assist you.

Sincerely,
Your HCCH Care Team

HIGH COUNTRY community health

Your Collaborative Care Team

Patient

You are the most important person on the team! Actively participating with your providers ensures you receive the best possible care.

Behavioral Health Provider

Your Behavioral Health Provider works with you to create a treatment plan based on your needs. As you work toward your goals, they are here to support and empower you.

Primary Care Provider

Your Primary Care Provider oversees all aspects of your care at HCCH. They work closely with other members of the care team to make sure your overall needs are met.

Case Manager

Case Managers assist you in working towards long term health goals. They're here to help you overcome barriers that affect your health

Medical Office Assistant

Medical Office Assistants work with you and your PCP to discuss and review health history, screening results, and current health needs.

Patient Resource Specialist

Patient Resource Specialists connect you to resources in the community and work with you to make sure your immediate needs are met.

Dietician

Dietician's offer nutrition counseling for weight, diabetes, cholesterol, and blood pressure management. They help you set and track nutrition goals.

HIGH COUNTRY community health

Welcome to your new Patient Centered Medical Home!

What is a medical home?

A medical home is a trusted relationship between you and your health care provider in which you are an equal partner in managing your health care. The goal of a medical home is to provide you and your family with comprehensive and quality health care. A medical home uses an interdisciplinary and team-based approach to assess, identify, and meet your health care needs. Medical home is a nationally recognized model of care. As a medical home, High Country Community Health provides:

- ☐ ***Accessible Care*** — Care is provided in your community. Most insurances, including Medicare and Medicaid, are accepted and changes are accommodated. We provide a sliding- scale fee program for uninsured and underinsured patients.
- ☐ ***Compassionate Care*** — Concern for the well-being of you and your family is expressed and demonstrated by our health care team.
- ☐ ***Comprehensive Care*** — Health care is also available during our after hour's clinic with phone access to a medical provider 24/7. Preventative, primary, and tertiary care needs are addressed. Dental services are also available.
- ☐ ***Continuous Care*** — Our health care providers care for patients from infancy through adulthood. Assistance with transitions to school, home, and adult services is provided.
- ☐ ***Coordinated Care*** — Patients/families are linked to support services including specialists, educational resources, and community based services.
- ☐ ***Culturally Effective Care*** — A patient's cultural background is recognized, valued, and respected. We provide interpretation services for patients who have language barriers.
- ☐ ***Safe and Quality Care*** — Our health care providers practice evidence-based medicine and participate in a quality improvement program that monitors patient outcomes and responds to patient's experiences and satisfaction.
- ☐ ***Patient/Family-Centered Care*** — Our health care team recognizes that the patient is the center of the medical home, and that family is the principal caregiver and the center of strength and support for the patient.

HIGH COUNTRY community health

New Patient Information ****Please present your insurance card****

Patient Information

Last Name _____ **First** _____ **Middle** _____ **Previous Name** _____
How would you like to be addressed (**preferred name**)? _____
Gender: Male___ Female___ Transmasculine ___ Transfeminine ___ **Gender at Birth:** Male___ Female___
Decline to Answer___
Sexual Orientation: Straight or Heterosexual___ Lesbian, Gay or Homosexual___ Bisexual___ Other: ___
Don't know___ Decline to Answer___ **Pronouns** (circle preferred) she/her he/him they/them other:_____
Social Security Number: _____
Marital Status: Married___ Single___ Divorced___ Widowed___
Date of Birth: _____
Preferred Language: English___ Spanish___ Other: _____
Street Address: _____
Mailing Address (If different): _____
City: _____ **State:** _____ **Zip:** _____ **County:** _____
Telephone:
Home: _____ Cell:_____ Work:_____ ext:_____
Email Address: _____
How do you prefer to be contacted by our office?
Home Phone____ Cell-phone____ Work:_____ Email____ Mail____

Guarantor Information (If uninsured, Skip)

Person responsible for payment: Self____ Spouse___ Parent___ Other: _____
Name (if different than patient): _____
Address (billing statements will be mailed here): _____
City: _____ State: _____ Zip: _____
Telephone (home): _____ Date of Birth: _____
Gender: ___ Male ___ Female Social Security Number: _____
Employer Name: _____ Telephone #: _____

Emergency Contact Information

Whom may we contact in case of an emergency? _____
Phone number: _____
Address: _____
Relationship to patient: Father____ Mother___ Brother____ Sister____ Friend___
Grandfather____ Grandmother____ Spouse____ Daughter___
Son____ Other____

Other Information

Patients Race: White____ African American____ Asian American____ Other___ Choose Not to Disclose_____
Patient's Ethnic Group: Not Hispanic/Latino____ Hispanic/Latino____

Patient Health Questionnaire and General Anxiety Disorder (PHQ-9 and GAD-7)

Date_____ Patient Name:_____ Date of Birth: _____

Over the last 2 weeks, how often have you been bothered by any of the following problems? Please circle your answers.

PHQ-9	Not at all	Several days	More than half the days	Nearly every day
1. Little interest or pleasure in doing things.	0	1	2	3
2. Feeling down, depressed, or hopeless.	0	1	2	3
3. Trouble falling or staying asleep, or sleeping too much.	0	1	2	3
4. Feeling tired or having little energy.	0	1	2	3
5. Poor appetite or overeating.	0	1	2	3
6. Feeling bad about yourself – or that you are a failure or have let yourself or your family down.	0	1	2	3
7. Trouble concentrating on things, such as reading the newspaper or watching television.	0	1	2	3
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.	0	1	2	3
9. Thoughts that you would be better off dead, or of hurting yourself in some way.	0	1	2	3
Add the score for each column				

Total Score (add your column scores): _____

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

Not difficult at all **Somewhat difficult** **Very Difficult** **Extremely Difficult**

Over the last 2 weeks, how often have you been bothered by any of the following problems? Please circle your answers.

GAD-7	Not at all sure	Several days	Over 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's 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
Add the score for each column				

Total Score (add your column scores): _____

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

Not difficult at all **Somewhat difficult** **Very Difficult** **Extremely Difficult**

UHS Rev 4/2020

Initials: _____ DOB: _____

AUDIT

1. How often do you have a drink containing alcohol?

(0)Never (1) Monthly (2) 2-4 times a month (3) 2-3 times a week (4) 4 or more times a week

2. How many drinks containing alcohol do you have on a typical day when you are drinking?

(0) 1-2 (1) 3 or 4 (2) 5 or 6 (3) 7-9 (4) 10 or more

3. How often do you have six or more drinks on one occasion?

(0) never (1) less than monthly (2) monthly (3) weekly (4) daily or almost daily

4. How often during the last year have you found that you were unable to stop drinking once you started?

(0) never (1) less than monthly (2) monthly (3) weekly (4) daily or almost daily

5. How often during the last year have you failed to do what was normally expected of you because of drinking?

(0) never (1) less than monthly (2) monthly (3) weekly (4) daily or almost daily

6. How often during the last year have you needed a drink first thing in the morning to get yourself going after a heavy drinking session?

(0) never (1) less than monthly (2) monthly (3) weekly (4) daily or almost daily

7. How often during the last year have you felt guilt or remorse after drinking?

(0) never (1) less than monthly (2) monthly (3) weekly (4) daily or almost daily

8. How often during the last year have you been unable to remember what happened the night before because of drinking?

(0) never (1) less than monthly (2) monthly (3) weekly (4) daily or almost daily

9. Have you or someone else been injured as the result of your drinking?

(0) no (2) yes, but not in the last year (4) yes, during the last year

10. Has a friend, relative, or doctor or other health worker been concerned about your drinking or suggested you cut down?

(0) no (2) yes, but not in the last year (4) yes, during the last year

Total Score: _____

DAST-10

Circle Your Response. These questions refer to the past 12 months:

1. Yes	No
2. Yes	No
3. Yes	No
4. Yes	No
5. Yes	No
6. Yes	No
7. Yes	No
8. Yes	No
9. Yes	No
10. Yes	No

1 .Have you used drugs other than those required for medical reasons?
2. Do you abuse more than one drug at a time?
3. Are you always able to stop using drugs when you want to?
4. Have you had "blackouts" or "flashbacks" as a result of drug use?
5. Do you ever feel bad or guilty about your drug use?
6. Does your spouse (or parents) ever complain about your involvement with drugs?
7. Have you neglected your family because of your use of drugs?
8. Have you engaged in illegal activities in order to obtain drugs?
9. Have you ever experienced withdrawal symptoms (felt sick) when you stopped taking drugs?
10. Have you had medical problems as a result of your drug use (e.g. memory loss, hepatitis, convulsions, bleeding, etc.)?

Total Score: _____

ADULT MEDICAL HISTORY FORM

Patient Name: _____ **Date of Birth:** _____

Today's Date: _____ **Reason for today's visit:** _____

Occupation: _____ **Do you go to the VA (Veteran's Affairs) Hospital? If so, where** _____

ALLERGIES: Please list any food or drugs that you are allergic to

Food or Drug	Reaction	Mild/Moderate/Severe

MEDICATIONS:

List all medications you are currently taking including birth control, vitamins, supplements, and over the counter drugs
If you need more space please write on back of form. *Please bring all medication bottles to each appointment*

Drug	Dosage	Frequency

Preferred Pharmacy: _____

DATE OF MOST RECENT VACCINES:

Flu:_____ Tetanus:_____ Pneumonia:_____ Shingles:_____ Other:_____

PLEASE LIST YOUR OTHER HEALTH CARE PROVIDERS

Speciality	Doctor's Name	Date of Last Visit
Eye Doctor		
Dentist		
Other:		
Other:		

PAST OPERATIONS/HOSPITALIZATIONS:

Type of Surgery/Reason for Hospitalization	Name of Doctor/Facility	Date

PAST MEDICAL HISTORY:

Initial: _____ **DOB:** _____

Please check all current AND previous illnesses/conditions. If you know the date you were diagnosed please write the date beside the condition.

Heart:
- ○ None
- ○ Heart Failure
- ○ High Blood Pressure
- ○ Heart Attack
- ○ Poor Circulation
- ○ Stroke
- ○ High Cholesterol/Lipids
- ○ Irregular Heart Beat
- ○ Valvular Disease (problems with any heart valves)

Other: _____

Lungs:
- ○ None
- ○ Emphysema
- ○ COPD
- ○ Hay Fever
- ○ Chronic Bronchitis
- ○ Tuberculosis
- ○ Pneumonia
- ○ Pulmonary Embolism (lung blood clot)
- ○ Sleep Apnea
- ○ Home Oxygen

Other: _____

Stomach/Intestines:
- ○ None
- ○ GERD (gastric reflux)
- ○ Ulcers
- ○ Crohn's Disease
- ○ Colitis
- ○ Diverticulitis or Diverticulosis
- ○ Irritable Bowel Syndrome
- ○ Polyps
- ○ Gallstones
- ○ Pancreatitis

Other: _____

Kidney/Bladder:
- ○ None
- ○ Kidney Stones
- ○ Kidney Failure
- ○ History of Dialysis
- ○ Frequent Urinary Tract Infections
- ○ BPH/Enlarged Prostate

Other: _____

Joints/Skeleton:
- ○ None
- ○ Arthritis
- ○ Osteoporosis
- ○ Gout
- ○ Scoliosis
- ○ Fractures

(Type: _____)

Other: _____

Endocrine:
- ○ None
- ○ Diabetes

☐ Type 1 ☐ Type 2

- ○ Thyroid

☐ Too high ☐ Too low

- ○ Pituitary Disease
- ○ Adrenal Disease

Other: _____

Brain and Nerves:
- ○ None
- ○ Headaches/Migraines
- ○ Neuropathy
- ○ Parkinson's Disease
- ○ Dementia/Alzheimer's
- ○ Seizures
- ○ Meningitis
- ○ Multiple Sclerosis
- ○ Chronic Fatigue Syndrome

Other: _____

Blood Disorders:
- ○ None
- ○ Anemia
- ○ Sickle Cell Anemia
- ○ Bleeding Disorder
- ○ History of Blood Transfusions
- ○ Clot

(Where: _____)

Other: _____

Skin Disorders:
- ○ None
- ○ Acne
- ○ Eczema
- ○ Psoriasis
- ○ Warts
- ○ Shingles

Other: _____

Immune System:
- ○ None
- ○ Cancer

(Type: _____)

- ○ HIV/AIDS
- ○ Frequent Infections
- ○ Lupus
- ○ Rheumatoid Arthritis

Other: _____

Psychological:
- ○ None
- ○ Depression
- ○ Bipolar Disorder
- ○ Anxiety
- ○ Schizophrenia
- ○ Post-Traumatic Stress Disorder
- ○ Addiction

Other: _____

Liver:
- ○ None
- ○ Hepatitis A
- ○ Hepatitis B
- ○ Hepatitis C
- ○ Fatty Liver
- ○ Cirrhosis

Other: _____

Communicable Diseases: Circle Type **Chlamydia Herpes Genital Warts Gonorrhea**

For Women Only:

Date of last period: _____ Age when period started: _____

Date of Last Pap Test: _____ Circle: NORMAL ABNORMAL Treatment: _____

Date of Last Mammogram: _____ Circle: NORMAL ABNORMAL Treatment: _____

# of Pregnancies: _____ # of Miscarriages: _____ # of Abortions: _____

# of Living Children: _____ Age of Menopause: _____

Please indicate with what frequency and quantity you participate in the following activities: **Initial:** _____ **DOB:** _____

Activity	**How often?** (Daily, How many times a week, Rarely, Never, Former)	**How much?**	
Exercise			Type of Exercise:
Use Tobacco (Cigarettes, Pipe, Cigar, Snuff, Chew, E-cigs)		_____ packs per week	Quit Date: _____
Drink Alcohol (beer/wine/liquor)		_____ drinks per week	Quit Date: _____
Use Substances (Heroin, Cocaine, Opioids, Methamphetamine, Marijuana, Other:_____)			Quit Date: _____

Family Medical History:

Condition	Brother	Sister	Mother	Father	Maternal Grandmother	Maternal Grandfather	Paternal Grandmother	Paternal Grandfather
Heart Attack								
High Blood Pressure								
Cancer: (List type)								
Type:								
Asthma								
Emphysema/COPD								
Tuberculosis								
Stroke (TIA/CVA)								
Seizures								
Diabetes Type 1:								
Diabetes Type 2:								
Hyperthyroid								
Hypothyroid								
Bone Disease Ex: Hip Fracture								
Rheumatoid Arthritis								
Bleeding Disorder								
Depression								
Bipolar Disorder								
Schizophrenia								
Addiction								

HIGH COUNTRY COMMUNITY HEALTH

FINANCIAL POLICY AND RESPONSIBILITY

I understand and acknowledge the following:

All Patients:

Payment is due at the time of service. Co-pays will be collected at check in.

For my convenience High Country Community Health accepts cash, Visa, MasterCard, Discover, and in-state personal checks (no starter checks).

High Country Community Health files with Medicaid, Medicare and many private insurance companies. I authorize my insurance benefits to be paid to High Country Community Health.

It is my responsibility to check that High Country Community Health is in network with my private insurance prior to my first appointment.

I am responsible for updating High Country Community Health as to any changes in my address, phone number and insurance as soon as possible.

I understand that the amount not covered by insurance is the responsibility of the party listed on the "Patient Information" form. I agree to pay promptly for any balance not covered by insurance.

I understand that in addition to my office visit charge there may be additional charges including, but not limited to, health screenings, in-house labs, behavioral health services, vaccines, and injections.

Labs sent to outside laboratories (e.g., LabCorp, Wake Forest Labs or Quest) will be billed separately and are not part of High Country Community Health. A separate bill from the lab company will arrive by mail.

Uninsured Patients:

If uninsured, my family and I may be eligible for our Sliding Scale Fee program. I must bring all required proof of income for every household member. We are required to apply every 12 months for the program.

If I qualify for the Sliding Scale Fee program, my minimum fee at each visit will be between $25 and $40 for office visits. Behavioral health services provided separate from a medical visit will cost between $10 and $20 and is due at the time of check in.

If I am uninsured and do not bring my household income to my first appointment and I self declare my income, I will be charged $40 at the time of check in. All following appointments will be charged at full price until I bring in proof of income.

If I do not qualify for one of the sliding fee scales and I pay the balance of my visit in full at time of check out, my visit will be discounted to $80.

I will receive a separate bill from the lab company in the mail. The Sliding Scale Fee program allows for lab discounts if I qualify.

Responsible parties (listed on the "Patient Information" form) with unpaid balances will receive bills from High Country Community Health.

If my unpaid balance reaches over $250 and I am not making monthly payments, I understand that High Country Community Health may require me to undergo financial counseling.

Patient or Guarantor Signature: _____ Date: _____

Relationship to Patient: _____

Staff Signature: _____ Date: _____

HIGH COUNTRY community health

Consent for Evaluation and Treatment

High Country Community Health (HCCH) is dedicated to providing primary care, behavioral health, and dental services to area residents. Because physical and emotional health problems often go together, we believe the best are is given when health care providers work together. HCCH patients may be referred to providers from other health care specialties within the HCCH treatment team. Documentation for all specialties is contained in a shared electronic health record. I authorize HCCH to use and release my medical information obtained during visits to HCCH, including all of its specialties, for purposes of treatment, payment and health care operations. I understand that my medical information could include medical history or information regarding diagnosis and treatment for a communicable disease (such as a sexually transmitted infection, HIV/AIDS or hepatitis), mental illness, alcohol or substance abuse.

The North Carolina Health Information Exchange (NCHIE) is a way of sharing patient health information among participating doctor's offices, hospitals, labs, radiology centers and other healthcare providers. The purpose of sharing this information is to ensure that each provider has the most up to date information available from other providers. HCCH participates in the most recent NCHIE as a means of sharing our patient data among other health care providers in the state and may participate in other health exchanges as they become available. If you wish to opt out of the NCHIE, forms are available at www.hiea.nc.gov.

Your signature below authorizes HCCH to share relevant health information about you with any specialty service or hospital to which you are referred. HCCH does not share information with family and friends, unless the patient, emancipated minor, parent/legal guardian gives written permission. We may release patient information to others without the patient's permission if: 1) the patient poses a threat to themselves or others; 2) the patient is unable to protect themselves from risk of harm; 3) the patient is in the legal custody of a government agency or facility; 4) there is evidence of child, elder or disabled adult abuse or neglect; or 5) the patient's clinical records are requested under court order.

Patients are seen by appointment, although a limited number of walk-in appointments are available each day on a first come first serve basis. Patients must call in advance if they cannot keep their appointment.

There are fees for all services and patients are asked to pay on the day they are seen. Health insurance policies may cover a portion of the fees and staff will help the patient in making claims. Patients are asked to tell HCCH staff about changes in financial status.

The professional staff of this facility will depend on statements made by the patient, the patient's medical history, and other information to evaluate the patient's condition and decide on the best treatment. The evaluation and treatment of children and adolescents often requires the involvement of the parent(s)/guardian(s).

Some services at HCCH may involve the use of telemedicine equipment and interaction with providers who are not physically onsite. These sessions are transmitted via secure, dedicated high-speed lines and are not videotaped, routed through the internet, or saved in any way.

In treating patients, studies including x-rays, laboratory tests, EKGs, or psychological tests may be necessary. Any questions about the benefits, risks, available options, or the limits of confidentiality should be directed to the treatment staff.

By signing below, you consent to the release of information that HCCH may retrieve prescription history from external sources.

I understand that if I am 18 years of age or older, I may consent for health services; otherwise my parent or legal guardian will need to consent for services. By signing this form (parent or legal guardian signature, if required), I agree that I have read or had this form read and/or explained to me, that I understand the form, and that any questions I asked have been answered. I understand and agree to be truthful in providing information.

Thus, I hereby ask and agree to evaluation and treatment for myself and/or my child(ren), including any studies or procedures that HCCH professional staff decide are necessary.

Patient's or Guardian's Signature	Date
Witness	Date
Interpreter (if used)	Date

HIGH COUNTRY community health

HIPAA Notice of Privacy Practices and Patient Communication Consent

I acknowledge that I have been informed about the Notice of Privacy Practices for High Country Community Health. I understand that the Notice of Privacy Practices discusses how my personal health care information may be used and/or disclosed, my rights with respect to health care information, and how and where I may file a privacy-related complaint. I understand I may review a copy of this Notice by requesting one from the receptionist. I understand I may obtain a copy of this Notice by requesting one from the receptionist. I understand that the terms of this Notice may be changed in the future, and that I may request a copy of the new Notice by requesting one from the receptionist. I understand I may also obtain a copy of this notice by writing to High Country Community Health, Attention: Privacy Office

Please initial the following acceptable methods of communication:
Cell Phone:
_____Okay to leave detailed voice mail messages
_____Okay to leave a call back number ONLY on voice mail
_____Okay to leave a call back number ONLY with another person answering the phone

Home Phone:
_____Okay to leave detailed voice mail messages
_____Okay to leave a call back number ONLY on voice mail
_____Okay to leave a call back.number. ONLY with another person answering the phone
Work Phone:
_____Okay to leave detailed voice mail messages
_____ Okay to leave a call back number ONLY on voice mail
_____ Okay to leave a call back number ONLY with another person answering the phone

Mailing Address:
_____Okay to send a letter requesting me to call High Country Community Health
_____Okay to send detailed information regarding my care or condition

I GIVE HIGH COUNTRY COMMUNITY HEALTH PERMISSION TO SHARE MY HEALTH INFORMATION WITH THE FOLLOWING PEOPLE IF REQUESTED:

Name: _____ Contact #: _____ Relationship to Patient: _____

Name: _____ Contact #: _____ Relationship to Patient: _____

Name: _____ Contact #: _____ Relationship to Patient: _____

Patient or Guardian's Signature: _____ Date: _____

Barriers to Care and Migrant Farm Worker Information

Patient Name (including middle initial):_____ Date of Birth:_____

POTENTIAL BARRIERS TO CARE: This list is used to help us identify other areas in your life that may affect your health and that may need some community resources. It will help us develop a plan of action, including referrals to appropriate departments and outside organizations. If you would like more information, or have any questions about the items below, check the box so that the Patient Resource Specialist can further guide you.

Health Insurance / Health Care Access

- o I need health insurance (Medicaid, ACA Insurance, Family Planning, Medicare, or other programs).
- o I need Medicare Counseling (SHIP).
- o I need to apply for a tax exemption because I don't have health insurance.
- o My application for Medicaid/ACA insurance was denied.
- o I need help completing a Charity Care application for my local hospital system.
- o I need help paying for my medications.

Housing

- o I do not have housing (living at Hospitality House, in a shelter, with friends, in a car, in a park, a hotel, etc.).
- o I would like assistance to find affordable housing.
- o I am at risk of losing my house.
- o There are unsafe conditions at my home (mold, leaks, peeling paint, insects, etc.).
- o I have difficulty paying heating/utility bills.

Other barriers/challenges:_____

_____

Food

Let your provider know if:

- o Within the past 12 months, did you worry whether your food would run out before you had the money to buy more?
- o Within the past 12 months, did the food you bought not last and you did not have the money to buy more?
- o I would like to apply for/was denied Food Stamps (SNAP) benefits.
- o I am unable to follow the diet my doctor has recommended.

Transportation

- o I need help going to medical appointments
- o I need help getting to other important appointments.
- o The bus system does not go near where I live or work. I live in _____County.

Other

- o I would like to register to vote
- o I need help filing my taxes.
- o I need information about end of life decisions.
- o If I were admitted to the hospital, I would need help alerting a family member about pets/issues to take care of at home.
- o I/my family need a winter jacket.

Please circle any of the following that apply to you:

1. In the past 2 years, have you or anyone in your family been considered a Seasonal Farmworker? (A person whose source of income is earned mostly in agricultural work, without moving away from home).	YES	NO
2. In the last 2 years, have you or a member of your family been considered a migrant worker? (A person who has moved away from home and established a temporary home in order to work primarily in agriculture).	YES	NO
3. Have you or a member of your family stopped migrating to work in agriculture (farm work) because of disability or age (too old to do the work)?	YES	NO
4. Are you a U.S. Veteran?	YES	NO
5. Are you living in Public Housing?	YES	NO

Patient or Guardian Signature: _____ Date: _____

Relationship to Patient: _____

HIGH COUNTRY community health

Income for Insured Patients

In order for our clinic to receive federal financial support for patients of low income, we ask that you complete the following annual **household** income form. No individual information is provided to the federal government.

Based on your family size, please circle the income level of your household. The dollar amounts are maximums. For example, if you have a family size of two and make $19,721 annually (i.e., one dollar more than the first column amount), then round up and circle $24,650. Please ask our staff for assistance if needed.

Family Size:	Annual Household income:				
1	$14,580	$18,225	$21,870	$29,160	>$29,160
2	$19,720	$24,650	$29,580	$39,440	>$39.440
3	$24,860	$31,075	$37,290	$49,720	>$49,720
4	$30,000	$37,500	$45,000	$60,000	>$60,000
5	$35,140	$43,925	$52,170	$70,280	>$70,280
6	$40,280	$50,350	$60,420	$80,560	>$80,560
7	$45,420	$56,775	$68,130	$90,840	>$90,840
8	$50,560	$63,200	$75,840	$101,120	>$101,120

For each additional household member, add $5,140.

Patient Name: _____

Patient Signature: _____ Date: _____

Staff Signature: _____ Date: _____

HIGH COUNTRY community health

Application for Medical Sliding Fee Scale

An application for each household is required every 12 months.

Date: _____ Patient Name: _____

Please include all of the following sources of income for the last 12 months for each household member. (Household members who currently live together and share income and expenses.)

All Employment
SSI Disability
WorkFirst (TANF)
Veteran Benefit

Alimony payments
Retirement Income
Social Security Income

Unemployment
Child Support Payments
Any other Income

OFFICE: OFFICE:

Name	Date of Birth	Relationship to Patient	Source of Income	Gross Income Before Taxes	Pay Frequency	Front Desk Calculated Annual Amount	Front Desk Source of Verification

I certify that the income information given to High Country community Health from me is correct and accurate.
Please initial the following:

_____ Sliding Fee Scale eligibility takes effect for all services provided today until 12 months from today. I understand I wi need to reapply for the sliding fee scale 12 months from today.

_____ I agree to notify High Country Community Health immediately if my contact or income information changes.

High Country Community Health will not refuse care based on inability to pay.

Responsible Party Signature: _____ Date: _____

Staff Signature: _____ Date: _____

STAFF USE ONLY					
	Household Size:	Annual Gross Income:			
Verified Income:	0 – 100% FPL	101 – 125% FPL	126 – 150% FPL	151 – 200% FPL	>201% FPL

Staff: Please include income calculations in the margin of this form or on separate sheet of paper and scan it into the patients records with all income verification.**