

Name: _____ Date: _____

Welcome to South Puget Sound Neurology, the office of Patrick J. Hogan, III, DO, Leslie Noble, ARNP and Sharon K. Jung, ARNP.

Your reserved appointment time is _____ with Patrick Hogan, DO, Leslie Noble, ARNP or Sharon Jung, ARNP. This appointment will last approximately one hour.

The appointment reserves a time especially for you. Due to the demand for Neurological appointments, we ask that you notify our office at your earliest convenience if you will not be able to keep your appointment. **It is our office policy that if you fail to keep our first appointment without letting us know 24 hours in advance, you will be charged a \$25.00 time loss fee.**

Please note that our office hours are Monday-Thursday 8am-4:30 pm. We are available from 8-12 on Fridays but with limited providers in office.

Enclosed you will find the forms that need to be completed PRIOR to your appointment. Please complete each form, in its entirety and mail back to our office, using the enclosed envelope as soon as possible. If you choose to not send forms by mail, please arrive to your appointment 30 minutes early. If we do not receive your paperwork (through either method) before your appointment start time, your appointment may be delayed or rescheduled.

Please bring your insurance card or cards and identification with you.

Our billing office will bill your insurance for your visit. However, if your insurance required that you have a referral from your primary physician for treatment, it is your responsibility to make sure and bring a copy of that referral with you. If we do not have a referral at the time of your visit, it will need to be rescheduled or paid as a non insurance visit. Our billing office accepts cash, personal checks, Visa, MasterCard, Discover and American Express as forms of payment. **Your co-payment is due at the time of treatment.**

We look forward to meeting you and assisting in your health care needs.

Sincerely,

Puget Sound Neurology

South Puget Sound Neurology
5006 Center Street Suite U
Tacoma WA 98409

Office: 253-284-4488

Fax: 253-272-4771

FINANCIAL POLICY

1. You are responsible for payment of the services you receive in our office. Please understand that your medical insurance is a contract between you and your insurance company and you are ultimately responsible for any unpaid balance. Please note, it is YOUR responsibility to know what your policy covers and what it does not. Always carry your insurance card with you. You will need it for all office visits and may need it in case of emergency. Some insurance carriers require we verify your coverage for each office visit. Without this information, we may have to reschedule your appointment or you may have to pay at time of service.
2. We accept payment in case, check, Visa and Mastercard. **NSF checks will have a \$40.00 NSF charge applied in addition to the amount of the check.** For your convenience, your bill can be paid on our website by visiting, www.psneurology.com/bill-pay
3. If you have insurance coverage, please give your identification cards and necessary forms to the receptionist. We would be glad to bill your insurance directly. **If you do not have insurance coverage or choose to bill your insurance company yourself, payment is due at the time of your appointment.**
4. **Co-payments are to be paid at the time of your appointment. There will be a \$10.00 billing fee for co-payments not paid on date of service.**
5. Missed Appointments—There will be a \$25.00 charge for missed appointments. We do require 24 hours notice if you cannot keep your appointment. Your insurance will not pay for missed appointments. This fee will be your responsibility and is required to be paid before your next appointment.
6. Disability/FMLA forms—There is a \$25 charge for the completion of FMLA/Disability forms. Fee must be paid prior to physician completing your forms.

Our office sends out monthly statements. Even though you may have an insurance claim pending, you may receive a monthly statement for the outstanding balance on your account. You are responsible for any balance due and coordination of payment with your insurance company. **There is a \$10.00 re-billing fee for all unpaid balances over 30 days at each statement date.**

PATIENT SIGNATURE: _____ DATE _____

Office Policies

Welcome to our practice! Please review our office policies outlined below:

Insurance Information

Our providers are a provider for Medicare and most major insurance plans. We provide insurance billing. Anything not covered by insurance will be your responsibility.

We request payment at the time of your appointment for services that are not covered by insurance. Your insurance company may also require you to pay a co-payment (copay) at the time of your appointment. When necessary, our staff will work closely with patients who require a payment plan.

If you have any questions regarding which insurance plans we accept or any patient billing concerns, please call us at 253-284-4488. Questions regarding your coverage and benefits should be directed to your employer or insurance company.

Phone calls

Due to the high volume of phone calls, return calls from our providers cannot always be made on the same day. Please allow up to 2 business days to receive a return call for non-emergent issues.

If there is a question that can't be answered quickly, it is best to ask for a short appointment to discuss the problem.

For all medical emergencies, please call 911.

Medication Refills

If you need a prescription refill, it must be called into the pharmacy at least 2-3 business days prior to when you need to pick it up. Call the pharmacy directly to see if your prescription has been called in. Please do not call the office.

Legal and Insurance Forms

Our providers will make every effort to complete FMLA or other medical documentation forms. There will be a \$25 up front fee for the completion of forms. In some cases, our providers may request an appointment for form completion.

Rescheduling and Cancellation of Appointments

Due to high demand for an appointment with our providers, we require that you give us 24-hour notice if you need to reschedule or cancel your appointment. If you miss an appointment without calling to cancel or without giving 24-hour notice, we will bill you a fee of \$25 for the appointment time. Some situations will be excused.

Test Results

Test results, including lab work, MRI results, EEG results, and other testing will be discussed at your follow-up appointment unless our providers need for you to be aware of the results sooner.

Medical Records

We will be happy to forward a copy of your medical records to another physician. Please send a *signed medical release* request to the office.

Insurance Referrals

If you have an insurance that requires a referral, it is *your responsibility* to make sure you have a valid referral for your appointment with our providers. If our providers order tests that require referrals, the receptionist will call to initiate the referral process, but it is ultimately the responsibility of the patient to check that a referral has been authorized before any testing is done.

Fragrance-Free Policy

Due to the nature of our practice, we maintain a “fragrance-free” environment within our clinic. This is out of respect for smell-sensitive headache patients. Please refrain from wearing perfumes, strong smelling lotions and aftershaves while visiting our clinic.

Patient conduct

We make every effort to treat all patients with courteous respect and professionalism. We kindly ask that patients treat our staff with the same respect. Please remember that we are here to help you on behalf of the providers. Inappropriate behavior, including but not limited to inappropriate/lewd comments, yelling/ cursing at the staff will not be tolerated and will be grounds for dismissal from the practice.

Please sign below indicating that you have read and agree to all PSN office policies.

Signature

Date

Obtaining Verbal/Written Permission to Use or Disclose Protected Health Information

From time to time Puget Sound Neurology may wish to use or disclose your protected health information to individuals involved in your care for notification purposes. As stipulated by the Title 45, Section 164.10, we are permitted to make such uses or disclosures **after we have obtained your verbal or written permission.**

Puget Sound Neurology is authorized to: (Please check all that apply.)

- Notify or speak with my spouse regarding treatment or proposed treatment.
- Notify or speak to my caregiver regarding treatment or proposed treatment.(names)_____
- Notify or speak to my family members, i.e., children, siblings, mother, father or proposed treatment.(names)_____
- Notify or speak to my friend regarding treatment or proposed treatment (names)_____
- Notify my transportation service regarding my delivery or pick-up to or upon completion of my treatment.
- Other (please specify)_____

How may we contact you with reference to your appointment, proposed treatment, follow-up appointments, lab testing, radiology and other situations regarding your protected health information? See below:

If I am not available Puget Sound Neurology may: (please check all that apply)

- Leave a message with my spouse or those members listed above.
- Leave a message on my answering machine, voice mail or cell phone.
- Call my place of employment and leave a message for me to return the call.
- Leave a message with my interpreter (for foreign speaking patients)
- Other _____

SIGNATURE

DATE

PRINT NAME

DATE OF BIRTH

Patient Health History

Date: _____ Main symptom bringing you to our office _____

Name: _____ Age: _____

DOB: _____ Preferred language: English Spanish Other: _____

How did you hear about us? Dr. Referral: Which Doctor? _____ Internet search
Advertisement Word of mouth Other _____

Personal History - Please circle:

Gender: Female Male Handedness: Right / Left Race: Hispanic or Latino Not Hispanic or Latino

Ethnicity: White American Indian or Alaska Native Asian Black or African American

Native Hawaiian or Other Pacific Islander Other: _____

Smoking status: Current, packs/day _____ Former, Quit date _____ Never

Present Weight _____ Weight 1 year ago _____ Weight 5 years ago _____ Height _____

Allergies to Medications: _____

Medications: (please include drug strength and frequency, please also list vitamins, herbal supplements)

Personal Medical History of past/present illnesses: List dates and specify please

Heart Disease/Murmur _____	Eye disease _____	Asthma/Sinus problems _____
High Cholesterol _____	Arthritis _____	Skin problems _____
High Blood Pressure _____	Liver disease _____	Alcoholism _____
Diabetes _____	Epilepsy/Seizure _____	Meningitis/encephalitis _____
Anemia _____	Migraines or Headaches _____	Head injury _____
Kidney Disease _____	Tremors _____	Stroke _____
Lung problems _____	Cancer, specify _____	Memory problems _____
Hearing Problems _____	Psychiatric illness _____	Other _____
Thyroid Disease _____	Autoimmune disorder _____	

Surgeries, Hospitalizations, Accidents, Injuries: (list most recent first)

Date	Surgery/Hospitalization/Injury
_____	_____
_____	_____
_____	_____

Social History:

Do you drink: Coffee: ____ cups/day; Tea: ____ cups/day

Have you ever used or do you currently use:

Marijuana _____ Other Drugs _____ Alcohol _____; amount/week _____

Education level: (Please circle) High School _____ College, # Years _____ Post-Graduate, # Years _____

Occupation: _____ Are you Retired? _____ Are you on Disability? _____

Marital Status: Married _____ Single _____ Divorced _____ Widowed _____

Do you exercise? _____ How regularly _____

Family History:

Relative	Age now or at death	Alive (A) or Deceased (D)	Health Conditions	If Deceased, cause of death
Father				
Mother				
Brother (s)				
Sister(s)				
Spouse				
Children				

Please fill in chart with your family history and specify if there is any family history of the following:

Please circle below and specify above if there is any family history of the following:

Migraines, Diabetes, Heart Disease, High Blood Pressure, Mental Illness, Epilepsy/Seizures, Multiple Sclerosis, Cancer, Tuberculosis, Stroke, Neurological Illness (specify), Kidney Disease, Autoimmune disorders (such as Lupus, Myasthenia Gravis, Rheumatoid Arthritis), Movement disorders (such as Parkinson’s disease, Dystonia), Dementia (such as Alzheimer’s)

Review of Systems: please CHECK any of the following symptoms or conditions which have ever been a problem: then CIRCLE those which are difficulties now:

GENERAL:	weight loss	weight gain	fatigue	difficulty sleeping
	stress	fevers	chills	night sweats
	difficulty swallowing	difficulty speaking		
Neurologic:	Headaches	Pain in neck area	weakness of arms or legs	seizures
	Loss of vision	back pain	Loss of muscle bulk	head trauma
	Blurred vision	joint pain	cramping of muscles	Memory loss
	Double vision	muscle pain	twitching of muscles	loss of hearing
	Dizziness	Numbness of arms or legs	loss of consciousness	tingling sensation
	Balance trouble	Difficulty with coordination	Difficulty walking	Facial Pain
	Poor concentration	Weakness of facial muscles	Loss of taste	Ring in ears
	Difficulty swallowing	Difficulty finding right words	Loss of smell	Change in personality
	Difficulty controlling bladder	Difficulty controlling bowels	Problems pronouncing words	
CARDIOVASCULAR:	palpitations	chest pain		
RESPIRATORY:	shortness of breath	sleep apnea		
GASTROINTESTINAL:	reflux/indigestion	constipation	diarrhea	
URINARY:	increased frequency	hesitancy	urgency	incontinence
	urinary infections			
MUSCULOSKELETAL:	joint pain	bone pain	arthritis	back pain
	neck pain	muscle pain		
DERMATOLOGICAL:	rashes	oral ulcers	shingles	
HEMATOLOGICAL:	bruising	bleeding	blood clots	
PSYCHIATRIC:	depression	anxiety		

This page for Headache Patients ONLY

If you have headaches, please answer the following, otherwise skip this section:

History

When headaches started _____ Severity (scale of 1-10) _____ Location _____

Days per month with headache _____ Days per month headache free _____

Do you have symptoms before a headache starts? If so, please list symptoms _____

Associated symptoms:

nausea vomiting light sensitivity sound sensitivity spots before your eyes double vision
eye redness eyelid drooping nasal stuffiness dizziness loss of vision (both eyes/ one eye (right/left))

Triggers:

Sleep (too much/too little) stress depression/anxiety bending over sexual activity straining/coughing
Missed meal change in weather alcohol processed meats chocolate cheeses MSG citrus fruits
Menstrual periods Ovulation Other _____

Rescue medications tried: (please check box for those tried and indicated the year which the medicine was tried)

Over the counters:

Naproxen/Alleve _____ Ibuprofen/Advil _____ Excedrin _____ Acetaminophen/Tylenol
Caffeine _____ Other _____

Triptans:

Axert _____ Imitrex _____ Amerge _____ Frova _____ Relpax _____
Zomig _____ Maxalt _____ Other _____

Ergots:

Migranal _____ DHE _____ Other _____

Daily migraine medications:

Topamax _____ Nortriptyline _____ Amitriptyline _____ Verapamil _____
Propranolol _____ Depakote _____ Other _____

Muscle Relaxers: Tried/Failed or current

Soma/Carisanzporadol _____ Cyclobenzaprine/Flexeril _____ Methocarbamol/Robaxin _____
Tizanidine/Zanaflex _____ Baclofen/ Gablofen _____ Metaxalone/Skelaxin _____
Lorzone/ Chlorzoxazone _____ Norflex/ Orphenadrine Citrate ER _____