

T & R Clinic, P.A. Patient Policy

Thank you for choosing T & R Clinic, P.A. We are honored to provide quality health care to you and your family

<u>New Patients -</u>New patients are asked to arrive 30 minutes before their appointment time to complete a new patient packet and to allow time for verification of benefits. New patients that arrive less than 15 minutes before their appointment time will be asked to reschedule.

<u>Please arrive 15 minutes before your scheduled appointment time.</u> T & R Clinic, P.A. requests all patients arrive 15 minutes prior to their scheduled appointment to allow for completion and handling of updates, insurance verification, and other documentation.

<u>Grace Period-</u>T & R Clinic, P.A. allows a 10-minute grace period. After the 10-minute grace period patients may be asked to reschedule.

Late Patients-Late patients may be seen if the providers schedule allows, however, it is likely late patients will need to reschedule. If the providers schedule allows for the late patient to be seen, they will be seen after the last appointment of the morning or afternoon. Late patients will experience extended wait times.

<u>Cancellations and No Shows-</u>It is the patient's responsibility to cancel a minimum of 24 hours before their appointment time. If a patient fails to cancel their appointment 24 hours before their appointment time, or if a patient no shows to an appointment, they may incur a no show or non-cancellation fee of \$25.00.

<u>No Shows, Cancellations, and Rescheduled Appointments-Patients with excessive no shows, cancellations, and/or rescheduled appointments may be dismissed from the practice. Patients with excessive no shows, cancellations, and/or rescheduled appointments will not be worked in for non-emergent and non-acute visits.</u>

<u>Reminder Calls-</u> Reminder calls for appointments are a courtesy service and should not be depended upon. If you do not receive a reminder call and fail to attend your appointment, you will be charged a \$25.00 no show fee.

<u>**Payment**</u> –All co-pays, deductibles, and co insurances will be collected before the patient is called back to see their provider. T & R Clinic, P.A strives to make quality care as accessible as possible. To assist with payment issues T & R Clinic, P.A. offers a payment plan. Please ask to speak with a billing representative to see if you qualify.

Self-pay patients and patients on deductible plans are asked for \$100.00 deposit at check in. If a patient's visit total exceeds the \$100.00 deposit collected, additional payment will be requested. If the visit total is under \$100.00, the difference will be returned to the patient.

Patients will be charged a \$35.00 fee for returned checks.

T & R Clinic, P.A. will bill your insurance carrier on your behalf. You are ultimately responsible for payment of your bill, including deductibles, co-payment/co-insurance, and non-covered services as determined by your insurance carrier. Any remaining balance owed by you, after insurance has paid, is due in full when you receive your first statement. Balances not paid within 30 days may be subject to additional collection fees.

Insurance Card and Identification- Please bring your insurance card and identification to each visit.

<u>Patients are required to update their information annually-</u> For mutual protection T & R Clinic, P.A. patient information must be updated annually. It is the patient's responsibility to notify T & R Clinic, P.A. of any changes to their demographic and/or insurance information. T & R Clinic, P.A. is not responsible for any issues or charges that may arise as a result of patients failing to update demographics and/or insurance information.

Page 1 of 2

<u>Minor Children-</u> Minor children may not be left unattended. In the interest of safety, it is important young children are supervised at all times. Children must remain seated and as quiet as possible in clinic waiting areas and public spaces. Only adults over the age of 18 may accompany a minor. If an adult other than the patient's legal guardian is accompanying a minor, they must be on the patients Authorization to Treat a Minor form and must have a valid form of identification.

<u>No Food or Drink-</u> Except for water, no food or drink is allowed in the clinic. If you have a medical necessity, please inform the front office staff.

Devices- Please turn the sound off on phones, toys, and electronic devices. Please put your phone or electronic devise away when speaking to T & R Clinic, P.A. staff and providers.

Wi-Fi- T & R Clinic, P.A. does not offer public access to Wi-fi or power.

Dismissals- Patients and providers may end the patient doctor-patient relationship at any time. If you are dismissed from the practice T & R Clinic, P.A. will offer care for 30-days while you look for a different health care provider. Dismissed patients may not transfer to a different T & R Clinic, P.A. physician. You must seek care outside of T & R Clinic, P.A.

COVID-19- For the protection of our elderly, immunocompromised, and high-risk patients, T & R Clinic, P.A. requires all staff and visitors to wear a face mask or acceptable face covering at all times. Masks and face coverings must provide acceptable coverage and completely cover the mouth and nose. T & R Clinic, P.A. staff will call all patients the day before their scheduled appointment to ask COVID-19 screening questions, and out of an abundance of caution patients and guests are required to fill out a COVID-19 symptom questionnaire at check in. Patients arriving for scheduled appointments who have COVID-19 symptoms will be asked to return to their vehicle to address their symptoms via virtual visit. Appointments of symptomatic patients will be rescheduled at the next available appointment time 5 days after symptoms have resolved.

After Hours Care- T & R Clinic, P.A. offers a 24-hour on call service. If you have an emergent medical concern after hours, call T & R Clinic, P.A at 817-831-0321. Please leave a message with our 24/7 answering service and the on-call provider will return your call. On call providers will not address scheduling, referrals, refills, or lab results. Please have the name, address, and phone number of the 24-hour pharmacy nearest you available when the on-call provider returns your call. If you have a medical emergency, please call 911 or go to the nearest emergency room.

Forms- T & R Clinic, P.A. does not print forms for school, sports, or insurance physicals. Please bring printed forms to your visit.

<u>Immunization Records-</u>Patients 18 and under are required to bring an up-to-date immunization record to each yearly physical. Patients without immunization records will be asked to reschedule.

<u>Medications-</u> Patients must bring ALL medications and supplements to each visit. While we encourage patients to keep an updated list of medication with them at all times, it is important to bring medications in their bottles to each visit.

<u>Referrals-</u> Patients must request referrals 5 days prior to their scheduled specialist appointment date. While many specialists take care of referral on the patient's behalf, it is ultimately the patient's responsibility to ensure the specialist has an active referral on file. If you have a new issue that requires a new referral you must see your primary care physician first.

Patient Non-Discrimination and ADA Policy-The services provided by T & R Clinic, P.A are available to all persons desiring those services regardless of race, color, national origin, religion, age, physical or mental handicap.

Hours of Operation-

Monday – Thursday: 7:30 A.M. – 5:00 P.M. • Friday – Saturday: 8:00 A.M. – 12:00 P.M. • Closed on Sundays Clinic doors will be locked on Saturdays. If you have an appointment, call 817-831-0321 for instructions on how to check in.

For the safety of staff and patients T & R Clinic, P.A. utilizes security cameras. These cameras are capable of recording audio and video. To protect patients' privacy cameras are in public spaces only. Phone calls may be recorded for training purposes.

Page 2 of 2

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CLINIC

T & R Clinic, P.A. Patient Policy

Please check the box that applies:

I am the patient.

I am the patient's parent, legal guardian, or power of attorney. <u>Please print full name below</u>.

Legal guardian, parent, or power of attorney. (Please Print)

*Please keep the T & R Clinic, P.A. Patient Policy for your records and return this signature page to the front office staff. Front office staff can help answer any questions regarding the policy. *

Date:

Patient Name:

Patient D.O.B.:

My signature indicates the I have read and understood T & R Clinic, P.A.'s Patient Policy. I have been offered a copy for my records and I have been given the opportunity to ask questions regarding the policy.

Signature of Patient, Legal guardian, or power of attorney

T & R Clinic, P.A PATIENT INFORMATION SHEET

	Please PRINI	clearly in BL A		nk. This do	cument	is pai	rt of your	perma	inent reco	ord.		
Patient Information	Full LEGAL Name:						D.O.B.:	Social Security #:				
	Address:						#: City:			1	State:	Zip:
	Home Phone:	Cell	ell Phone:			Preferred	ed Work Phone:			1	Preferred	
	Gender: □ Male □ Female Marital Status: □ Si □ Divorced □ Wid						Race/Eth	nicity: Prefe			erred Lang	guage:
lt I	(If under the age of 18) Mother:			Father:					Guardian:			
tier	Phone: ()			Phone: ()				Phone: ()				
Pat	Employed: □ Full time	Studen	t: □ Fu	□ Full time □ Reti			⊐ Unemplo	Email Address:				
	Part time		□ Part time □ Disa			abled						
	Employer/School Name: Address					City/ S	State		Zip			
		DI										
	Is the patient the responsible	Phone:		Voc 🗆 No (If	NOL OF	over	the age of 1	18 and	not in the	00 * 0 0	f on institu	tion you are
ŷ	the guarantor and are financiall								not in the	cale 0	i an msuu	ution you are
y art	Name: Address:			marges you may mear during			City/State/Zip:):		Relations	hip to patient:
ially le P							engist	eng/state/zip.				
Financially Responsible Party	Occupation:			Employer:				D.O.B.: SS#:				
	Home Phone:			Cell Phone:			ed	Work Ph	one:		Preferred	
	()			()				()				
	Primary Insurance Company:		Subscriber's SS#:					Policy #:				
		1	D.O.B.:									
	Subscriber's Name:		Patient's Relationship to Insured:					Group #:	:			
nce			□ Self □ Spouse □ Child □ Other									
ıra	Secondary Insurance Compa	Subscriber's SS#:					Policy #:					
Insurance	F-		D.O.B.:					,				
	Subscriber's Name:	1	Patient's Relationship to Insured:					Group #:				
	Subscriber s Name.	\Box Self \Box Spouse \Box Child					010up #.					
T 1	<u>, 1.64 . 6 1 .1</u>	· · · · · ·		Other	<u> </u>		т		C 11 1		1	1 1 1
services	stand if the information I provide	e is incorrect or I	all to n	otify the offi	ce of ch	anges,	I am respo	onsible	for all cha	arges a	ind non-co	overed medical
		NT					D 6	• • •	e 11	1/1	0 X/	N
Do you	have a Living Will?		• 4				Power of					
	* For current T & R Clinic, P.A. patients only. New patients may skip this section and proceed to signature and date. *											
ses	By checking the box above, I confirm there are no changes to my demographic and insurance information. I understand inaccurate											
đu	demographic and insurance information may affect T & R Clinic, P.A.'s ability to contact patients for emergent and non-emergent reasons											
Chi	and may result in denial of insurance claims. T & R Clinic, P.A is not responsible for any issues caused by inaccurate or outdated											
No Changes	demographic and/or insurance			-, - 10 IIC				en eut			ar outer	
4	Name:		D.O.B:									

I understand T & R Clinic, PA utilizes an Electronic Medical Records System which allows T & R Clinic, P.A. providers access and retrieve any necessary health information from pharmacies and medical facilities internally and externally.

This facility has on staff Nurse Practitioner(s) and Physician Assistant(s) to assist with the delivery of medical care. A Nurse Practitioner /Physician Assistant is NOT a doctor. A Nurse Practitioner is a Registered Nurse who has received advanced education and training in the provision of health care. A Physician Assistant is (PA) is a healthcare professional trained and licensed to practice medicine with limited supervision of a physician. A Nurse Practitioner/ Physician Assistant can diagnose, treat, and monitor common, acute, and chronic diseases, as well as provide health maintenance care. In addition, the Nurse Practitioner/ Physician Assistant may treat minor lacerations and other injuries. I understand that any time I can refuse to see the Nurse Practitioner or Physician Assistant and ask to see a provider.

I authorize the release of any medical information necessary to process claims. I permit a copy of this authorization to be used in place of the original. This authorization may be revoked by either me or my insurance company, in writing, at any time. I hereby authorize T & R Clinic, PA to apply for benefits on my behalf for covered services ordered or rendered by the provider. I request that payment from my insurance company be made directly to T & R Clinic, PA (or to the party who accepts assignment.)

I am granting T & R Clinic, PA permission to notify me of medication, disease, or clinical research issues and advances.

I have read and fully understand the information above and consent by signing below:

Signature_

Date: _

PATIENT NAME: (Nombre de paciente)								DATE: (Fecha)			
REASON FOR VISIT: (Razon de la Visita)											
FAMILY HISTORY Please mark all that apply. HISTORIA FAMILIAR Por favor, marque todas las que aplican	Father (Padre)	Mother (Madre)	Father's Parents (Abuelos Paternos)	Mother's Parents (Abuelos Maternos)		lings rmanos)	Childre (Hijos)	n VACCII (Vacun		YEAR OF LAST (Ano de la ultima)	
que aplican. HIGH BLOOD PRESSURE (PRESION ARTERIAL ALTA) EPILEPSY					<u> </u>				TETANUS/Td (TETANO) NFLUENZA (FLU)		
(EPILEPSIA CANCE (CANCEF	4) R			<u> </u>					(GRIPA) PNEUMONIA (NEUMONIA)		
ECZEMA/PSORIASIS (ECZEMA/SORIASIS) HEART ATTACK/STROKE									HEPATITIS (HEPATITIS)		
(ATAQUE CARDIACO/DERRAME DIABETE (DIABETES ASTHM/	S S)		<u> </u>	<u> </u>					TEST/EXAM (TEST/EXAMENES)		
(ASMA HAY FEVE (ALERGIA AL POLEN	4) R	<u> </u>			+			(RECTA	RECTAL/STOOL (RECTAL/MATERIA FECAL) CHOLESTEROL (COLESTEROL)		
OTHER (OTRO) OTHER	- -				+				EYE EXAM AMEN DE LOS OJOS T.B. TEST	<u> </u>	
(OTRO) HOSPITAL ADMISSIONS (HOSPITALIZACIONES)	 YEAR (ANO)		OR OPERAT		<u> </u>	YEAR (ANO)		LNESS OF	(TEST DE TUBERCULOSIS) ESS OR OPERATION RMEDAD O OPERACION)		
not including pregnancies (No incluya embarazos)											
LIST ALL MEDICATION (ENUMERE TODAS LAS N		-			-			-	ALLERGIE	-	
		+									
		+									
MEDICAL HISTORY MARK (HISTORIA MEDICA Marqu											
•	ve pain olor de ojo)	 (Perdida de Apetito- Reciente) Difficulty/swallowing (Dificultad al Tragar) Heartburn Peptic ulcer (Agrieras) (Ulcera Peptica) Persistent nausea/vomiting (Nausea Persistente/Vomito) Abdominal pain-chronic (Dolor de Estomago- Cronico) Gall bladder trouble (Date de Date de Difico) 			(Enfern Seizur Convuls Tremo Temblo as mano Numbr sensati Adorma Hormigu Heada	bid diseas nedad de la es siones) (D pr/hands s pr/Temblor i os) ness/tingl ons ecimiento/S	Tiroides) Stroke Derrame Ce shaking incontrolat ling Sensacione quent	s de	□ Alcohol oz. per wk (Consume Alcohol Oz. por semana) □ Smoking cig/day (Fuma Cig/Dia) # years (anos) Year quit (Ano que paro de fumar) □ Coffee/Tea (Café/Te) cups per day (Tazas al Dia) □ Recent hair loss (Reciente perdida de cabello)		

(Vision doble o borrosa)	(Ictericia/ Hepatitis)	□ Arthritis/Rheumatism	FEMALES- Complete			
□ Nose bleeds- recurrent	□ Diarrhea □ Constipation	(Artritis/Reumatismo)	PARA MUJERES- Completar			
(Sangrado Nasal- recurrente)	(Diarrea) (Constipación)	□ Back pain- recurrent				
\Box Sinus trouble	□ Diverticulosis	(Dolores de Espalda- Recurrente)	Menstrual flow (Menstruacion):			
(Sinusitis)	(Diverticulosis)	□ Bone Fracture/joint injury	Reg . Irreg. Pain/cramps			
□ Sore throat- frequent	□ Chrohn's/ Colitis	(Hueso Roto/Lesion Articular)	(Reg.) (Irreg.) (Dolor/Colicos)			
(Dolor de Garganta- frecuente)	(Colon Irritable/Colitis)	□ Gout □ Osteoporosis	Days of flow (Dias del periodo)			
□ Hoarseness- prolonged	□ Bloody or tarry stools	(Gota) (Osteoporosis)	Length of cycle			
(Ronquera- Prolongada)	(Heces Fecales con Sangre o Negras)	🗆 Foot Pain	(Duracion del Ciclo menstrual)			
□ Hayfever/Allergies	\square Hemorrhoids \square Hernia	(Dolor de Pie)				
(Alergia al polen/Alergias)	(Hemorroides) (Hernia)	Cold numb feet	□ Pain/Bleeding during or			
 Pnuemonia/ Pleurisy 	□ Urine infections- frequent	(Pies frios y adormecidos)	after sex (Dolor/Sangrado			
(Neumonia/Pleuresia)	(Infeccion Urinaria- frecuente)	\Box Rashes \Box Hives	durante o despues del sexo)			
□ Bronchitis/ Chronic cough	□ Blood in urine	(Erupciones Cutaneas) (Urticaria)	Number of (Numero de):			
(Bronquitis/Tos cronica)	(Sangre en la Orina)	□ Psoriasis □ Eczema	Pregnancies Abortions			
\Box Asthma/ Wheezing	□ Kidney Stones	(Soriasis) (Eczema)	(Embarazos) (Abortos)			
(Asma/Silbido al Respirar)	(Calculos Renales)	□ Sleeping/concentration	Miscarriages			
□ Shortness of breath	□ Urination □ Painful	difficulty	(Aborto Involuntario)			
	(Orinar Frecuentemente) (Con Dolor)	(Dificultad para dormir/ Concentrarse)	Live births (Nacidos vivos)			
(Dificultad al respirar)	\Box Overnight > than twice	\Box Depression	Birth Control Method			
 On extertion (Haciendo ejercicio) 	(Por la Noche > Mas de dos veces)	(Depression)	(Metodo Anticonceptivo)			
	□ Loss of Control		B.C. pill (name)			
 Iying flat (Estando acostado) 	(Perdida de Control)	□ Nervousness □ Agitation (Nerviosismo) (Agitacion)	(Nombre del Anticonceptivo)			
,	□ Decrease in force/flow	\Box Memory loss \Box Moodiness	□ Flushing/ Menopause (Sofocos/Menopausia)			
Chest pain (Delar de Basha)	(Disminucion en la fuerza/Chorro	(Perdida de la Memoria) (Malhumor)	· · · ·			
(Dolor de Pecho)	Urinario)	□ Suicidal thoughts	Date of last Pap test			
High Blood Pressure (Pressing Arterial Alta)	Venereal disease	(Pensamientos Suicidas)	(Fecha de la ultima citologia)			
(Presion Arterial Alta)	(Enfermedad Venerea)	\Box Phobias \Box Mental illness	\Box Normal \Box Abnormal			
Heart murmur (Septe on el Corezon)	Urethral discharge	(Fobias) (Enfermedad Mental)	(Normal) (Anormal)			
(Soplo en el Corazon)	(Secrecion Uretral)	Feelings of worthlessness	Date of last Mammogram			
Swollen ankles	□ Chronic fatigue	(Sentimientos de Inutilidad)	(Fecha del ultimo Mamograma)			
(Tobillos Hinchados)	(Fatiga Cronica)	Rheumatic Fever	Normal Abnormal			
□ Irregular pulse	□ Weight-loss □ Gain-recent	(Fiebres Reumaticas)	(Normal) (Anormal)			
(Pulso Irregular)	(Perdida de Peso) (Aumento Reciente)	🗆 Chicken Pox 🗆 Polio				
Palpitations	□ Anemia □ Bruise easily	(Varicela) (Polio)				
(Palpitaciones)	(Anemia) (Moretones con Facilidad)	\Box Mumps \Box Scarlet Fever				
Leg Pain- when walking	(Cancer)	(Paperas) (Escarlatina)				
(Dolor de piernas-Cuando Camina)	(Calcer)	Measles German Measles				
Varicose veins/ Phlebitis		(Sarampion) (Rubeola)				
(Venas Varicosas/Flebitis)		\Box Tuberculosis \Box Herpes				
		(Tuberculosis) (Herpes)				
OTHER (OTRO)						
ADVANCED DIRECTIVES (DOC		Hepatitis C risk factor	□ Tattoos □ Body Piercing			
\Box YES (SI) \Box NO (NO) Date (Fee		(Factores de riesgo para Hepatitis C)				
If yes, copy in patient record (Si es a	si, copie en el expediente del paciente)	□ Blood Transfusion prior to 1992 (Transfusion de sangre antes de 1992)	□ Contact with bloody/bodily fluid (Contacto con Sangre/Fluidos corporales)			
		□ Shared razor/toothbrush (Compartio una afeitadora/Cepillo de Dientes)				
		\Box IVdrug use (1+ times) (Uso de drog				
		[,	, , , , , , , , , , , , , , , , , , ,			



Patient Portal Consent Form

The patient portal is a secure web portal that allows you as a patient to access medical records including medications, lab results, and medical history via the internet. It also allows you communicate with our office via secure messaging. You may request refills and request referrals online.

Please read the following policy carefully:

• We are offering the patient portal as a convenience to you at no cost. We do not sell or give away any private information, including e-mail addresses, without your written consent. We reserve the right to suspend or terminate the patient portal at any time and for any reason.

• We will make every attempt to return portal messages within 24 to 48 hours. You must call our office at 817-831-0321 if you have an urgent matter to discuss.

Please do NOT use the portal for emergencies.

- We do NOT refill controlled substances over the portal.
- If you are not receiving emails from us, please check your JUNK email folder before contacting us.
- By using this patient portal, you agree to protect your password from any unauthorized individuals.

It is your responsibility to notify us should your password be stolen or needs to be reset. You agree not to hold T & R Clinic, P.A. responsible for any network infractions beyond our control.

To OPT IN, please check the "OPT IN" box, sign below and provide a valid e-mail address.

To OPT OUT, please check the "OPT OUT" box and sign below.

OPT IN



Patient's Name (Print)

E-mail Address

D.O.B.

Signature (Parent or Guardian if patient is a Minor)

Date

Updated 07/20/2022



Privacy Questionnaire

	Please print clearly in black ink
Patient's Name:	Patient's D.O.B:
Primary HIPAA (with the individual	Contact- I grant T & R Clinic, P.A. permission to discuss my general medical condition and diagnosis listed below.
Name:	Relationship:
Address:	City/State: Zip:
Phone #:	Alternate Phone#:
below in case of E	
	Relationship:
	City/State: Zip:
	Alternate Phone#:
	Relationship:
Address:	City/State: Zip:
Phone #:	Alternate Phone#:
Initial	I hereby acknowledge receipt of T &R Clinic, P.A.'s Privacy Practice and my rights regarding my protected health information.
Initial	I authorize T & R Clinic, P.A. to confirm appointment time(s) and date(s) to my employer or school officials forthe purpose of verifying excused absences.□YES□ NO□ Retired□Unemployed□ Child does not attend school
Initial	Can confidential messages i.e., appointment reminders, be left on your home answering machine or voice mail? Please check the appropriate box. $\Box YES \Box NO$
Guardian/Parent Nan	ne:
Signature:	Date: