Siskiyou Community Health Center

Patient-Centered Primary Care Home

(PCPCH)

Welcome to the Siskiyou Community Health Center (SCHC)! SCHC is proud to be designated as a Patient-Centered Primary Care Home clinic (PCPCH). This means that you are at the center of your care and your needs, preferences, and goals are prioritized. Your care team will work with you to create a personalized care plan and coordinate with other healthcare providers to provide you with comprehensive, high-quality care.

At SCHC, you can expect the following:

- Your Primary Care Provider (PCP) will coordinate your care and ensure you receive the necessary services when needed.
- The staff at SCHC will be attentive to your concerns and available to answer your questions.
- SCHC provides round-the-clock coverage, with after-hours help available and alternative options to the emergency room.
- SCHC's care team will empower you to take an active role in your health.

Your Healthcare Team

As you start your healthcare journey at SCHC, you will be assigned a primary care provider (PCP) who will be the center of your medical care team. Your PCP will be supported by two medical assistants and a nursing team, who will assist with your medical visits and provide clinical services. Your medical assistant will also handle phone calls and voicemails. In addition to your core medical care team, you will have access to an extended care team that includes walk-in clinic services, referral specialists, behavioral health, dental, radiology, lab, pharmacy, and outreach coordinators. You can learn more about all the services offered by visiting the SCHC website at www.siskiyouhealthcenter.com or asking your PCP. Coordination of your care between your primary care provider and other health professionals will ensure seamless and effective care, reducing the need for repetitive procedures.

How and When to Contact your Care Team

To schedule a regular appointment or seek medical advice during business hours, call SCHC's main line at (541)472-4777 and follow the prompts to reach the appropriate care team member. In case of an urgent matter after-hours, call the same number and follow the prompts to be connected with our answering service. You will then be promptly assisted by either the RN Advice Line or a SCHC on-call provider. In the event of a medical emergency, do not hesitate to call 911 or go to the nearest emergency room.

The Grants Pass Walk-In Clinic is open for in-person or virtual visits from 8:00 am to 6:00 pm from Monday through Friday and from 9:00 am to 1:00 pm on Saturdays. No appointment is necessary. The Walk-In Clinic provides care for minor injuries, illness, prevention and screening services, and chronic conditions. As a part of SCHC, all your Walk-In Clinic visit information will be readily accessible to your PCP. Virtual care is also available through our website, www.siskiyouhealthcenter.com. The Walk-In Clinic is a great option for receiving care while waiting for your first appointment with your PCP.

How to Prepare for Medical Visits

- Thoroughly read the Patient Rights and Responsibilities document included in your packet.
- Share with your care team the specific healthcare concerns you want to address.
- After discussing with your PCP, repeat the information in your own words to confirm your understanding.
- Feel free to ask questions if there is anything you need further clarification on or if you need help comprehending the information or instructions provided by your care team.
- Before departing, schedule your next appointment and get an understanding of the steps you need to take to maintain your health.

Siskiyou Community Health Center

Thank you for choosing Siskiyou Community Health Center as your medical home.

What are the steps to becoming a new medical patient?

1. Come in to one of our medical sites Monday – Friday between 8 – 12pm and 1 – 5pm and ask to speak to our Patient Service Coordinator.

2. Our Patient Service Coordinator will go over our New Patient Registration Packet with you and answer any questions you may have.

3. Complete the New Patient Application. If you would like to apply for our Sliding Discount Program, the application will be given to you along with the guidelines for acceptable proof of income. The application and proof will need to be completed by your first appointment.

4. Complete a Records Release so that we may obtain your medical records for the last five (5) years. These records are a necessary part of providing quality care and may be required prior to setting up an appointment. Requests for past records are faxed upon receipt of the signed Records Release and often take up to thirty (30) days to receive.

5. Once the registration process is complete, the Patient Service Coordinator will contact you to schedule an appointment.

What do I need to bring to my first appointment?

- Picture ID, state issued and current (ex: driver's license, ID card, or passport).
- Insurance card, if applicable.
- The names and phone/fax numbers of any medical provider that you have seen in the last five years.
- All medications you currently take both prescribed and over-the-counter, including supplements and vitamins.
- Completed slide application and acceptable proof of income, if applying for our Sliding Discount Program.
- Any paperwork that was given to you and asked to be returned at your visit.

CONSENT TO SHARE MEDICAL INFORMATION

If you as a Patient need to have someone help you with making appointments or requesting information that has to do with your health care, you will need to sign an *Authorization to Release and Exchange Medical Information* form. Please ask to complete the authorization so that we can accommodate your needs.

Please note: Our providers in WIC can fill certain prescriptions, please bring current prescription bottles.

Siskiyou Community Health Center

NOTICE: PATIENT PRIVACY

We are required by law to protect the privacy of your medical information and to provide you with written Notice describing:

HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN ACCESS THIS INFORMATION

- We may use or disclose to others your medical information for purposes of providing or arranging for your health care, the payment for reimbursement of the care that we provide to you, and the related administrative activities supporting your treatment.

- We may be required or permitted by certain laws, regulations, or circumstances to use and disclose your medical information for certain purposes without your authorization. Under other circumstances we may need your written authorization (that you may later revoke) in order to use or disclose your medical information.

- As our patient, you have important rights relating to inspecting and copying your medical information that we maintain, amending or correcting that information, obtaining an accounting of our disclosures of your medical information, requesting that we communicate with you confidentially, requesting that we restrict certain uses and disclosures of your health information, and complaining if you think your rights have been violated.

- We have available a detailed **NOTICE OF PRIVACY PRACTICES** which fully explains your rights and our obligations under the law. We may revise our NOTICE from time to time. The Effective Date at the bottom right hand side of this page indicates the date of the most current NOTICE in effect.

- You have the right to receive a copy of our most current NOTICE in effect. If you have not yet received a copy of our current NOTICE, please ask at the front desk and we will provide you with a copy.

- If you have any questions, concerns or complaints about the NOTICE or your medical information, please contact the HIPAA Privacy Officer at 1-866-667-2870.

Siskiyou Community Health Center

❒ **GRANTS PASS MEDICAL**
1701 NW Hawthorne Ave
Grants Pass, OR 97526
Phone: (541) 471-3455
Fax: (541) 471-1439

❒ **CAVE JUNCTION MEDICAL**
25647 Redwood Highway
Cave Junction, OR 97523
Phone: (541) 592-4111
Fax: (541) 592-3916

❒ **GRANTS PASS DENTAL**
1701 NW Hawthorne Ave
Grants Pass, OR 97526
Phone: (541) 479-6393
Fax: (541) 479-6489

PRESCRIPTION REFILL POLICY

We at Siskiyou Community Health Center are committed to providing excellent health care. We want to simplify the process to get you the medications you need in a timely manner.

We ask that you:

- **Bring all your medications to each visit, unless told differently by your Provider.**
- **Let the Medical Assistant and Provider know how many refills you will need to last until your next scheduled appointment.**
- **For new medications, ask for enough refills to last until your next appointment.**

Whenever you get your medication refilled at the pharmacy, check to see if you have any more refills left. If not, call us to schedule an appointment with your Provider. In most cases, if you need refills, we will ask you to come for an appointment.

If we are unable to get you an appointment before you will run out of your prescription, we will ask that you contact your pharmacy to fax us a refill request. Please allow three (3) business days for this process. If your request is on a Friday, it may not be ready until the following Wednesday.

You will still need to make an appointment to see your Provider for any more refills.

If you have a medication agreement with your provider for a narcotic or other controlled medications, follow the requirements of the agreement. If you do not know the requirements, ask for another copy of your agreement and discuss it with your Provider at your next appointment.

Thank you for your cooperation.

www.siskiyouhealthcenter.com

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1701 NW Hawthorne Ave
Grants Pass, OR 97526
Phone: (541) 479-6393
Fax: (541) 479-6489

❒ **MEDFORD HEALTHY FAMILIES**
1380 Biddle Road, St. D
Medford, OR 97504
Phone: (541)-500-8407

A new Federal Regulation has been adopted that is designed to protect patients from Identity Theft which is named the "Red Flag Rule." This rule states that medical offices are required to obtain a copy of a government-issued photo ID to protect patient from possible identity theft. Examples are: Driver's License, Military ID card, Passport, or State-issued ID card. Please bring your photo ID to your next appointment so we can place a copy in your chart. Thank you.

Siskiyou Community Health Center

Patient Registration

Welcome to Siskiyou Community Health Center. We are committed to providing quality, cost-effective health care for you and your family. Please feel free to speak with your provider if you have any questions about your care. If you have any questions about clinic policies or procedures, please speak with the clinic manager.

1 PATIENT DEMOGRAPHICS

Full Name _____ Nickname _____

SSN_____ Date of Birth_____ Birth Sex ☐Female ☐Male

Billing Address _____ City_____ State_____ Zip_____

Home Address _____ City_____ State_____ Zip_____

Home Phone _____ Day Phone _____ Cell Phone _____

Preferred Notification for Reminders ☐ Phone Call ☐ Text Message ☐ Opt Out (No Reminders)

Emergency Contact Name/Relationship _____ Phone_____

Marital Status ☐Single ☐Married ☐Widowed ☐Divorced ☐Separated ☐Domestic Partner

Primary Language ☐English ☐Spanish ☐Sign Language ☐Other_____Do you need an interpreter? ☐Yes ☐No

Name of Spouse/Significant Other**_____

SSN_____ Date of Birth_____ Phone _____

If you would like this person to be able to discuss your medical care and/or billing issues, please request an Authorization Form.

Primary Pharmacy_____ Secondary Pharmacy _____

2 INSURANCE INFORMATION - Please provide your insurance card(s)

Name of Primary Insurance_____ Policy #_____

Policyholder Name_____ Date of Birth_____

Name of Secondary Insurance_____ Policy #_____

Policyholder Name_____ Date of Birth_____

3 MINOR PATIENTS ONLY

Mother's Name_____Date of Birth_____ SSN_____

Address_____ Phone_____

Father's Name_____ Date of Birth_____ SSN_____

Address_____ Phone_____

4 PATIENT STATISTICS

As a Federally Qualified Health Center, we are able to offer services to all our patients, including the underserved, as a result of funding from Federal Grants. In order to receive grant dollars we are required to gather, on a yearly basis, statistics about the patients we serve. This information is confidential and will be used for statistics purposes only. We appreciate you taking the time to fully complete all questions in this section.

What is your living status? ☐Homeless ☐Not Homeless **Are you a Migrant Farm Worker?** ☐Yes ☐No

What is your Race? ☐White ☐American Indian/Alaska Native ☐Asian ☐Black/African American
(mark all that apply) ☐Native Hawaiian ☐Pacific Islander

What is your Ethnicity? ☐Not Hispanic/Latino ☐Hispanic/Latino **Are you a Veteran?** ☐Yes ☐No

Gender Identity? ☐Declined ☐Female ☐Male ☐Transgender F to M ☐Transgender M to F ☐Genderqueer ☐Other

Sexual Orientation? ☐Declined ☐Straight/Heterosexual ☐Lesbian/Gay ☐Bisexual ☐Something Else ☐Don't know

What is your Gross Annual Household Income? _____ **How many people are in your household?** _____

What is your employment status? ☐Employed ☐Homemaker ☐Retired ☐Student ☐Unemployed ☐ Disabled

If over age 18, what is the highest grade in school you completed? ☐Elementary ☐6th ☐7th ☐8th ☐9th ☐10th ☐11th ☐12th
☐GED ☐Attended College ☐ Associate's Degree ☐Bachelor's Degree ☐Master's Degree

5 BILLING AND COLLECTION POLICY

Payments of copays, deductibles and any other amount not covered by insurance is expected at the time of service. Any amount not received at your appointment will be billed on your monthly statement. All statements are due in full upon receipt unless prior financial arrangements have been made. Unpaid balances will be subject to our collection process, which may include assignment to an outside collection agency and possible discharge from the practice.

We will submit a claim to all contracted primary and secondary insurance companies with the exception of motor vehicle claims and out-of-state worker's compensation claims. It is your responsibility to supply us with a current copy of your insurance card(s) at each appointment. We do offer a sliding fee discount based on your income and family size. Please ask our front desk staff for an application.

The Billing Office is open Monday through Friday, 8:00 am to 5:00 pm. We accept all major debit/credit cards, checks, and cash. We also accept Care Credit at our Dental facility. A $29 NSF fee will be applied for all returned checks.

I hereby authorize Siskiyou Community Health Center to provide services to the above named patient and to use and release medical or dental information as required for treatment, payment and health care or dental operations. I also assign Siskiyou Community Health Center payments to which I'm entitled for medical, surgical, behavioral health and dental expenses. I have read and understand the above policy regarding my financial responsibility for all services provided whether covered by insurance or not.

_____ _____
Patient or Patient Representative Signature **Date**

6 NO SHOW POLICY

An appointment that is not kept, not canceled 24 hours in advance, or is late is called a "No-Show". If you are unable to be at your appointment, it is your responsibility to call and reschedule or cancel the appointment.

New Patients–Failure to confirm or cancel your new patient appointment at least 24 hours prior to the appointment time will result in a "no-show" status. New patients that fail to provide appropriate cancellation notice for two (2) appointments will no longer be eligible to establish care with us for twelve (12) consectutive months.

Established Patients - If an established patient "No-Shows" four (4) times, they will be notified that they are no longer eligible to schedule future appointments and will be seen in the clinic on a *same day basis* only.

I have read and understand this "No-Show" policy.

_____ _____
Patient or Patient Representative Signature **Date**

Siskiyou Community Health Center

AUTHORIZATION TO EXCHANGE VERBAL HEALTH INFORMATION

PATIENT INFORMATION: *(Please print)*

Name: _____ Date of Birth: _____/_____/_____

EXCHANGE VERBAL INFORMATION TO:

Name: _____ Date of Birth: _____/_____/_____

Relationship: _____

INFORMATION TO BE DISCLOSED:

Initial all that apply.

_____ Medical Chart Notes	_____ Hospital Reports	_____ Dental Chart Notes
_____ Diagnostic Results	_____ Immunization	_____ Perio Chart
_____ Lab/Pathology	_____ Specialist Consults	_____ Radiographs
_____ Medication/Pharmacy	_____ Billing	_____ Appointment info.

This authorization may be revoked at any time by notifying a Siskiyou Community Health Center staff member. Such notice will be effective immediately upon receipt by Siskiyou Community Health Center records personnel. This consent will be ***valid up to one (1) year***.

Date consent begins: _____ Date consent expires: _____

Signature: _____ Date: _____

I recognize that the information discussed may contain information that is protected by federal and state laws (i.e. Drug/Alcohol Abuse, Mental Health, HIV/AIDS), and I specifically consent to the disclosure of such information.

Initial each one that applies:

_____ HIV/AIDS
_____ Mental Health
_____ Drug/Alcohol Abuse

Signature: _____ Date: _____

Siskiyou Community Health Center

ACKNOWLEDGMENT AND CONSENT

I understand that Siskiyou Community Health Center (referred to below as "This Practice") will use and disclose **health information** about me.

I understand that my **health information** may include information both created and received by This Practice. It may be in the form of written or electronic records or spoken words and may contain information about my health history, health status, symptoms, examinations, test results, diagnoses, treatments, procedures, prescriptions, and similar types of health-related information.

I understand and agree that This Practice may **use and disclose** my health information to:

- Make decisions about and plan for my care and treatment;
- Refer to, consult with, coordinate among, and manage along with other healthcare providers for my care and treatment;
- Determine my eligibility for a health plan or insurance coverage, and submit bills, claims, and other related information to insurance companies or others who may be responsible for paying some or all of my health care; and
- Perform various office, administrative and business functions that support my physician's efforts to provide me with, arrange and be reimbursed for quality, cost-effective health care.

I also understand that I have the right to receive and review a written description of how This Practice will handle health information about me. This written description is known as a **Notice of Privacy Practices** and describes the uses and disclosures of health information made and the information practices followed by the employees, staff and other office personnel of This Practice, and my rights regarding my health information.

I understand that the Notice of Privacy Practices may be revised from time to time and that I am entitled to receive a copy of any revised Notice of Privacy Practices. I also understand that a copy or a summary of the most current version of This Practice's Notice of Privacy Practices in effect will be posted in waiting/reception areas.

I understand that I have the right to ask that some or all of my health information not be used or disclosed in the manner described in the Notice of Privacy Practices, and I understand that This Practice is not required by law to agree to such requests.

By signing below, I agree that I have reviewed and understand the information above and that I have received or been offered a copy of the Notice of Privacy Practices.

By: _____ Date: _____

(Patient Signature)

Print Name: _____ Date of Birth: _____

(Patient Name)

By: _____ Date: _____

(Patient Representative Signature)

Print Name: _____

(Patient Representative Name)

Description of Representative's Authority: _____

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(541) 592-4111

NEW PATIENT ADULT HEALTH HISTORY

This form must be completed in full, including all dates.

Patient Name: *(Please print)* _____ Date of Birth: _____

Primary Care Provider: _____ Today's Date: _____

MEDICAL HISTORY

LIST MEDICAL CONDITION(S)	CURRENT? Y/N	DATE DIAGNOSED	PROVIDER SEEN	OFFICE USE

ALLERGIES

☐ No Allergies

NAME	REACTION	NAME	REACTION
1.		3.	
2.		4.	

MEDICATION(S) (*Including over the counter, herbal supplements and vitamins)*

NAME OF MEDICATION	CURRENT? Y/N	PRESCRIBED BY

SISKIYOU COMMUNITY HEALTH CENTER

NEW PATIENT ADULT HEALTH HISTORY (Page 2 of 3)

This form must be completed in full, including all dates.

Patient Name: *(Please print)* _____ Date of Birth: _____

SURGICAL HISTORY (*Please include year of surgery)*

SURGICAL PROCEDURE	DATE	PHYSICIAN

HEALTH MAINTENANCE

Last Colonoscopy	
Last Tetanus Vaccine	
Last Pneumonia Vaccine	

WOMEN'S HEALTH HISTORY

Age Menses Started		**Total Pregnancies**		**# Ectopic or Tubal Pregnancies**	
Age of First Birth		**# Full Term**		**# Live Births – Vaginal Delivery**	
Age / Year Menopause *(if applicable)*		**# Pre-Term**		**# Live Births – Cesarean Section**	
Last PAP		**# Miscarriages**		**# Children Living Now**	
Last Mammogram		**# Abortions**			

FAMILY HEALTH HISTORY *Have any of your relatives had any of the following?*

DIAGNOSIS	CHECK ALL THAT APPLY	RELATIONSHIP	LIVING
ADD / ADHD			
Alcoholism			
Allergies			
Alzheimer's Disease			
Arthritis			
Asthma			
Bipolar Disorder			
Birth Defects Type: _____			
Blood Disease			
Cancer Type: _____			
CVA (Stroke)			
Depression			
Developmental Delay			
Diabetes			
Eczema			

DIAGNOSIS	CHECK ALL THAT APPLY	RELATIONSHIP	LIVING
Heart Disease			
High Cholesterol			
High Blood Pressure			
Learning Disability			
Lung Disease			
Mental Illness			
Migraines			
Obesity			
Osteoporosis			
Renal Disease			
Seizure Disorder			
Thyroid Disease			
Other:			
Other:			
Other:			

SISKIYOU COMMUNITY HEALTH CENTER

NEW PATIENT ADULT HEALTH HISTORY (Page 3 of 3)

This form must be completed in full, including all dates.

Patient Name: *(Please print)* _____ Date of Birth: _____

SOCIAL HISTORY

EDUCATION / MILITARY EXPERIENCE

High School Graduate or GED Equivalent:

☐ Yes ☐ No

College:

☐ Some ☐ Degree Obtained? _____

EMPLOYMENT

Employer: _____

Occupation: _____

Part-time Full-time Retired Disabled

(Circle one)

Military Experience: _____

TOBACCO

Do you use tobacco? ☐ Yes ☐ No ☐ Former Year Quit: _____

Type: _____ How much? _____

Number of Years: _____

Previous Tobacco Cessation Attempts? ☐ Yes ☐ No Method: _____

Passive Smoke Exposure? ☐ Yes ☐ No

ALCOHOL

Do you drink alcohol?

☐ Yes ☐ No ☐ Former Number of Years: _____

Type: _____

How much? _____

How often? ☐ Daily ☐ Weekly ☐ Socially ☐ Binge

(Check one)

RECREATIONAL DRUGS

☐ Yes ☐ No ☐ Former Number of Years: _____

Type: _____

How much? _____

How often? _____

CAFFEINE

☐ Yes ☐ No

Type: _____

How much? _____

How often? _____

LIFESTYLE

Activity Level (Example: Sedentary, Moderate, Athletic): _____

How many hours per week do you exercise? _____

HOME ENVIRONMENT / SAFETY

Home Heating Type: _____

Dental Provider: _____ Last Exam: _____

☐ SCHC Provider ☐ Other ☐ None

Advanced Directives in Place: ☐ None ☐ Living Will ☐ Durable Power of Attorney ☐ Health Care Proxy

Siskiyou Community Health Center

Eligibility Determination

Siskiyou Community Health Center strives to provide exceptional health care services to patients and their families regardless of their financial situation. Our commitment is to make health care accessible and affordable for all of our patients.

We accept all major insurance plans, including Medicare and Medicaid. If you are uninsured, or underinsured, we have programs in place that may provide you with reduced or no-cost services.

Oregon Health Plan (OHP)

The OHP is a state-funded Medicaid program that provides no-cost insurance to eligible individuals. We have certified staff available to assist patients with applications. OHP benefits can be used for covered services, such as lab, x-ray, medical, dental and specialty care, provided at any participating facility, not just services at Siskiyou Community Health Center.

Sliding Fee Discount Program

Our Sliding Fee Discount Program provides discounts on services to qualified individuals based on their ability to pay. Your discount is determined based on family size and income. This program covers all services provided at Siskiyou Community Health Center. Once qualified, you will be eligible for discounts for one year, unless your financial situation changes. After one year you will be asked to reapply for the program and provide current proof of income. Please see the reverse side for additional information on this program.

To determine your eligibility for reduced or no-cost services, please complete the enclosed application, and submit it to our Registration staff or Eligibility Specialists with the required documentation.

If you have any questions, or would like to schedule an appointment with one of our Eligibility Specialists, please call (541) 472-4761.

Frequently Asked Questions

What is the Sliding Fee Discount Program (Slide Program)?

The Slide Program at Siskiyou Community Health Center is a federal program that allows us to offer discounts on our services to patients who may not have the ability to pay full fees. Eligibility is based on your household size and income.

Who can apply for the Slide Program?

The Slide Program is available to all patients, even those that have insurance including Medicare, Oregon Health Plan, and/or private insurance. Applying for the Slide Program has no impact on your current insurance coverage.

Who is included in the household?

The household includes you, your spouse, your children (*any you claim as a dependent on your federal tax return*), your live-in partner (*if you have children together*), and anyone else you include on your federal tax return, even if they do not live with you. A copy of your federal tax return will be required as proof of dependents if individuals, other than your spouse and children under 18, are indicated.

What does the Slide Program cover?

Our slide discounts apply to all services at Siskiyou Community Health Center, including medical services, in-office procedures, dental care, pharmacy and in-house lab and x-ray.

If I already have insurance, why would I need the Slide Program?

While your insurance may cover many of the services you receive, the Slide Program may be able to assist on the balance due after insurance pays, such as copays, coinsurance or deductible amounts. It may also help reduce the cost of services your insurance may not cover such as labs, pharmacy or dental care.

How do I apply?

You will need to complete our Eligibility Determination application and submit proof of income for every adult listed in the household. Once your application is approved, it will be ***valid for one year***, unless your financial situation changes. A new application and proof of income will be required after one year to continue to be considered for the slide program.

What do I need to bring as proof of income?

- **Currently Employed -** A copy of your most current month's worth of pay stubs. If you are paid monthly, you will need to bring 2 month's worth.
- **Self Employed -** A copy of your most recent federal tax return including the signature page.
- **Unemployed -** Documentation that indicates your weekly benefit amount before taxes.
- **Social Security Disability or Social Security Retirement Letter** An SSA-1099 will not be accepted.
- **Worker's Compensation Letter**
- **Child or Alimony Support –** a copy of the court order showing the monthly amount received.
- **No Income** – If an adult in the household does not work or is not receiving any income, an Unable to Provide Documentation of Income form will need to be completed.