



PEDIATRICS NEW PATIENT PACKET

Welcome to the Siskiyou Community Health Center!

Thank you for choosing us as your medical home.

Next Steps

1. Review the new patient folder, which contains valuable information about our services, hours of operation, tools to enhance your care, policies, and patient rights and responsibilities.
2. Complete all pages of this registration packet.
3. Complete the Records Release form so we may obtain your medical records from your previous provider and other specialists participating in your care. You must include each provider's full name, address, phone number, and fax number.
4. Complete the Eligibility Determination application if you need financial assistance through the Oregon Health Plan or our Sliding Discount Program. Make sure to include any required proof of income.
5. Return your completed paperwork to any of our registration staff. You will need to provide a copy of your insurance card or bring the card with you so we may make a copy.
6. If you need a dental provider, please let our New Patient Coordinator know when you turn in your packet.
7. Our New Patient Coordinator will contact you within (10) business days to review all the information in the new patient folder, answer any questions you may have, and schedule your first appointment.

Your Healthcare Team

Siskiyou Community Health Center (SCHC) is proud to be designated as a Patient-Centered Primary Care Home (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 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's care team will empower you to take an active role in your health.

You will be assigned a core care team which is a Primary Care Provider supported by two medical assistants and a nursing team, who will assist with your medical visits, provide clinical services, and handle phone calls and voicemails. We strive to respond to messages within 24 hours.

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
- Lab and Radiology
- Pharmacy
- Billing Specialists
- Outreach Coordinators

You can learn more about our services by visiting our website at www.siskiyouhealthcenter.com.

Contact Your Care Team

To schedule an appointment or to contact your care team during regular business hours, call us at (541) 472-4777 and follow the prompts to reach the appropriate care team member.

- To schedule an appointment, select 'Scheduling'.
- To reach your medical team, select 'Other' to be transferred to the operator.
- To request a prescription refill, please contact your pharmacy. If you use Siskiyou's pharmacy, you can select that from the main menu to be directed to our automated refill line. We also encourage you to use our pharmacy app, which allows you to manage your prescriptions on your mobile device.
- For questions about the status of a referral, select 'Referrals.'

If you need medical assistance after regular business hours, call the same number to be connected with our answering service. You will then be promptly assisted by the RN Advice Line or a SCHC on-call provider as appropriate. For emergency situations, patients will be referred to the emergency room or to call 9-1-1.

We offer a walk-in clinic at both our Grants Pass and Cave Junction locations that provide in-person and virtual visits. No appointment is necessary. The Walk-In Clinic provides care for minor injuries, illness, prevention and screening services, and chronic conditions. Visit the Virtual Visit page on our website at www.siskiyouhealthcenter.com for more information or to schedule a walk-in clinic virtual visit.

How to Prepare for Your Appointments

1. Confirm your appointment. You will receive texts and/or emails starting one week before your appointment, allowing you to confirm your appointment and pre-register for your visit digitally. If you do not respond to these, our scheduling staff will call a couple of days before your appointment. ***If we do not hear from you by 3:00 PM the day before, your appointment will be canceled.***
2. Arrive 15 minutes before your appointment.
3. Bring your insurance card(s) and any copayment amount due.
4. For your first visit, bring all medications you currently take, both prescribed and over-the-counter, including supplements and vitamins.
5. Be prepared to share the specific healthcare concerns you want to address with your care team.

Patient Registration

How did you hear about us?

- Doctor Referral
 Friend / Family Referral
 Yellow Pages
 Google Search
 Billboard
 Newspaper (please list publication) _____
 Magazine (please list publication) _____
 Radio (please list station) _____
 Social Media (please list app) _____
 Other: _____

1 Patient Demographics

Full Name: _____ Nickname: _____
 Maiden Name / Former Name: _____
 SSN: _____ Date of Birth: _____ Birth Sex: Female Male

 Billing Address _____ City _____ State _____ Zip Code _____

 Home Address _____ City _____ State _____ Zip Code _____
 Home Phone: _____ Day Phone: _____ Cell Phone: _____
 Email: _____
 Marital Status: Single Married Widowed Divorced Separated Domestic Partner
 Employment Status: Employed Homemaker Retired Student Unemployed Disabled
 Primary Language: English Spanish Sign Language Other: _____
 Do you need an interpreter? Yes No
 Emergency Contact Name: _____ Relationship: _____
 Emergency Contact 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 #: _____
 Policy Holder Name: _____ Date of Birth: _____
 Name of Secondary Insurance: _____ Policy #: _____
 Policy Holder 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 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 Black / African American American Indian / Alaska Native
(mark all that apply) Asian Indian Asian Other Chinese Filipino Guamanian or Chamorro
 Japanese Korean Other Pacific Islander Samoan Vietnamese

What is your Ethnicity? Chicano Cuban Hispanic, Latino, or Spanish Mexican American
 Mexican Puerto Rican Spanish Not Hispanic/Latino/Spanish Combined

Are you a Veteran? Yes No

Gender Identity? Declined Female Male Genderqueer Transgender F to M
 Transgender M to F 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?** _____

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) consecutive 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

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: _____

Patient Privacy

We are required by law to protect the privacy of your medical information and to provide you with a 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.
- We participate in the Reliance Health Information Exchange (HIE), which is a system that electronically moves and exchanges Protected Health Information (PHI) between participating healthcare providers, such as hospitals and specialist offices to support activities needed for treatment, payment, and operations purposes. Reliance is a secure system designed according to nationally recognized standards and in accordance with federal and state laws that protect the privacy and security of the information being exchanged. Participating in Reliance supports improved care by getting your healthcare team more complete and accurate information, especially in an emergency. Your PHI is available to authorized healthcare providers unless you opt out. If you wish to opt out, healthcare providers will not be able to search for your records through the HIE, except in the case of a medical emergency. For more information on how to opt out or to cancel a previous opt-out request, contact Reliance at support@RelianceHIE.org or call (855) 290-5443.
- As our patient, you have important rights relating to inspecting and copying the 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, please ask at the front desk, and we will provide you with one.
- 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.

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: _____

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

Patient Name: _____

Date of Birth: _____

Please Print

Surgical History *(Please include year of surgery)*

Surgical Procedure	Physician	Date

Immunization History *(or attach copy of child's immunization records)*

Vaccine	Location	Date
DTaP (Diphtheria, Pertussis, Tetanus)		
Flu (Influenza)		
HepA (Hepatitis A)		
HepB (Hepatitis B)		
Hib (Haemophilus Influenza)		
HPV (Human Papillomavirus)		
IPV (Polio)		
Meningococcal (Meningitis)		
MMR (Measles, Mumps, Rubella)		
PCV (Pneumococcal)		
RV (Rotavirus)		
Tdap (Diphtheria, Pertussis, Tetanus)		
Varicella (Chickenpox)		
Other:		

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			

Diagnosis	Check all that apply	Relationship	Living?
Eczema			
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

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

Patient Name: _____
Please Print

Date of Birth: _____

Pregnancy / Birth History

Type of Delivery: Vaginal C-Section Reason for C-Section: _____

Gestational Age (Weeks): _____ Birth Weight: _____

Pregnancy / Delivery Complications? Yes No If yes, what complications? _____

Did your child pass their newborn hearing test? Yes No

Breastfed? Yes No If yes, for how long? _____

Bottle-fed? Yes No If yes, what formula type? _____

Have your child had jaundice? Yes No
If yes, what kind of treatment did they receive? _____

Is your child enrolled in WIC? Yes No

Social History

Primary Residence: *(With whom does your child live most of the time?)* _____

Secondary Residence: *(With home does your child live part-time, if applicable?)* _____

Parents' Marital Status: Single Married Separated Divorced Widowed

Language(s) Spoken at Home: _____

Primary Language: _____

Education

School Name: _____ Grade Level: _____

Any Learning Disabilities? Yes No If yes, what disabilities? _____

Any Special Needs in School? Yes No If yes, what special needs? _____

Activities

Exercise / Sports? Yes No

If yes, what type? _____ Hours per week? _____

TV / Computer games? Yes No If yes, how many hours per day? _____

Does your child have a TV in their bedroom? Yes No

Does your child have a computer in their bedroom? Yes No

Home Environment / Safety

Who is your child's dental provider? SCHC Provider Other None

Dental provider name: _____

Home heating type: _____ None *(No heat source)*

Are there any smokers in the child's home? None Inside Outside Only

Are there smoke detectors in the home? Yes No

Does the child use a bike / skating helmet? Yes No

What type of car restraint is used? Rear-facing car seat Front-facing car seat Booster
 Seatbelt None

Patient Rights and Responsibilities

At Siskiyou Community Health Center, we recognize the importance of treating each patient with respect and dignity, of recognizing individuality, of providing clear information and involving the patient in choices about his or her care and treatment.

Mission Statement

Identify and provide care for primary health needs of our community in a professional and compassionate manner.

Patient Rights

As a patient, you have the right to:

Quality of Care

- Care which recognizes and maintains your dignity and values.
- Care, treatment, and services that are within the scope and mission of Siskiyou Community Health Center and in compliance with law and regulation.
- A safe care setting.
- Care provided by competent personnel.
- Knowing the identity and professional status of your caregivers.
- Respect for your cultural, psychosocial, spiritual and personal values, beliefs, and preferences.
- Free qualified interpreters and/or special equipment to assist language needs.
- Meaningful accessibility for individuals with disabilities.
- Free aids to meaningful accessibility for individuals with disabilities to communicate effectively.
- Information about care options.
- Freedom from all forms of abuse and harassment.
- Transport services to access health center care.

Confidentiality and Privacy

- Personal privacy within the law.
- Confidentiality of your health care and billing records.

Decision Making

- To receive all health care information regarding health status, including alternatives and risks.
- To help plan your care, treatment, and services.
- To participate in decisions about your care, treatment and services.
- To give informed consent prior to the start of any tests, surgery, procedure or treatment. You may also withdraw your consent at any time.
- To request a second opinion.
- To create advance directives (such as a living will) and to have the intent of such directives honored to the extent permitted by law.
- To have a surrogate decision maker, as allowed by law, when you are not able to make decisions about your care, treatment, and service.
- To choose or change your health care provider.

Access to Medical Records

- To ask to review your medical records with your health care provider and to have the information explained and interpreted, request amendment to, and receive an accounting of disclosures regarding your own health information as permitted under applicable law within a reasonable time frame.

Seclusion and Restraints

- To be free of any sort of restraint unless medically necessary.

Grievance Process

- To voice a complaint to your health care provider without fear of reprisal.
- To receive a timely response with the results of your complaint.
- To request an administrative consultation and/or participate in any discussions that arise in the course of your care.
- To communicate concerns by calling 541-471-3455 and ask to speak with the Chief Operations/Administrative Officer.
- To file a complaint or grievance with the Chief Compliance Officer 541-472-4713.
- To file a grievance appeal with the Chief Compliance Officer 541-472-4713.

If not resolved, file a grievance with the U.S. Department of Health and Human Services, Office for Civil Rights. Forms are available at <https://www.hhs.gov/ocr/filing-with-ocr/index.html>.

Billing

- A complete explanation of your bill.
- To speak with a billing specialist regarding your bill, insurance, co-pays and other means of payment.
- To communicate with a billing specialist call 541-472-4799.

Non-Discrimination

This healthcare facility makes its services available to all individuals in the community.

Non-Discrimination Statement: Siskiyou Community Health Center complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, religion, sexual orientation, and inability to pay.

This healthcare facility does not discriminate against a patient because of age, gender, including discrimination based on pregnancy, disability, race, creed, color, national origin, or because of a patient's coverage of health insurance in Marketplaces and other health plans. If you believe you have been improperly denied services, contact the clinic manager for your location:

- Grants Pass Clinic Manager – (541) 471-3455
- Cave Junction Clinic Manager – (541) 592-4111
- Dental Clinic Manager – (541) 479-6393
- Outreach Program Manager – (541) 472-4743
- Walk In Clinic Manager – (541) 472-4705

Non-discrimination (continued)

If you believe that you have been discriminated against because of your race, color, national origin, disability, age, sex (including sex stereotyping and gender identity), or religion, you may file a complaint with the Siskiyou Community Health Center Compliance Officer, or:

- Electronically through the Office for Civil Rights Complaint Portal, at: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.
- By mail at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201
- By phone at The Department of Health and Human Services, Office for Civil Rights toll-free at: 1-800-368-1019, TDD: 1-800-537-7697.

Patient Responsibilities

Help us take care of you. Please know that we support you in meeting your responsibilities during your stay, such as:

Sharing Information

- Providing accurate and complete medical information to your health care providers.
- Understanding your treatment plan, asking questions, and informing staff when answers are not understandable or your treatment plan cannot be followed.
- Reporting any change in your condition.
- Informing us of Advance Directives.

Involvement

- Participating in your care.
- Following the advice of your health care team to the best of your ability.
- Accepting the consequences of your decisions if you refuse to follow recommended treatments and instructions.

Respect and Consideration

- Respecting the needs, rights and property of other patients, family members and caregivers.
- Being mindful of noise levels.
- Refraining from all forms of abuse and harassment.

Insurance and Billing

- Knowing the extent of your insurance coverage.
- Knowing your insurance requirements such as pre-authorization, deductibles and co-payments.
- Calling the billing office with questions or concerns.
- Meeting your financial obligations.

*Siskiyou Community Health Center is a weapons, tobacco and drug abuse-free zone.
This institution is an equal opportunity provider and employer.*

