



# Cape Fear Arthritis Care

1003 Olde Waterford Way, Suite 1B / Leland, NC 28451 / 910-679-3212 / www.cfac.co

Welcome, and thank you for choosing Cape Fear Arthritis Care. We are happy to have you as our patient! Please read and **complete these forms BEFORE you arrive for your appointment**, and bring everything with you, including **your insurance card(s) and a photo ID**. This document contains important information about our office policies and procedures. **If you have any questions about this information, please feel free to call us at 910-679-3212 x 1010. Our Patient Advocate is happy to help you!**

**Paperwork Reduction:** This is a “green” practice- we use an Electronic Health Records (EHR) system compliant with all federal standards, and we strive to keep paperwork to a minimum (we don’t even send out patient statements!). We have reduced the number of forms you have to fill out to the absolute minimum necessary. We do ask that you be as thorough as possible to give our providers the information needed to assess and treat your condition(s) properly.

**Prescriptions/ Refills:** Prescriptions are handled electronically through our EHR system. If you are out of refills, please contact your pharmacy and they will notify us. If YOUR INSURANCE requires a prior authorization for medications we prescribe, we will attempt to obtain authorization on your behalf. **PLEASE NOTE:** There will be a delay while we wait for YOUR INSURANCE to process the authorization.

**Lab Results:** If your provider orders labs or other testing for you, we will schedule a return visit so he/she may discuss those results with you. Lab results are also available via our Patient Portal- you will be given instructions to access it via email after your first visit. The portal does NOT replace the need for a face-to-face discussion of the results with your provider.

**Health Insurance:** We have already contacted your insurance plan/Medicare/Medicaid to verify your current eligibility for coverage, as well as any copay/deductible/coinsurance that applies to your benefit plan. Those amounts are due at the time of service. We will file a claim with your primary and secondary insurance (if any); you will receive an Explanation of Benefits notice from your insurance plan showing how they processed your claim. That document will serve as your notice if there is any additional balance due, beyond what we collected from you at the time of service. **PLEASE NOTE:** We do not choose your benefits and are not responsible for how your plan processes your claims or calculates your benefits, so please refer any questions about those issues to your insurance company or employer plan administrator.

**Cancelling/Rescheduling Appointments:** Keeping your appointments as scheduled is an important part of complying with your plan of care and helping us serve all patients in a timely manner. We understand that occasionally circumstances arise that you can’t anticipate. If you are unable to keep a scheduled appointment, we require a MINIMUM of 24 hours prior notice so we can contact a patient on our waiting list to take your place. Fees for missed appointments are as follows: \$100 for initial visit and \$50 for follow up visit. While we try to call patients to give reminders, it is the patient’s responsibility to keep track of scheduled appointments. Just because you don’t get a reminder call from us doesn’t mean you don’t have a scheduled appointment.

**Physician/Mid Level Providers:** Our practice is distinguished by over three decades of experience in rheumatology, led by Dr. Snow, and supported by two skilled Physician Assistants (PAs), each boasting years of valuable rheumatology, orthopedics, and neurosurgery experience. We prioritize collaboration to deliver individualized and personalized care to patients with rheumatic conditions. Our team’s collaborative approach ensures that every patient receives tailored treatment plans that address their unique needs and circumstances. We work closely with each patient to navigate their journey towards improved health and well-being. Our commitment to collaboration and personalized care is unwavering, reflecting our dedication to empowering patients and enhancing their quality of life.

## Financial Policy

**Please read this policy thoroughly. If you have questions, please call us prior to your first visit.**

*Cape Fear Arthritis Care* is a family-owned practice. **We are not a part of, nor do we receive any financial support from, any healthcare corporation or hospital.** Patients come first at our practice! We believe independent physician practices provide the best care and patient experience, and we want to continue to provide a friendly and caring atmosphere to serve our patients. **But the economic realities of being “on our own” mean that our financial policies may be different from what you are accustomed to at corporate or hospital-owned practices.**

We have implemented the following financial policy in order to deliver a more convenient and consistent payment experience to our patients. This makes paying your healthcare bills a convenient experience, just like paying for a hotel visit or a subscription streaming service. **You will NOT receive a paper statement in the mail.** Your insurance carrier will send you an Explanation of Benefits to explain how they processed your claims – all questions about your insurance benefits/payments should be directed to them (we don't choose or administer your benefits).

Rest assured- our process is **completely secure** and compliant with all federal laws regarding credit card transactions.

### **Here's how it works:**

1. We securely save your credit or debit card before or during your visit.
2. We communicate with your health plan to determine your payment amount for the services.
3. We will collect all copays (or deductibles/coinsurance, if your plan has no copays) at the time of service.
4. If, after your claim is processed by insurance, there is any further amount due from you, we will email you with the amount to be charged to your card on file.
5. We process the payment for you automatically and email you the receipt.

If you have any questions or concerns about this financial policy, our Billing Specialist or COO will be happy to discuss those with you PRIOR to treatment.

*I have read this financial policy and agree to abide by its terms as long as I am a patient at Cape Fear Arthritis Care. I authorize Cape Fear Arthritis Care to charge my credit/debit/or HSA card on file for any balance that is owed after insurance and point of service (patient) payments for a particular date of service have been applied to my account. This authorization is valid without any additional consent on my part.*

Printed name of patient \_\_\_\_\_

Patient Signature \_\_\_\_\_ Date \_\_\_\_\_



## **Patient Rights and Responsibilities**

We believe it is important for patients to know what they should expect from us AND what is expected from them, so we have prepared this short list of patient rights and responsibilities.

### **Patients have the right to:**

- --Quality medical care in a safe environment
- --Be treated with respect and dignity
- --Understand their treatment plan

### **Patients have the RESPONSIBILITY to:**

- --Keep their scheduled appointments or give **at least 24 hours notice** if unable to do so
- --Follow their prescribed course of treatment or discuss it with the practitioner if unable/unwilling to do so
- --Pay amounts not covered by insurance promptly.

We understand that occasionally you may not be able to keep a scheduled appointment- all we ask is that you give us enough notice so we can contact another patient on our waiting list so he/she can be seen at that time. Our current waiting time for appointments is 6 weeks- that is a long time to wait if you're in pain!- and we believe it is simple courtesy to let someone else have your appointment time if you can't be here.

We at Cape Fear Arthritis Care want your experience here to be a pleasant one. If you have any questions/concerns about our office policies, please feel free to ask to speak with our Practice Administrator or Chief Operating Officer. We are happy to help you!



## Defining Pain

Everybody experiences pain differently. How one experiences pain is at least as important as what is causing pain. For this reason, we need some standards in how to define pain. Below is a pain scale. Please read it carefully, then use the numbers to answer the following questions.

0- No Pain.

Mild Pain- Nagging, annoying, but doesn't really interfere with daily living activities.	Moderate Pain- Interferes significantly with daily living activities	Severe Pain-Disabling; unable to perform daily living activities.
1 - Pain is very mild, barely noticeable. Most of the time you don't think about it.	4 - Moderate pain. If you are deeply involved in an activity, it can be ignored for a period of time, but it is still distracting.	7- Severe pain that dominates your senses and significantly limits your ability to perform normal daily activities or maintain social relationships. Interferes with sleep.
2 - Minor Pain. Annoying and may have occasional stronger twinges.	5 - Moderately strong pain. It can't be ignored for more than a few minutes, but with effort you still can manage to work or participate in some social activities.	8 - Intense pain. Physical activity is severely limited. Conversing requires great effort.
3 - Pain is noticeable and distracting, however, you can get used to it and adapt.	6 - Moderately strong pain that interferes with normal daily activities. Difficulty concentrating.	9 - Excruciating pain. Unable to converse. Crying out and/or moaning uncontrollably.
		10 - Unspeakable pain. Bedridden and possibly delirious. Very few people will ever experience this level of pain.

What number corresponds to your pain right now? \_\_\_\_\_

What is the highest number of pain you experience? \_\_\_\_\_

When do you have that level of pain and what makes it worse? \_\_\_\_\_

What is the lowest number of pain you experience? \_\_\_\_\_

What gives you pain relief? \_\_\_\_\_

What is the average level of discomfort you have had for the past 2 weeks? \_\_\_\_\_

Is your pain worse in the morning when you first get up? \_\_\_\_\_ What number? \_\_\_\_\_

Is your pain worse with activity during the day? \_\_\_\_\_ What number? \_\_\_\_\_

### Ability to Function

For each of the following, please mark the response that best describes your ability.

	Without ANY difficulty	With SOME difficulty	With MUCH difficulty	UNABLE to do
Dress yourself, including tying shoelaces and doing buttons	_____	_____	_____	_____
Get in and out of bed	_____	_____	_____	_____
Lift cup or glass to your mouth	_____	_____	_____	_____
Walk outdoors on flat ground	_____	_____	_____	_____
Wash and dry entire body	_____	_____	_____	_____
Pick up something off the floor	_____	_____	_____	_____
Turn a doorknob or faucet	_____	_____	_____	_____
Get in & out of the car	_____	_____	_____	_____

## System Review Sheet

Circle any symptoms you have had in the past 12 months and add comments

<p><b>General</b>                  Recent weight change                  Fatigue                  Weakness                  Fever                  Night Sweats</p> <p><b>HEENT</b>                  Dry eyes                  Dry mouth                  Visual change or loss                  Oral Ulcers                  Eye pain, irritation, redness                  Increase in dental cavities                  Nosebleeds                  Hoarseness                  Difficulty swallowing                  Pain in jaw while chewing</p> <p><b>Neck</b>                  Swollen glands                  Tender glands</p>	<p><b>Heart and Lungs</b>                  Chest discomfort                  Pain with breathing or coughing                  Irregular or rapid heartbeat                  Shortness of breath                  Cough- Productive Y/N                  Wheezing</p> <p><b>Abdomen</b>                  Abdominal pain or discomfort                  Bloating                  Nausea                  Vomiting                  Persistent diarrhea                  Constipation                  Heartburn</p> <p><b>Genitourinary</b>                  Sexually transmitted disease                  Pain on urination                  Blood in urine                  Rash, dryness, ulcers</p> <p><b>Blood</b>                  Anemia                  Bleeding tendency</p>	<p><b>Skin</b>                  Easy bruising                  Rash from sun exposure                  Skin tightening                  Nodules or bumps                  Hair loss                  Other rash                  Psoriasis                  Nail changes</p> <p><b>Extremities</b>                  Swelling                  Color changes such as blue or white with cold exposure</p> <p><b>Nervous system</b>                  Headaches                  Dizziness                  Numbness/tingling in hands/feet                      --Intermittent                      --Permanent                  Memory loss                  Muscle weakness</p>
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Pertinent medical history: \_\_\_\_\_

Allergies: \_\_\_\_\_

Personal past medical history: Please list all diseases or conditions that you are now or have been treated for in the past: \_\_\_\_\_  
 \_\_\_\_\_

Past surgical history: Please list previous surgeries and year performed: \_\_\_\_\_  
 \_\_\_\_\_

Serious injuries or hospitalizations: \_\_\_\_\_  
 \_\_\_\_\_

Health maintenance: Last chest x-ray \_\_\_\_\_, TB test \_\_\_\_\_, Colonoscopy \_\_\_\_\_ Eye exam \_\_\_\_\_  
 Bone Mineral Density test \_\_\_\_\_ Have you been treated for low bone mass/osteoporosis? \_\_\_\_\_

Family history: Please list all conditions family members have been diagnosed with, including parents, cousins, grandparents, siblings, aunts, uncles \_\_\_\_\_  
 \_\_\_\_\_

Prescription Medication	Purpose or Reason Taken	Dose	Time(s) Of Day	Form (Liquid, capsule, tablet)	Special Instructions
Over the Counter/ Vitamins/Supplements	Purpose or Reason Take	Dose	Time(s) Of Day	Form (Liquid, capsule, tablet)	Special Instructions

Primary Care Doctor \_\_\_\_\_ Phone # \_\_\_\_\_

Preferred Pharmacy \_\_\_\_\_ Phone # \_\_\_\_\_

Drug Allergies \_\_\_\_\_

Your Phone # \_\_\_\_\_ Today's Date: \_\_\_\_\_