

### Hello, and welcome to Frederick Health Medical Group!

We appreciate the value of your time. Here are some tips to help us provide comprehensive care in an efficient manner:

- Please bring your insurance card and photo ID with you.
- Payment is expected at time of service. We accept cash, checks, and all major credit cards.
- For patients visiting one of our specialists: if you are a member of an HMO, please contact your primary care physician to obtain a referral. Most offices require 48 hours' notice to issue a referral.
- For all new patients to our practices, please have appropriate records forwarded to us before your appointment. Your Doctor's office will either mail or fax them to our office, but you must request them. This includes any recent office notes, labs, or imaging.
- Please complete the attached paperwork and have it ready when you arrive for your visit.
- You may be asked to reschedule if you arrive after your check in time.

We are working hard to ensure your time with us is as pleasant as possible. We are committed to your care and value any feedback you may have for us. Thank you and we look forward to seeing you!

Respectfully,

Your providers and staff at Frederick Health Medical Group

### **Contact Us**

Audiology 301-695-EARS (3277)

Brain & Spine 301-846-0100

**Breast Surgery** 301-418-6611

**Chest Surgery** 301-694-5861

Comprehensive Care Center 301-360-2574

Ear, Nose & Throat (Otolaryngology) 301-695-3100

Endocrine & Thyroid 240-215-1454

Gastroenterology 240-566-4820

Infectious Disease 240-566-3270

Medical Weight Loss 240-215-1474

Oncology & Hematology 301-662-8477

Orthopedics & Sports Medicine 301-663-9573

Precision Medicine & Genetics 301-663-9985

Primary Care 240-215-6310

Pulmonary Medicine 240-566-3201

**Sleep Medicine** 240-566-REST (7378)

Surgery 240-575-2526

Urology 301-663-4774

Wound & Hyperbaric Medicine 240-566-3840

# Patient Compact

# PRINCIPLES OF PARTNERSHIP

### As your healthcare partner, we pledge to:

- Respect you as leader of the team.
- Allow you to select a personal provider and care team who will know you.
- Treat you with respect, honesty and compassion.
- Include your family, other partners or an advocate in your care when you request.
- Hold ourselves to the highest quality and safety standards.
- Be responsive and timely with our care and information to you.
- Listen to you and answer your questions.
- Provide information to you in a way you can understand.
- Help you to set goals for your healthcare and treatment plans.
- Provide you with information to help you make informed decisions about your care and treatment options.
- Communicate openly about benefits and risks associated with any treatments.
- Respect your right to your own medical information.
- Respect your privacy and the privacy of your medical information.
- Work with you, and other partners who treat you, in the coordination of your care.
- Provide educational resources, information about classes, support groups, or other services that can help you learn more about your condition.

### As a patient, I pledge to:

- Be a responsible and active member of my healthcare team, and participate in decisions about my care.
- Treat the whole team with respect, consideration and always tell the truth.
- Give you the information that you need to treat me.
- Tell you what medications/supplements I am taking.
- Inform you of all other provider visits, tests ordered, and medications prescribed by them and have them send us reports of your visit.
- Tell you if something about my health changes and any changes in my family, medical and social history.
- Learn about my health condition and let you know if there is something I do not understand.
- Understand my care plan to the best of my ability and follow my care plan that I have agreed upon or let you know if there are issues so the plan can be changed.
- Take all medications as prescribed and communicate to my team if there are issues such as cost or side effects.
- Communicate any questions using the patient portal or by phone.
- Tell you if I have trouble reading or hearing.
- Let you know if I have family, friends or an advocate to help me with my healthcare.
- Work with Frederick Health Medical Group and my insurance company to understand what my insurance plan covers. I will pay my share of any fees.

Frederick Health

# **Choosing the Right Level of Care**

IN A MEDICAL EMERGENCY



Everyone knows that a primary care doctor is the best place to go when you are sick or in pain. By seeing your primary care physician on a regular basis, they will have your complete health history and an understanding of any underlying conditions you may have.

Sometimes you become sick or injured when the doctor's office is closed, and sometimes you need more urgent medical attention than your doctor can provide. This handout helps to explain where to seek the best care in your time of need. If you believe a life is in jeopardy, always call 911!

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### **Primary Care**

Call to make an appointment with your primary care provider if you have symptoms of a regular illness or need a regular check-up.

Urgent Care is an option if you have a minor illness or injury, your primary care provider is not available, and your problem cannot wait.

- Treatment of illness, including: Colds and coughs
   Sore throat
   Flu and flu-like symptoms
   Ear infections
   Urinary tract infections
   Minor aches and pains
   Allergies
- Treatment of illness, including: Colds, coughs, and upper respiratory infections;
   Sore throat;
   Flu and flu-like symptoms;
   Ear infections/Earache;
   Suspected urinary tract infection;
- Sexually Transmitted Illness;

### Fever—if seizing, go to Emergency Dept.

- Upset stomach
- Nausea or vomiting
- Adult IV hydration
- Skin rashes and infections
- Abscesses
- Sprains or suspected minor broken bones

- Chronic conditions, including: Diabetes Heart Disease
   COPD
- General medical advice
- Annual Well Exams
- Immunizations
- Respiratory problems
- Musculoskeletal injuries
- Back pain or joint pain
- Toothache (if dentist is not available)
- Allergies
- Animal or insect bite
- Eye irritation and redness
- Minor cut/abrasion and sutures/stitching
- Minor burn
- Frequent, bloody, or painful urination
- Motor Vehicle Collision exams
- Workman's Comp exams
- Sports/DOT physicals
- Travel vaccines
- Laboratory and blood work
- X-Rays

# **Choosing the Right Level of Care**

## IN A MEDICAL EMERGENCY

### Emergency Department (ED)

is open 24 hours a day, 7 days a week. Seek care at the Emergency Department without delay if you have a serious or a life-threatening illness or injury.

- Chest pain or other heart attack symptoms:
  - Pressure, fullness, squeezing/pain in the center of your chest

Tightness/burning/aching under the breastbone

Chest pain with lightheadedness

• Signs of a stroke, such as:

Sudden weakness or numbness of the face/arm/leg on one side of the body

Sudden dimness or loss of vision

Loss of speech or trouble talking

- Sudden severe headaches with no cause
- Head injury or eye injury
- Sudden and severe headache or loss of vision
- Heavy bleeding that won't stop

- Dislocated joints
- Severe abdominal pain
- Deep cuts or severe burns
- High fever
- Severe asthma attack
- Loss of consciousness
- Severe or worsening reaction to an insect bite, sting, or medications
- Constant, severe/persistent vomiting
- Coughing up or vomiting blood
- Poisoning—call Poison Control at 1-800-222-1222 and ask for immediate home treatment advice
- Domestic violence or rape
- Feelings of suicide

# If you believe a life is in jeopardy, always call 911!



# A Better Approach to Your Healthcare

PATIENT-CENTERED MEDICAL HOME

No matter your health needs, your primary care provider is here to help you maintain a healthy lifestyle. Evidence shows that access to primary care helps people live longer, healthier lives<sup>1</sup>—and patients with access to regular primary care providers have lower overall healthcare costs.<sup>2</sup>





### Accessible

Shorter wait times, "after-hours" care, 24/7 telehealth access, and stronger communication



## Committed to quality & safety

Evidence-based medicine and clinical support

### Comprehensive

A team of care providers—from physicians to nurses to nutritionists to social workers—for prevention, wellness, acute care, and chronic care

# . C

### Coordinated

Open communication across all parts of the broader healthcare system, especially during transitions between sites of care

### Patient-centered

Provides the education and resources you need to make smart decisions and become an active participant in your own care

<sup>1.</sup> Source: https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2690145/#b62

<sup>2</sup>. Source: https://www.hrsa.gov/advisorycommittees/bhpradvisory/cogme/Reports/twentiethreport.pdf



# Supportive & encouraging

Advice via phone, email, text, etc. from your health team to help you meet your goals and support you with health issues and concerns



Saves you time

## What is a patientcentered medical home (PCMH)?

It's an innovative approach to primary care that meets patients where they are—in the right place, at the right time, and with the right care.

It's not a place—it's a partnership with your primary care provider.

# When you think PCMH, think Frederick Health Medical Group!



# Why Frederick Health Medical Group?

Frederick Health Medical Group is recognized by the National Committee of Quality Assurance as a PCMH. We partner with you and your healthcare team to provide the highest level of primary care possible.

## With Frederick Health Primary Care, your healthcare team...

- Is just a phone call or portal message away
- Is your access point to Frederick Health and its wide array of services and specialists
- Collaborates with specialists to address all aspects of your healthcare
- May include a number of specialists, like in-house care coordinators, patientnavigators, lab assistants, licensed clinical social workers, and more
- Offers telehealth, including email messaging and nurse access via the phone
- Offers the same level of service and care, no matter your insurance provider or payer

9 locations throughout Frederick County

Lower hospital readmission rates after a health event

National Committee for Quality Assurance certified

Open 7 days a week

Same-day appointments

Call 240-215-6310 to find a primary care provider today, or visit frederickhealth.org/PrimaryCare



# **Patient Registration**



### **Patient Information**

PATIENT NAME (First, Middle,	Last, Suffix)			DATE	OF BIRTH	PRI	MARY CARE PROVIDER
STREET OR MAILING ADDRESS (P.O. Box)		CITY ST		ATE ZIP CODE			
EMAIL ADDRESS (Required fo	r Patient Portal)						
HOME PHONE		CELL PHONE			WORK	PHONE	
PREFERRED CONTACT METH	<b>OD</b> (Check all that appl	y): 🗌 Cell Phone	☐Home Phone	Work Ph	one 🗌 Home Add	dress (Letter) 🗌	Portal
EMPLOYER:			EMPLOYMENT		Dert Time		yed □Not Employed
			CTATUC.	□ Retired	□Homemaker		
EMPLOYER ADDRESS:							
EMERGENCY CONTACT NAM	ΙE	RELATION	SHIP TO PATIENT		PHONE:	DAYTIME	EVENING
PRONOUN         Choose Not To Disclose         He, Him, His         She, Her, Hers         They, Them, Theirs         Ze, Hir         SEXUAL ORIENTATION         Choose not to disclose         Straight or Heterosexual         Bisexual         Lesbian, gay, or homose         Something else (please of		LEGAL SEX Female Male Non-Binary Other Unknown/Ur	ndifferentiated	Femal Femal Male Male-	se not to disclose e e-to-Male (FTM)/	Transgender Fe exclusively Mal	emale/Trans Woman e nor Female
PRIMARY LANGUAGE:			INT	ERPRETER N	IEEDED? 🗆 Yes 🗆	No	
MARITAL STATUS Annulled Choose not to disclose Divorced Legally Separated Life Partner	<ul> <li>Married</li> <li>Married, Common La</li> <li>Single</li> <li>Unknown</li> <li>Widowed</li> </ul>	aw.					
RACE         American Indian/Alaska         Native         Decline to Answer         Unknown/Unable to Ans	□ Asian □ Native Hawaiian Pacific Islander	□ White/Cau n/ □ Black/Afric □ Other:	icasian an American			□ Mexic o □ Other	e to answer an or Chicano Hispanic Origin wn/Unable to answer
	ЛО						
VETERAN STATUS:							
REV 12/2022						CONTI	NUED ON REVERSE

### **Insurance Information**

PRIMARY INSURANCE CARRIER			SECONDARY INSURANCE CARRIER		
INSURANCE ID#	GROUP#		INSURANCE ID#		GROUP#
SUBSCRIBER NAME (Policyholder)		DATE OF BIRTH	SUBSCRIBER NAME (	Policyholder)	DATE OF BIRTH
ADDRESS	PHO	NE	ADDRESS		PHONE
RELATIONSHIP TO PATIENT:			RELATIONSHIP TO PA	TIENT:	
<ul><li>Same as Patient</li><li>Spouse</li></ul>	Parent Other		<ul> <li>Same as Patient</li> <li>Spouse</li> </ul>		Parent Other
If you are here because of c	an injury, is it:	$\Box$ Work Related	$\Box$ Auto Related		DATE OF INJURY
Responsible Party/Guar	antor			RELATIONSHIP TO PATIENT:	Parent Guardian Self Spouse Other
RESPONSIBLE PARTY NAME (First, Mide	dle, Last)	DATE OF BIRTH	EMPLOYER		
ADDRESS	нс		WORK PHONE	SEX: Female	e $\Box$ Male $\Box$ Undifferentiated

### All Payment Is Due at Time of Service

I authorize payment of insurance benefits directly to Frederick Health Medical Group. Payment is due upon receipt of service. I will be responsible for fees and charges according to Frederick Health Medical Group and my health plan. If I do not provide a **valid** insurance card at each visit, I will be held responsible for services. I understand that I may be contacted by Frederick Health Medical Group and/or its affiliates on my cellular or home phone, which may include the use of Pre-recorded/artificial voice messages and/or an automatic dialing device ("auto dialer"), by text message, or email in connection with any communication made to me or related to my accounts even if I am charged for the call under my phone plan.

PATIENT SIGNATURE OR PATIENT REPRESENTATIVE

DATE

**RELATIONSHIP TO PATIENT** 

# Health Insurance Portability and Accountability Act (HIPAA)

This form applies to all specialties within Frederick Health Medical Group.

#### REV 12/2022

FrederickHealth.org

# Acknowledgement of Receipt of Privacy Notice

I, patient (or representative for patient) of Frederick Health Medical Group, have been offered a copy of the Notice of Privacy Practice, which describes my privacy rights in accordance to federal and state requirements.

SIGNATURE OF PATIENT OR AUTHORIZED REPRESENTATIVE

### **Communication Consent**

I understand that I may be contacted by Frederick Health/Frederick Health Medical Group and or its affiliates on my cellular or home phone, which may include the use of pre-recorded/artificial voice messages, and /or an automated dialing device (auto dialer) or by text message or email in connection with any communication made to me or related to my accounts even if I am charged for the call under my phone plan. I understand that providing my phone number is not required to obtain services. You may also contact me by e-mail using any e-mail address I have provided to you.

 $\Box$  Yes, you may call or text my cell phone at: .

This communication is to confirm office appointments or leave a message regarding my care.

**No**, please **do not** contact me by the following means:

I authorize my provider and the appropriate staff to share clinical/medical/billing information about my care/account to the following individuals as indicated below as my Next of Kin and Person to Notify.

NAME of Next of Kin	RELATIONSHIP	PHONE	LANGUAGE	
NAME of <b>Person to Notify</b>	RELATIONSHIP	PHONE	LANGUAGE	
$\Box$ Same as Next of Kin				

### It is the patient's responsibility to notify Frederick Health Medical Group of any changes to this form.

PRINT PATIENT'S NAME	PATIENT'S DATE OF BIRTH
HOME/CELL PHONE NUMBER (PLEASE CIRCLE ONE)	
PATIENT OR LEGALLY RESPONSIBLE PERSON'S SIGNATURE	DATE
WITNESS	DATE



DATE

# Patient Health History



□ Lyme's Disease DATE: \_\_\_\_

PATIENT NAME (First, Middle, Last)			DATE OF BIRTH
OCCUPATION			
PRIMARY CARE PROVIDER (Fi	irst and Last Name)	PHARMACY PREFEREN	CE (Include location)
REASON FOR VISIT			DATE OF ONSET OF ILLNESS/INJURY
Have you fallen in the	past year? 🗌 Yes [	□ No How many times? Did	the fall(s) result in an injury? $\Box$ Yes $\Box$ No
Do you use a walking	aid or has one been	recommended? 🗌 Yes 🗌 No 🗌 N/A Detai	ls:
Past Medical Histo	<b>Ory</b> Check <b>all</b> condi	itions you have now or have had in the past.	
CANCER		HEENT (Head, Eyes, Ears, Nose & Throat)	HEMATOLOGIC (Blood & Lymph Node)
TYPE:	YEAR:	□ Blind date:	🗆 Anemia
CANCER		Deaf DATE:	🗆 Hemophilia
TYPE:	YEAR:	Hearing loss DATE:	□ Sickle cell disease
CANCER		🗆 Glaucoma date:	Clotting disorders
TYPE:	YEAR:	PULMONARY/RESPIRATORY	🗆 Lupus
	art & Blood Voscols)	🗆 Asthma	GASTROINTESTINAL (Stomach & Digestive)
Angina (chest pain)		🗆 Emphysema	Colon polyps
Arrhythmia/irregular heartb	eat	COPD (chronic obstructive pulmonary disease)	🗆 Hepatitis A
Blood clot/DVT (deep vein t		PE (pulmonary embolism/blood clot in lung)	🗆 Hepatitis B
DATE:		DATE:	Hepatitis C
Heart attack/MI DATE:			🗆 Hepatitis – Type unknown
Heart disease/Coronary arte	ery disease	Sleep Apnea	🗆 Hernia
High cholesterol/Hyperlipide	emia	Currently uses a C-PAP machine	Irritable bowel
MVP (mitral valve prolapse)	1	□ TB (tuberculosis) DATE:	Stomach ulcer
Varicose veins/Peripheral ve	ascular disease	GENITOURINARY (Kidneys & Urinary Tract)	Liver disease/Cirrhosis
Hypertension/High blood pr	ressure	Renal failure	□ Acid Reflux
Pacemaker YEAR:		Renal insufficiency	🗆 Crohn's Disease
Stent DATE:		UTI (urinary tract infection)	Ulcerative Colitis
AICD (Automatic Implantable (	Cardioverter Defibrillator)	<b>NEUROLOGIC DISORDER</b> (Brain & Nervous System)	ENDOCRINE (Hormones & Metabolic)
BONES, JOINTS & MUS	CLES	□ Alzheimer's disease	🗆 Diabetes – Type I
Arthritis		Dementia	🗆 Diabetes – Type II
Fibromyalgia		□ MS (Multiple Sclerosis)	🗆 Diabetes – Type unknown
Gout		□ Parkinson's disease	Thyroid dysfunction
Osteoporosis		□ Seizure disorder	□ Hypothyroidism (low)
MENTAL HEALTH		Stroke/CVA/TIA DATE:	Hyperthyroidism (high)
Anxiety DATE:		Myasthenia gravis	Hemoglobin A1C
Bipolar Disorder DATE:		<ul> <li>Muscular dystrophy</li> </ul>	Thyroid Cancer
Depression DATE:		□ Migraines	IMMUNE/AUTOIMMUNE &
Drug/Alcohol abuse DATE:			
OTHER:	DATE:	<ul> <li>Rheumatoid Arthritis</li> </ul>	
			□ HIV positive DATE:
Other medical condition	ns not listed above:		<ul> <li>MRSA (Methicillin Resistant Staph Aureus)</li> <li>DATE:</li></ul>

Past Surgical History Check all that apply and indicate which side R/L as appropriate.

□ Joint surgery YEAR: R/L	🗆 Ear Tu
□ Aneurysm YEAR:	🗆 Gallbl
□ Angioplasty YEAR:	🗆 Gastri
□ Angio w/stent YEAR:	🗆 Hernic
Appendectomy YEAR:	🗆 Hip re
Arthroscopy YEAR:	🗆 Hyster
LOCATION:R/L	🗆 Knee i
Back surgery YEAR:	🗆 Breast
Cardiac/Heart surgery YEAR:	🗆 Prosta
Cataract extraction YEAR:R/L	🗆 Thyroi
Colectomy YEAR:	D Tonsill
Colonoscopy YEAR:	🗆 Tubal
C- Section YEAR:	Vasec

Ear Tubes YEAR:	
Gallbladder YEAR:	
Gastric bypass YEAR:	
Hernia repair YEAR:	
Hip replacement YEAR:	R/L
Hysterectomy YEAR: Ovaries:	R/L
Knee replacement YEAR:	R/L
Breast Surgery YEAR:	R/L
Prostate YEAR:	
Thyroidectomy YEAR:	
Tonsillectomy YEAR:	
Tubal Ligation YEAR:	
Vasectomy YEAR:	

#### **OTHER SURGERIES NOT LISTED:**

□ OTHER	 YEAR:
□ OTHER	 YEAR:

□ Problems with Past Anesthesia (if yes, please list below):

#### **CURRENTLY BEING TREATED WITH:**

- 🗆 Dialysis
- Chemotherapy
- $\square$  Radiation

Oxygen (Day/Night) \_\_\_\_\_ liters

**Family History** Has any member of your family (blood relatives) had one or more of the following diseases? If so, please mark the checkbox next to the condition and indicate which family member beside the condition name.

Cancer/Type	High blood pressure	🗆 Dementia
Cancer/Type	Depression	Gout
Cancer/Type	□ Sickle Cell	Suicide
Cancer/Type	Tuberculosis	Epilepsy
Heart disease	🗆 Glaucoma	Thyroid disorder
Stroke	🗆 Asthma	Bleeding disorder
🗆 Diabetes	High Cholesterol	
Alcoholism	Kidney disorder	
Social History Alcohol USE		
Do you drink alcohol? 🗆 None 🗆 Rarely (se	ocial) 🗆 Often # of Drinks per week: 🛛	Quit If so, when?
What type of alcohol do you drink? $\Box$ Beer	□ Wine □ Hard liquor	
CAFFEINE USE		
Daily AMOUNT & TYPE	□ Sometimes AMOUNT & TYPE	Dever
TOBACCO USE: PRESENT		
Do you currently smoke cigarettes regularly (	at least one a day)? $\Box$ No $\Box$ Yes	

Currently on average, how many cigarettes do you smoke per day? (one pack = 20) # OF CIGARETTES: \_\_\_\_\_

#### **TOBACCO USE: PAST**

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In the past, have you ever smoked cigarettes regularly (at least 100 cigarettes)? $\ \square$ No $\ \square$ Yes		
How many years have you smoked cigarettes regularly (at least once a day)? YEARS		
In the past on average, how many cigarettes did you smoke per day? (one pack = 20) # OF CIGARETTES:		
If you have quit smoking, what year did you quit?		
Do you currently smoke cigars/pipe/smokeless tobacco? 🗆 No 🗆 Yes		
VAPING		
Do you vape? $\Box$ Not currently $\Box$ Currently If you currently vape, how long have you been vaping?		
What type of device(s) do you use?       Current Strength:       Previous Strength:		
How many times per day do you vape?		

Do you vape for social reasons	or in an effort to quit smoking? $\_$
, .	

### Social History, continued

#### DRUG USE

Present □ No □ Ye	s If you answered "Yes," what type(s)?
Past □No □Yes	If you answered "Yes," what type(s)?
Age quit:	Date quit:

**Medications** Please list any medication(s) you are currently taking, include prescribed medications, vitamins, supplements, and over-the-counter medications.

MEDICATION	DOSAGE/DIRECTIONS	PROBLEM BEING TREATED	PRESCRIBING DOCTOR	
Medication List Copied—see attached Medication List				
Are you being treated by pain management? $\Box$ Yes $\Box$ No $$ If so, where?				
Allergies Please indicate your known allergies using the checkboxes below:				

	□ Betadine	Contact dermatitis		
Penicillin	🗆 Tape	□ Other:		
Codeine	□ IVP dye	I have no known allergies		
🗆 Sulfa	□ lodine/shellfish			
🗆 Latex	□ Eggs, birds/feathers			
Please describe your reaction(s) to allergens, if any:				

### **Current Treating Physicians**

CARDIOLOGIST	PULMONOLOGIST	NEUROLOGIST
ENDOCRINOLOGIST	HEMATOLOGIST/ONCOLOGIST	OTHER