

New Patient Welcome Packet Pediatric 0-5 years



Greetings,

Welcome to Orchid Health! Our Health Clinics were founded on the belief that our state's rural communities deserve to have extremely high quality healthcare that is local, comprehensive, and takes the time to address what matters most to each individual.

We have brought together the following care team members to provide individualized, comprehensive care:

<u>Primary Care Provider (PCP):</u> Your PCP will help you think through important health decisions and may connect you with another member of the care team to make sure that you are getting the best care.

<u>Medical Assistant (MA):</u> Your Medical Assistant will often be the first person you talk with when you have a health concern and will work closely with your PCP to help support any standard ongoing healthcare needs.

<u>Nurse Care Coordinator (RN):</u> At Orchid, we have nurses that help you design a personalized Care Plan, including identifying your personal health goals and planning for any upcoming preventive health items.

<u>Behavioral Health Provider (BH):</u> Our Behavioral Health Providers are available to help with any mental, emotional, or behavioral health needs that you may have. This may include making lifestyle changes, dealing with sadness or loneliness, or problems at home or school.

<u>Community Health Worker (CHW):</u> Our Community Health Workers are available to connect you with community resources, assist in navigating systems, help with insurance questions as well as help you advocate for your needs that can help improve overall health outcomes.

Enclosed are our new patient registration forms. Please complete these forms to the best of your knowledge. Included is a *Medical Records Release Form*, which allows us to request your past medical records prior to your first visit. We ask that you complete this form and drop it off at our clinic as soon as possible.

In order for us to best serve you:

- 1. Please check in at the clinic 15 minutes prior to your scheduled appointment time.
- 2. Please bring your insurance card and your ID with you to your visit.
- 3. Please bring the bottles of any current medications you are taking.
- 4. We require a 24-hour notice for cancellations.



We are here to serve residents in our local rural community!

Welcome to the Orchid Health Family!

Oakridge: Clinic Phone number 541-782-8304

- We are located at 47815 Highway 58, Oakridge, right near the Pharmacy.
- Our hours of operation are: Monday and Friday from 8:30am-5pm, Tuesday, Wednesday and Thursday from 8:30am to 7pm. For after hours support, call our main clinic phone number.

Estacada: Clinic Phone number 503-630-8550

- We are located at 535 NE 6th Ave, Estacada, on the High School Campus, just to the right of the Estacada High School.
- Our hours of operation are: Monday from 8:30am to 5pm, Tuesday from 8:30am to 7pm and Wednesday, Thursday and Friday from 8:30am to 5pm. For after hours support, call our main clinic phone number.

McKenzie River: Clinic Phone number 541-822-3341

- We are located at 51730 Dexter Street, Blue River just off the McKenzie River Hwy
- Our hours of operation are: Monday through Thursday from 8:30am to 5pm. For after hours support, call our main clinic phone number.

Fern Ridge: Clinic Phone number 541-234-3255

- We are located at 24934 Fir Grove Lane, Elmira, located in the parking lot of the High School.
- Our hours of operation are: Monday, Tuesday and Thursday from 8:30am to 7pm and Wednesday & Friday from 8:30am to 5pm. For after hours support, call our main clinic phone number.

Sandy: Clinic Phone number 971-220-2701

- We are located at 37400 Bell Street, Sandy, located in the Student Health Center on campus.
- Our hours of operation are: Monday to Friday from 8:30am to 5pm. For after hours support, call our main clinic phone number.

Hoodland: Clinic Phone number: 971-333-0494

- We are located at 24461 E Welches Rd, Welches. Located next to the post office building.
- Our hours of operation are: Monday to Friday from 8:30am to 5pm. For after hours support, call our main clinic phone number.

FAQ - Frequently Asked Questions!

How do I make an appointment?

- o Most people call our office to schedule an appointment.
- You can also request an appointment through our Patient Portal.

• Need to cancel your appointment?

We require a 24-hour notice for cancellations.

What is the Patient Portal?

- The Portal allows you to send messages directly to your Provider, instead of calling. It also allows you to see any lab and imaging results as soon as we receive them.
- You can find the portal link on our website: www.orchidhealth.org (upper right corner). Ask any
 of our staff for help. We can send you an email link or set you up when you come in.
- Your health information will be available to you through our patient portal in English or Spanish.
 The patient portal is compatible with multiple screen reading technologies, including color blindness testing, to support accessibility for people with visual impairments

Calling the office?

 We strive to provide timely responses to requests. If you call the clinic, you should hear back from us within 24-48 business hours for non-urgent issues. If you send a portal message, you should receive a response within 2 business days.

• What if I need to reach someone after the office is closed?

 Easy! Use the same phone number you normally call and listen for the option to reach our After-Hours Nurse Service.

How do I get my Prescription Refilled?

- o The best FIRST step is to call your pharmacy and ask them for a refill they will then contact us directly if needed.
- If you are having any difficulty, please call us so we can resolve it for you. (Or use the Patient Portal!)
 Any "controlled medication RX" needs to be given during an appointment. (This would include things like pain medication, certain anxiety, or sleep medication, etc).

Can I have my blood tests done at Orchid?

• Yes, we draw labs for the patients who have *established* with us (even if ordered by other providers).

Do you do X-RAYS at Orchid?

O No, sorry, at this time, we do not have an X-RAY machine at any of our sites - but we can give you an order to do your test at your preferred imaging center.

• How can I get my lab or X-RAY/imaging results?

 Most test results are shared on the patient portal. If you do not have a patient portal account, we will call you with the results. Some providers may coordinate reviewing your results during a scheduled visit. If you have questions, please reach out via the portal or call your clinic. We care here to help.

What if I am worried about paying for my visit or labs?

- We don't want money to stand in the way of your health care, so please talk to us about your concerns.
- Ask about our Sliding Fee Discount, too!

• Do you see Kids? What about Babies? What about Seniors?

Yes, Yes, and Yes!

Patient Relations – How do I report a concern to Orchid Health?

- Patients or family members may report concerns about the quality of care, safety or service to any staff member, member of the medical staff or clinic manager. Patients or family members may also contact the Patient Relations Department listed below to share a compliment with staff.
- o Patient Relations Orchid Health
- o Email: patientrelations@orchidhealth.org
- Address: PO Box 546 Gresham OR 97030

ORCHID HEALTH REGISTRATION FORM - MINOR

(Please print)

Legal Name:		Today's	Date:	
First - Middle - Last				
Preferred name that you go by:		Prefer	ed Pronouns: _	
Legal Sex: Male/Female/Other Date of	of Birth (mm/dd/yyyy):_		Social Security N	umber:
Parent/legal guardian #1 Name:		Phone:		Lives with child: Yes No
Parent/legal guardian #2 Name:		Phone:		Lives with child: Yes No
Physical Address:		_City:	State:	ZIP Code:
Mailing Address:		_City:	State:	ZIP Code:
Home Phone:	Mobile Phone:		Consen	t to text? ☐ Yes ☐ No
Email:	Preferred commu	nication method:	Prefe	rred Language:
Race: (You can choose more than or	ne if appropriate) \square W	hite □ Black or Afi	rican American [☐ Asian
☐ American Indian or Alaska Nativ	e 🗆 Native Hawaiian	or other Pacific Is	lander □ Hispa	nic or Latino Origin
Ethnicity: ☐ Not Hispanic/Latino	☐ Hispanic/Latino	☐ Other	•	
Emergency Contact Name:	Rela	tionship:	Phone Nu	ımber:
	INSURANCE IN	FORMATION		
	please bring your insura	ance card to our rec	-	
Please indicate primary insurance nar	me:			_
Insurance ID #:	Group Number:			
Name of SUBSCRIBER:	SSN:Date of Birth:			
Patient's relationship to subscriber:	☐ Self ☐ Spouse ☐ C	hild 🗖 Other		
Name of secondary insurance (if appl	icable):			
Insurance ID #:		_Group Number:		
Name of SUBSCRIBER:	SSN	J :	Date of I	Birth:
Patient's relationship to subscriber:	☐ Self ☐ Spouse ☐ C	hild 🗖 Other		
PERSON Financially Responsible for B	ills and Payment:			
Relationship to patient:	Name:			DOB:
Mailing Address:	ZIF	ZIP Code:		State:
Best Phone Number:				
	** VA PATIENTS ONLY	, <u>MUST</u> fill in this s	section **	
Policy Holders SS number or DBN nun	nher·	Name o	f Insurance	

CONSENT FORM - MINOR

Oregon state law requires a parent or legal guardian's consent to provide medical treatment to an individual under 15 years of age with the exception of 14-year-olds for sexual health and mental health services. * *ORS 109.610, ORS 109.640, ORS 109.675.

I understand the following types of services are offered through Orchid Health:

- Routine physical exams, including sports physicals
- Early detection, diagnosis, and treatment of illness and injury treatment of minor injuries
- Management of Chronic Health Conditions
- Age-appropriate reproductive health
- Routine lab tests, Immunizations
- Prescription medications
- Mental health services
- Referral for health care services not provided by Orchid Health

I have read and fully understand the above information and have asked questions about anything not clear to me. I understand that I may revoke this consent at any time.

I (parent/legal guardian) give permission for my child,, to receive medical/mental health care at Orchid								
						Health. Authorization of Payment	<u>t:</u>	
Parent or Guardian: I assign and au	thorize direct payment to Orchid Healt	h of all insurance and plan benefits that						
are payable for service(s) I receive	and authorize the release of any med	lical records necessary to facilitate my						
child's treatment to process claim:	s and as otherwise permitted or requi	red in the Notice of Privacy Practices. I						
fully understand that in the event	my insurance company or financially	responsible party does not pay for the						
services I receive, I will be financia	rvices I receive, I will be financially responsible for payment. ** SBHC's (School Based Health Clinic's),							
students receive care at no cost fo	r Orchid Health Services.							
Notice of Privacy Practices: I ackn	owledge receipt of Orchid Health's No	otice of Privacy Practices. This notice can						
be found on our website under pa	tient forms, is available at the clinic u	pon check-in, and is otherwise available						
to me at any time upon request.								
Patient Rights and Responsibilitie	s: I acknowledge receipt of Orchid Hea	alth's Patient Rights and Responsibilities. These						
	· ·	inic upon check-in, and are otherwise available						
		egarding Patient Rights and may accept or						
•		oout and refuse these services. I acknowledge						
_	or withdraw my consent for care, wit	hout affecting my right to future care or						
treatment.								
		each out to local Hospital Networks to						
		nistorical health information, as accurate						
information is necessary for the pr	rovision of accurate and quality medic	al care.						
Consent to Call: I consent to receive	ving calls from Orchid Health for my ch	nild's protected healthcare and other						
services at the phone number(s) pr	ovided to the practice, including my w	ireless number. I understand I may be						
charged for such calls by my wirele system.	ess carrier and that such calls may be	generated by an automated dialing						
Patient Name:	Patient DOB:	Today's Date:						

Parent/Legal Guardian Signature ______ Relationship to Patient _____

AUTHORIZATION TO DISCLOSE INFORMATION

Patient Name:	Date of Birth:					
•	ase any medical informatio s to your medical informati	n to anyone other than you. In some cases you on. Please identify those individuals and their				
management, billing, payment, clain testing information or test results, s	ted or received by Orchid H ms and enrollment, mental substance abuse and alcoho	lealth, including medical records, case or medical health, developmental disabilities, AIDS/HIV ol treatment, and genetic testing.				
All health information except for: me results, substance abuse and alcoho	•	I disabilities, AIDS/HIV testing information or test esting.				
Name	Relationship	Phone Number				
	•	clinic. To assure your privacy, we would like you to normal lab results) on a voicemail if we are unable				
Home Phone #	Mobile	Phone #				
Do NOT leave messages Do NOT leave messages May leave call back numbers only May leave messages with details May leave messages with details						
TERM: This authorization will remain in effectime) as described in the Orchid Health Notice.		can revoke this authorization in writing (at any				
Patient or Authorized Representative Name (Planate of Birth						
Signature	Date					

ADI v25.5



Designation of Another Person to Consent for Minor Medical Care

If I, (parent/legal guardian)	, cannot accompany my child,					
(child's name)	, to the Orchid Health Clinic, I give					
permission to (person's name)	as follows (check one):					
☐ I give permission for this person to seek r procedure) and provide consent for such tr	nedical treatment for my child (including any type of eatment without having to contact me.					
• .	medical treatment for my child (including any type of eatment if attempts to contact me are unsuccessful.					
$\hfill \square$ I give verbal permission to Orchid Health	Staff for my child to seek medical treatment.					
Witness name (printed)	Witness Signature Date					
Expiration of Permission (check one):						
\square This form will remain in effect until revok	ed (by filling out a "revoke consent form")					
☐ This form is VALID ONLY during the follow	ving time frame:					
Effective date:/ Exp	iration date:					
X						
(Signature of parent or legal guardian)	(Date required)					
Home Phone	Work Phone					



Medical Records Release

Patient Name	Former Name (it any)				
D.O.B.:	Phone:				
Address	City		State	Zip	
I authorize information to be relea	sed FROM:	I authorize i	nformation to	be released TO:	
Name/Facility:	Na	me/Facility:			
Address:	Ad	dress:			
City, State, Zip:					
Phone:					
☐ Referred Medical Care ☐ Transfer	The purpose of this rring Care Person	· _	\Box Other		
1	Гуре of information t	o be released:			
☐ Complete Medical Records (Consi.	sts of the last 2 years of treatr	nent unless otherwise	specified)		
Other (Please specify):					
ми	JST be INITIALED to b	e included with	records		
HIV/AIDs related records Mental Health related records Genetic testing information					
Drug/Alcohol** **PROHIBITED RE-DISCLOSU rules prohibit you from making any further disclosure of this informatio authorization for the release of medical or other information is NOT suf	n without the specific written consent of				
All records will be sent though fax unless others confidentiality statement; however, I understand confi				d documents contain a	
My signature indicates that I authorize the disclosure of the ab I understand that I may choose not to sign this authorization a I understand I can cancel permission to use and disclose my in or shall remain in effect for the period reasonably needed to c I understand this change will not affect information that has a I understand that federal and state law protects my health infi law. They could then share my information with others. I und treatment or genetic testing unless I give them permission by I understand that I am allowed to receive a copy of this Author	pove information and understand and that my choice not to sign will formation at any time in writing. Use complete the request. already been shared. ormation. However, my information erstand that they cannot share in vinitialing this permission above of	the following: not be a basis to affect m Juless revoked earlier, th on could be shared with a formation regarding HIV,	ny ability to obtain treat is consent will expire 18 agencies or businesses / AIDS, mental health t	30 days from the date of signing that may not be covered by this	
Signature of Patient/Legally Responsible	e Person Relati	ionship to Patier	nt Date		
☐ Wade Creek Clinic 535 NE 6 th Ave • Estacada, OR 97023 F: (866) 669-3334 Ph: (503) 630-8550	Oakridge Clinic 47815 Hwy 58 • Oakridge, (F: (855) 313-2095 Ph: (541)	OR 97463	24934 Fir Grove Ln	Ridge Clinic • Elmira, OR 97437 Ph: (541) 234-3255	
☐ McKenzie River Clinic	Sandy Clinic			and Clinic	
51730 Dexter Street • Blue River, OR 97413 F: (833) 905-2303 Ph: (541) 822-3341	37400 Bell St • Sandy, (F: (833) 903-3607 Ph: (97			ad • Welches, OR 97067 22 Ph: 971-333-0494	



ORCHID HEALTH MARKETING CONSENT FORM

How did you hear about us? (Please check one or provide d [] Online search [] Word of Mouth [] Social media [] Print advertisement [] Saw a Sign [] Other:	etails if not listed):
I,, hereby grant conse	
communications via email. I understand that I have the rig communications even if I have signed the opt-in option.	ght to "opt out" of receiving such
I understand and acknowledge the following: 1. Purpose: Communication that encourages you to use o obtain your authorization. The marketing communications services, promotions, events, newsletters, and other relat 2. Voluntary Participation: I have the right to choose wheth communications from Orchid Health. Participation is entir 3. Privacy: Orchid Health will handle my personal informati applicable laws and regulations.	s may include information about Orchid Health red healthcare materials. her or not to receive marketing rely voluntary.
Consent Options:	a hay balayy
Please indicate your preference by checking the appropriate	e box below:
[] I consent to receive marketing communications from Orc [] I do NOT wish to receive any Marketing Communications	
Patient or Authorized Representative Name (Please print): _	
Date of Birth	
If authorized representative please state relationship to pat	lent
Signature _	Date

Nondiscrimination and Accessibility Statement:

Discrimination is Against the Law

Orchid Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (consistent with the scope of sex discrimination described at 45 CFR § 92.101(a)(2)). Orchid Health does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity).

Orchid Health:

- Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats).
- Provides free language assistance services to people whose primary language is not English, which may include:
 - Qualified interpreters
 - Information written in other languages.

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact the Compliance Manager.

If you believe that Orchid Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

- The Compliance Manager
- PO BOX 546 GRESHAM, OR 97030
- patientrelations@orchidhealth.org
- 541-246-7133

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Compliance Manager is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201 1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html. This notice is available at Orchid Health's website: www.orchidhealth.org

New Patient Health History - Pediatric 0-5 years

Name	Date of Birth	Today's Date
Current Medical Concerns (what	you would like to talk about today):	
Please list any allergies your chil Name of Med Reaction	d has to medications:	
Please list any medication your Vitamins: Name of Med Dose Directions (H		e Counter Medications, Herbal Supplements, or
•	CDC vaccination schedule? ☐ Yes ☐ No	
·	alized? Yes No If yes, please explain	n below:
, , ,		Tonsils/Adenoids
Prenatal and Birth History		
Did this child's mother receive pr	enatal care? ☐ Yes ☐ No	
Any maternal illness/complicatio	ns/infections during pregnancy? 🗖 Yes 🗆	J No
Gestational age at birth:	_weeks	
	lanned C/S 🗖 Unplanned C/S 🗖 Forcep	
	planned C/S	
_		Yes No
	ld postpartum? ☐ Yes ☐ No	
Days your child spent in hospital	: Hearing test: \square Pass	ed 🗖 Failed 🗖 Unknown

FAMILY HEALTH HISTORY

Is your child adopted? ☐ Yes ☐ No (If NO, please complete section below) P=Paternal M=Maternal

	Mother	Father	Grandma	Grandpa	Brother	Sister	Aunt	Uncle
ADHD								
Alzheimer's Disease								
Alcoholism/Substance Abuse								
Aneurysm								
Anxiety and/or Depression								
Arthritis								
Asthma								
Bipolar or Schizophrenia								
Blood Disorder								
Cancer								
Developmental Disorder								
Diabetes								
Emphysema/COPD								
Heart Attack								
Hereditary Disorder								
High Cholesterol								
High Blood Pressure								
Kidney Disease								
Liver Disease								
Migraines								
Osteoporosis								
Seizures/Epilepsy								
Skin Cancer								
Stroke								
Sudden Cardiac Death								
Thyroid Disorder								

PERSONAL HEALTH HISTORY

ADHD or ADD	☐ Yes	□ No	Ear or Hearing Problems	☐ Yes	□ No
Allergies/Hayfever	☐ Yes	□ No	Eczema	☐ Yes	□ No
Anemia	☐ Yes	□ No	HIV	☐ Yes	□ No
Anesthesia Complications	☐ Yes	□ No	Heart Problems	☐ Yes	□No
Anxiety Disorder or Recurrent Anxiety	☐ Yes	□ No	Kidney or Bladder Problems	☐ Yes	□No
Asthma	☐ Yes	□ No	Liver Disease	☐ Yes	□ No
Autism Spectrum Disorder	☐ Yes	□ No	Migraines	☐ Yes	□ No
Birth Defects or Inherited Disease	☐ Yes	□ No	Muscle, Joint, or Bone Problems	☐ Yes	□ No
Blood Transfusion	☐ Yes	□ No	Reflux/GERD	☐ Yes	□ No
Cancer	☐ Yes	□ No	Seizures/Epilepsy	☐ Yes	□ No
Chicken Pox	☐ Yes	□ No	Skin problems (Rashes/Changing Moles)	☐ Yes	□No
Clotting Problems/bleed too much	☐ Yes	□ No	Stomach Ulcers or Swallowing Problems	☐ Yes	□No
Developmental or Behavioral Disorders	☐ Yes	□ No	Thyroid Problems	☐ Yes	□No
Diabetes	☐ Yes	□ No	Tuberculosis or Positive TB Test	☐ Yes	□ No
Domestic Violence	☐ Yes	□ No	Vision or Eye Problems	☐ Yes	□ No
Ear Infections - Chronic	☐ Yes	□ No	Other:	☐ Yes	□ No

As part of whole person care offered at Orchid Health, we have Community Health Workers (CHWs) available to support you with connection to resources beyond the medical clinic.

Name		DOB	Today's Date
1.	What is something that makes you happy o	or that you're proud of	•
2.	Do you currently live in a shelter or have n	o steady place to sleep	at night?
	☐ Yes ☐ No		
3.	Do you think you are at risk of becoming he	omeless? OR at risk of t	facing eviction?
	☐ Yes ☐ No		
4.	Within the past 12 months, the food you b	ought just didn't last a	nd you didn't have
	money to get more.		
	☐ Often true ☐ Sometimes true	☐ Never true	
5.	Within the past 12 months, you worried w	hether your food woul	d run out before you got
	money to buy more.		
	☐ Often true ☐ Sometimes true	☐ Never true	
6.	Do you have trouble getting transportation	n to medical appointme	ents?
	☐ Yes ☐ No		
Please	indicate if you have concerns about any of t	he following:	
	☐ Alcohol/Substance Use	0000	☐Health Insurance
†	☐ Child or Elder Care		☐ Pests / Mold / Air Quality
	☐ Clothing	R	☐ Prescription Costs
	☐ Dental Care		☐ Social Connection
	☐ Education	· · · · · · · · · · · · · · · · · · ·	☐ Utility Costs
	☐ Education ☐ Employment	$\circ\circ$	☐ Vision Care



Patient Consent Form for AI Scribe Recording

To support our mission of providing high quality care, we are using a new technology which uses artificial intelligence and associated workflows to generate documentation based on recorded audio of patient visits. This technology significantly reduces the amount of time your clinician spends on documentation and allows more time to provide care for you and other patients. All documentation is reviewed, corrected, and approved by your clinician to ensure the accuracy and completeness of your medical record.

We ask for you to sign this form to indicate your consent to have your visit recorded and processed for the purpose of documenting your care. I acknowledge that my health care information is sensitive and confidential. I consent to the recording and documentation of my healthcare visits under the condition that appropriate measures are in place to safeguard the privacy and security of my medical information.

This consent is voluntary, and your care will not be condition	ioned on providing consent.
Please read the statement below carefully and sign to indi	cate your consent or to opt-out.
☐ I hereby consent to the recording of my visit today as my consent to the recording of future visits at any time.	well as any future visits. I understand that I may revoke
$\hfill \square$ I hereby do not consent to the recording of my visit to	day and choose to opt-out
Patient Name (Printed)	Patient Date of birth
Signature of Patient or Personal Representative	
If signed by other than patient: PRINT representative nam	e and relationship to patient
Today's Date	