

New Patient Welcome Packet Adult



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?

- 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?

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
- o Address: PO Box 546 Gresham OR 97030

ORCHID HEALTH REGISTRATION FORM

(Please print)

egal Name:	Today's	Date:		
First - Middle - Last				
referred name that you go by:	Preferre	ed Pronouns:		
egal Sex: Male/Female/Other Dat	e of Birth (mm/dd/yyyy):	Social Security Number:		
Physical Address:	City:	State:	ZIP Code:	
Mailing Address:	City:	State:	ZIP Code:	
lome Phone:	Mobile Phone:	Consen	t to text? □ Yes □ No	
mail:	Preferred communication method: _	Prefe	red Language:	
Race: (You can choose more than	one if appropriate) \square White \square Black or Af	frican American	☐ Asian	
☐ American Indian or Alaska Na	tive 🗆 Native Hawaiian or other Pacific Is	slander 🗆 Hispa	anic or Latino Origin	
Ethnicity: Not Hispanic/Latino	☐ Hispanic/Latino ☐ Other			
		Phone Nu	ımber:	
Relationship Status: ☐ Married ☐ mployment Status: ☐ Working ☐	J Divorced ☐ Single ☐ Widow(er) ☐ Other Unemployed ☐ Retired ☐ Intentionally Une ccupation? (type of work)	Partner mployed		
Relationship Status:	Divorced ☐ Single ☐ Widow(er) ☐ Other Unemployed ☐ Retired ☐ Intentionally Une ccupation? (type of work) INSURANCE INFORMATION (please bring your insurance card to our remame:	Partner mployed ceptionist)		
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Relationship Status:	Divorced Single Widow(er) Other Unemployed Retired Intentionally Une ccupation? (type of work) INSURANCE INFORMATION (please bring your insurance card to our remame:	Partner mployed ceptionist)Date of	Birth:	
Employment Status: Working Nhat is (or has been) your usual or Please indicate primary insurance in the subscriber of SUBSCRIBER: Name of SUBSCRIBER: Name of secondary insurance (if approximate of SUBSCRIBER: Name of SUBSCRIBER: Name of SUBSCRIBER: Patient's relationship to subscriber of SUBSCRIBER: Petroon Financially Responsible for Relationship to patient:	Divorced Single Widow(er) Other Unemployed Retired Intentionally Une ccupation? (type of work) INSURANCE INFORMATION (please bring your insurance card to our remame:	Partner mployed ceptionist) Date of	Birth: DOB:	

CONSENT FORM

<u>Consent for Treatment:</u> I consent to medical treatment of medical services performed or prescribed by the attending or consulting medical providers at Orchid Health, and I agree to the performance of treatments or procedures which are considered necessary, routine, or advisable. An example of some treatments performed at Orchid:

- Routine physical exams, including sports physicals
- Early detection, diagnosis and treatment of illness and injury treatment of minor injuries
- Assessment and management of chronic health conditions
- Age-appropriate reproductive health
- Routine lab tests and Immunizations
- Health education, counseling, and wellness promotion
- Prescription medications if appropriate
- Behavioral health services
- Referral for health care services not provided by Orchid Health

<u>Authorization of Payment</u>: I assign and authorize direct payment to Orchid Health of all insurance and plan benefits that are payable for service(s) I receive. I also authorize the release of any medical records necessary to allow the insurance company to pay for these services, within the guidelines of the HIPAA (Privacy) Laws. 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 financially responsible for payment. If I do not have active insurance, I agree to pay for services at the time they are received.

<u>Notice of Privacy Practices:</u> I acknowledge receipt of Orchid Health's Notice of Privacy Practices. This notice can be found on our website under patient forms, is available at the clinic upon check-in, and is otherwise available to me at any time upon request.

<u>Patient Rights and Responsibilities:</u> I acknowledge receipt of Orchid Health's Patient Rights and Responsibilities. These can be found on our website under patient forms, are available at the clinic upon check-in, and are otherwise available to me at any time upon request. I acknowledge receipt of information regarding Patient Rights and may accept or refuse care at any time. I understand I have the right to ask questions about and refuse these services. I acknowledge that I have the right to refuse care or withdraw my consent for care, without affecting my right to future care or treatment.

<u>Consent to Access Historical Prescription/Pharmacy Records, and to Reach out to Local Hospital Networks to Access Health History Information</u>: I authorize the release of my historical health information, as accurate information is necessary for the provision of accurate and quality medical care.

<u>Consent to Call:</u> I consent to receive calls from Orchid Health for my protected healthcare and other services at the phone number(s) provided to the practice, including my wireless number. I understand I may be charged for such calls by my wireless carrier and that such calls may be generated by an automated dialing system.

Patient or Authorized Representati	ve Name (Please print)	
Date of Birth	· · ·	
	e state relationship to patient	
Signature	Date	

AUTHORIZATION TO DISCLOSE INFORMATION

atient Name: Date of Birth:				
Authorization to Disclose Information to Others: Without specific permission, we will not release any medical information to anyone other than you. In some cases you may wish for another person to have access to your medical information. Please identify those individuals and their relationship to you (i.e. spouse, parent, son, daughter, partner etc.). Igive permission to release the following information to the individuals listed below: All health information about me created or received by Orchid Health, including medical records, case ormedical management, billing, payment, claims and enrollment, mental health, developmental disabilities, AIDS/HIV testing information or test results, substance abuse and alcohol treatment, and genetic testing.				
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		o NOT leave messages		
May leave call back numbers only May leave messages with details May leave messages with details May leave messages with details				
TERM: This authorization will remain in effectime) as described in the Orchid Health Noti	•	can revoke this authorization in writing (at any		
Patient or Authorized Representative Name (P	lease print)			
Date of Birth				
If authorized representative, please state relati	onship to patient			
Signature	Date			



Medical Records Release

Patient Name Former Name (if any)				
D.O.B.:	Ph	one:		
Address	City		State	Zip
I authorize information to be relea	sed FROM:	I authorize i	nformation to	be released TO:
Name/Facility:	Na	ame/Facility:		
Address:				
City, State, Zip:				
Phone:				
	The purpose of thi	_		
☐ Referred Medical Care ☐ Transfe	ring Care \square Perso	onal \square Legal	□ Other	
	Type of information	to be released:		
Complete Medical Records (Cons.	sts of the last 2 years of trea	tment unless otherwise	specified)	
☐ Other (Please specify):				
M	UST be INITIALED to	be included with	records	
HIV/AIDs related records	Mental Health re	elated records _	Genetic t	esting information
Drug/Alcohol** **PROHIBITED RE-DISCLOSU rules prohibit you from making any further disclosure of this informatic authorization for the release of medical or other information is NOT su	n without the specific written consen			
All records will be sent though fax unless other confidentiality statement; however, I understand conf				d documents contain a NO
My signature indicates that I authorize the disclosure of the a I understand that I may choose not to sign this authorization is I understand I can cancel permission to use and disclose my ir or shall remain in effect for the period reasonably needed to I understand this change will not affect information that has I understand that federal and state law protects my health into law. They could then share my information with others. I understand that I am allowed to receive a copy of this Authorized that I am allowed to receive a copy of this Authorized.	and that my choice not to sign wi formation at any time in writing. complete the request. already been shared. formation. However, my informa lerstand that they cannot share i y initialing this permission above	Il not be a basis to affect m Unless revoked earlier, thi tion could be shared with a information regarding HIV,	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 Responsibl		tionship to Patier		
☐ Wade Creek Clinic 535 NE 6 th Ave • Estacada, OR 97023 F: (866) 669-3334 Ph: (503) 630-8550	☐ Oakridge Clin 47815 Hwy 58 • Oakridge, F: (855) 313-2095 Ph: (54	OR 97463	24934 Fir Grove Ln	Ridge Clinic • Elmira, OR 97437 Ph: (541) 234-3255
☐ McKenzie River Clinic	☐ Sandy Clir			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: (9			ad • Welches, OR 97067 22 Ph: 971-333-0494



ORCHID HEALTH MARKETING CONSENT FORM

How did you hear about us? (Please [] Online search [] Word of Mouth [] Social media [] Print advertisement [] Saw a Sign [] Other:	check one or provide details if not listed):
I.	, hereby grant consent to Orchid Health to send me marketing
	stand that I have the right to "opt out" of receiving such
I understand and acknowledge the fo	ollowing:
obtain your authorization. The mar services, promotions, events, news 2. Voluntary Participation: I have th communications from Orchid Heal	ncourages you to use our services is considered marketing. We must relating communications may include information about Orchid Health sletters, and other related healthcare materials. e right to choose whether or not to receive marketing th. Participation is entirely voluntary. e my personal information in accordance with its privacy policy and
Consent Options:	
Please indicate your preference by ch	necking the appropriate box below:
	mmunications from Orchid Health via email. keting Communications from Orchid Health.
	e Name (Please print):
Date of Birth If authorized representative please st	rate relationship to patient
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
 - o 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 – Adult

Name	Date of Birth	Today's Date
Current Medical Concerns (what	at you would like to talk about today):	
1. (most important)		
Please list any allergies you have Name of Med Reaction	e to medications:	
•	k of page if needing additional space):	Counter Medications, Herbal Supplements, or
•	g immunizations (shots)? If yes, please inc	• • • • • • • • • • • • • • • • • • • •
	Tetanus/Diphtheria: 🗆 Yes 🗆 No Year	 -
	Pneumonia Shot: Yes No Year Olio: Yes No Year Other:	· ——
71VIII. 12 123 12 140 124112	mo. B res B No rear canen	
WOMEN: Is there a chance you	are pregnant? ☐ Yes ☐ No	
· · · · ·	ant before? Yes No (How many tim	es?)
When was your last n	nenstrual period?	
Have you ever had surgery? □	Yes \square No If YES, please list them (include	the year if possible):
Any hospitalizations? ☐ Yes ☐	No If YES, please list them (include the yea	ar if possible):
Have you ever had any other se	erious injuries?	list them (include the year if possible):
Have you had any of these TES	TS? If YES, please indicate when:	
	arBone Density Test: Yes	□ No Year
	Mammogram:	
Heart Testing/Stress Test· ☐ Y		

FAMILY HEALTH HISTORY

Are you adopted? \square Yes \square 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								
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	Endometriosis	☐ Yes	☐ No
Alcoholism/Substance Abuse	☐ Yes	☐ No	Fibromyalgia	☐ Yes	□ No
Allergies/Hay fever	☐ Yes	☐ No	Gout	☐ Yes	□ No
Anemia	☐ Yes	☐ No	GYN Problems	☐ Yes	□ No
Anesthesia Complications	☐ Yes	☐ No	HIV	☐ Yes	□ No
Anxiety Disorder or Recurrent Anxiety	☐ Yes	☐ No	Heart Problems	☐ Yes	□ No
Arthritis	☐ Yes	☐ No	Hepatitis C	☐ Yes	☐ No
Asthma	☐ Yes	☐ No	High Blood Pressure/Hypertension	☐ Yes	□ No
Autism Spectrum Disorder	☐ Yes	☐ No	High Cholesterol	☐ Yes	□ No
Bipolar or Schizophrenia	☐ Yes	☐ No	Kidney Stones	☐ Yes	□ No
Birth Defects or Inherited Disease	☐ Yes	☐ No	Kidney or Bladder Problems	☐ Yes	□ No
Blood Transfusion	☐ Yes	☐ No	Liver Disease	☐ Yes	□ No
Cancer	☐ Yes	☐ No	Migraines	☐ Yes	□ No
Chicken Pox	☐ Yes	☐ No	Muscle, Joint, or Bone Problems	☐ Yes	□ No
Clotting Problems/bleed too much	☐ Yes	☐ No	Osteoporosis	☐ Yes	□ No
Depression	☐ Yes	□ No	Reflux/GERD	☐ Yes	□ No
Developmental or Behavioral Disorders	☐ Yes	☐ No	Seizures/Epilepsy	☐ Yes	☐ No
Diabetes or Pre-Diabetes	☐ Yes	□ No	Skin problems (Rashes/Changing Moles)	☐ Yes	□ No
Diverticulitis/Diverticulosis	☐ Yes	□ No	Stomach Ulcers or Swallowing Problems	☐ Yes	□ No
Domestic Violence	☐ Yes	□ No	Stroke or TIA	☐ Yes	□ No
Ear Infections - Chronic	☐ Yes	☐ No	Thyroid Problems	☐ Yes	□ No
Ear or Hearing Problems	☐ Yes	☐ No	Tuberculosis or Positive TB Test	☐ Yes	☐ No
Eating Disorder like Anorexia or Bulimia	☐ Yes	□ No	Vision or Eye Problems	☐ Yes	□ No
Eczema	☐ Yes	□ No	Other:	☐ Yes	□ No
Emphysema/COPD/Chronic Bronchitis	☐ 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.	1. What is something that makes you happy or that you're proud of?						
2.	Do you currently	live in a shelter or have no	steady place to sleep	o at night?			
	☐ Yes ☐	No					
3.	Do you think you	are at risk of becoming hor	meless? OR at risk of	facing eviction?			
	□ Yes □	No					
4.	Within the past 1	.2 months, the food you bo	ught just didn't last	and you didn't have			
	money to get mo	ore.					
	☐ Often true	☐ Sometimes true	☐ Never true				
5.	Within the past 1	.2 months, you worried wh	ether your food wou	ıld run out before you got			
	money to buy m	ore.					
	☐ Often true	☐ Sometimes true	☐ Never true				
6.	Do you have trou	ble getting transportation t	o medical appointme	ents?			
	☐ Yes ☐	No					
Please	indicate if you hav	e concerns about any of the	e following:				
		J Alcohol/Substance Use	0000	☐Health Insurance			
†		☐ Child or Elder Care		☐ Pests / Mold / Air Quality			
		☐ Clothing	R	☐ Prescription Costs			
		☐ Dental Care		☐ Social Connection			
		☐ Education	Ý	☐ Utility Costs			
		☐ Employment	00	☐ Vision Care			

Would you like assistance with any of the above areas? ☐ Yes ☐ No ☐ Not Sure



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 condit	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	oday 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	