

# Welcome to Medcorps Asthma and Pulmonary Specialists.

You are scheduled to see the provider at:	
·	

Please arrive 20 minutes early to check in with receptionist and the nurse. Your appointment time is the time you see the provider, not the time you arrive.

We want to make your appointment informative and efficient. During your consultation, we will review your medical history, perform a physical exam and discuss your goals. We encourage you to make a list of questions.

Before your appointment, please complete and return all paper work from our office, provide us with any previous diagnostic imaging, labs, PFT, or sleep study reports, and any previous medical records from other pulmonary providers.

We ask that you and anyone coming to the office with you, not to use perfume, cologne or scented lotion. We also ask that you and anyone coming with you to the office not smell of cigarette smoke. Please do not smoke 4 hours prior to your appointment.

## **Office Visit Policy**

All patients will be required to present a photo ID, their current medical insurance card and deductible and co-pay payments at every office visit. If your insurance requires authorization number or referral, please be sure your primary care physician has obtained one for you or your appointment will be rescheduled.

Patients without verifiable health insurance will be required to demonstrate a form of payment before being seen.

# **Service Animal Policy**

Trained service animals, whether accompanied by individuals with disabilities or by trainers of service animals, are permitted in Medcorps Asthma and Pulmonary Specialists Offices, in compliance with the Americans with Disabilities Act (ADA), Section 504 of the Rehabilitation Act of 1973 (Section 504) and applicable state law. We intend that the broadest access be provided to service animals and persons using service animals, and trainers of service animals, be afforded independent access to Medcorps Asthma and Pulmonary.

All service animals must always remain on a leash and be appropriately controlled.

Owners of service animals shall be liable for any harm caused by the animal to Medcorps Asthma and Pulmonary Specialists, its officers, agents, employees, patients, and visitors.

Pets or animals whose sole purpose to provide comfort or emotional support do not qualify as Service Animals under the American with Disabilities Act. Pets and comfort animals are not permitted.



## **Refill Policy**

A one-time, one-month courtesy supply of medications may be given to patients who miss an appointment or need a follow up appointment.

Please have your pharmacy fax refill requests to 856-352-6710.

#### **Prior Authorizations**

Our office will complete any prior authorization paperwork required by your insurance company. Authorizations can take up to 14 days after all information is submitted. Specialty medications can take longer. We do not recommend scheduling your test without the authorization. Starting the prior authorization yourself or having another doctors office start the prior authorization will significantly slow the process.

### **Cancellation Policy**

Due to an overwhelming number of late cancellations and no show appointment events, Medcorps Asthma and Pulmonary Specialists is amending our policy to enable us to accommodate more patients on our wait list.

- 1. Medcorps Asthma and Pulmonary Specialists requires at least 48 hour notice to cancel your appointment.
- 2. 10 minutes late for your appointment is considered a no show. We may be able to accommodate late patients if time is available. This is determined on a case by case basis.

If patient reschedules a late canceled appointment

- Cancellation will be document as a late cancel, not a rescheduled appointment and
- \$50 late fee will be assessed.
  - Fee will be waived if patient is in hospital or ER, documentation is to be sent to our office.
  - Fee will not be waived for transportation issues, not getting day off from work, oversleeping, forgetting appointment, etc.
- Payment of late fee will be collected at the next appointment.
  - o Failure to pay late fees will result in dismissal from practice
- Rescheduling a late cancel appointment does not negate the late cancel fee.
- Our office not being able to confirm your appointment does not negate the late cancel fee.

After 2 incidents of late cancellations and/ or no shows, patients will be placed on same day appointment status for 6 months.



### Same Day Appointment Status

When you have two incidents of cancellations with less than 48 hour notice given, been late and/or have not showed up for your scheduled appointments. The same day appointment policy is an alternative to being dismissed from Medcorps Asthma and Pulmonary Specialists practice.

- For the next 6 months, you may call the office for a same day appointment. If an appointment is available, you will be seen by a provider at the time available. No medication refills will be called into your pharmacy. Refills will be addressed during your same day appointment.
- This policy will remain in place for 6 months.
  - o If patient late cancels or not shows while on same day status, they will be dismissed from Medcorps Asthma and Pulmonary Specialists.
  - After 6 months of same day appointment status with no incidents and all outstanding fees are paid, we will begin scheduling the patient's appointments again.
- If patient late cancels or no shows again, they are dismissed from practice.

Our office may call to confirm your appointment, we still require 48 hour notice to cancel because we cannot always make these courtesy calls.

### Dismissal from Medcorps Asthma and Pulmonary

Grounds for dismissal include but are not limited to yelling, cursing, threatening, staff or providers, failure to pay for services, **a** ilure to return equipment

# **Insurance Claims/Billing**

Medcorps Asthma and Pulmonary Specialist participates with most major insurance carriers. As a courtesy to our patients, we will file insurance claims for those insurances with which we participate. Please remember, any amount not covered by insurance is ultimately the patient's responsibility.

# **Payment**

Payment will be requested at the time of service for all services that are non- covered or determined to be the patient's responsibility, including co-payments and deductibles from care you received at a rehabilitation facility or hospital.

Payment may be made by cash, check, Master Card, or Visa. We realize that deductibles are very high, and we will gladly set up payment plans. If you have a question regarding insurance, billing or our fees, please call the office.



Name:	Date of Birth:
Primary Care Physician (PCP):	
City/State:	Phone:
Pharmacy Name and town:	
Blood work Lab name and town:	
Diagnostic center you use for X-rays:	
Who told you to see a lung doctor?	
Why do you need to be seen by a lung doctor?	
Smoking History	
Do you smoke currently, or have you ever smoked?	Current Former Never Smoker
If yes, how many packs/day? How many years?	Date of last use:
EXPOSURE	
Were you/or have you ever been exposed to dust, chemicals or during military service? NO YES	s or asbestos at your home, job
If yes, please explain:	
Are there pets in the house? Dogs Cats Other	er:



# **MEDICATION LIST**

Date of Birth

ist all medications you are taking. Include both prescription and over-the -counter drugs, inhalers and ebulized medications, oxygen as well as any supplements you use regularly.				
Name of Medication	Dose {number (	of puffs or Pills	Frequency (numbe	er of times per day)
Medications you hav	re at home for a brea	athing exacerbatio	n (e.g. antibiotic <u>s, s</u>	teroids)
Oxygen therapy		liters per min		During the Day

Oxygen therapy

Name:

liters per min

At Night



# **FAMILY HISTORY**

Name: _	Date of Birth
	List any medical conditions and date of diagnosis and all past surgeries and dates of surgery.

# Please Check All That Apply

DISEASE /					Mom's	Mom's	Dad's	Dad's
CONDITIONS	Mother	Father	Sister	Brother	Mom	Dad	Mom	Dad
Allergies								
Asthma								
Blood Clots								
Cancer								
COPD								
Emphysema								
Heart Problems								
Sleep Apnea								
Restless Leg Syndrome								



	1003	Today's Date:			
Patient's Name:	Date	e of Birth:			
, the undersigned, authorize the release of, or above named patient.	request access to the information specified	d below from the medical records of the			
Patient information is needed for:					
Continuing Medical Care	Military	Social Security/Disability			
Insurance	Personal Use	Chronic Care Management			
Legal Purposes	School	Other:			
Information to be released or accessed:					
History & Physical	Consultation Report	Medication History			
Operative Reports	Discharge/Death Summary	Face Sheet			
Lab/Path Reports	X-Ray Reports/Images	Other			
The above information may be released a	nd disclosed to the following individual	s or organizations:			
MedCorps Asthma & Pulmonary Offi		o			
NAME:	·				
ADDRESS:					
PHONE#:					
Who are we getting your records from	?	Phone Number			
Address (Street, City, State and Zip)		Fax Number			
		rax Number			
understand that my records are confidential and conformation used or disclosed prior to this authorization that the specified information to be released may in mental illness, or communicable disease.  understand that I may revoke this authorization in authorization. This authorization will expire in 12 m	ation may be subject to re-disclosure by the recinclude but is not limited to history, diagnoses, and writing at any time except to the extent that ac	except when otherwise permitted by law. pient and no longer protected. I understand nd/or treatment of drug/alcohol abuse, tion has been taken in reliance upon the			
nformation used or disclosed prior to this authorize that the specified information to be released may in mental illness, or communicable disease.  understand that I may revoke this authorization in	ation may be subject to re-disclosure by the recinclude but is not limited to history, diagnoses, an writing at any time except to the extent that acconths from date of my signature, unless I revoke	except when otherwise permitted by law. pient and no longer protected. I understand nd/or treatment of drug/alcohol abuse, tion has been taken in reliance upon the			



Name:	Today's Date:

## How is your COPD? Take the COPD assessment testTM (CAT)

This questionnaire will help you and your healthcare professional measure the impact COPD (Chronic Obstructive Pulmonary Disease) is having on your wellbeing and daily life. Your answers, and test score, can be used by you and your healthcare professional to help improve the management of your COPD and get the greatest benefit from treatment.

For each item below, place a mark (X) in the box that best describes you currently. Be sure to only select one response for each question

Example: I am very happy	0	X	2	3	4	5	I am very sad
I never cough	0	1	2	3	4	5	I cough all the time
I have no phlegm (mucus)	0	1	2	3	4	5	My chest is completely full of phlegm (mucus)
My chest does not	0	1	2	3	4	5	My chest feels very tight
When I walk up a hill or one flight of stairs I am not breathless	0	1	2	3	4	5	When I walk up a hill or one flight of stairs I am very breathless
I am not limited doing	0	1	2	3	4	5	l am very limited doing activities at home
I am confident leaving my home despite my lung condition	0	1	2	3	4	5	I am not at all confident leaving my home because of my lung condition
I sleep soundly	0	1	2	3	4	5	I don't sleep soundly because of my lung condition
I have lots of energy	0	1	2	3	4	5	I have no energy at all

SCORE



Name:	Today's Date:	

#### Restless Leg Syndrome (RLS)

Restless Leg Syndrome (RLS) may include a strong urge to move your legs or arms that you may not be able to resist. This need is often accompanied by uncomfortable sensations that might be described as creeping, itching, pulling, creepy crawly, tugging or gnawing.

- Symptoms may start or worsen when you are resting. The longer you rest, the more frequent and intense your symptoms will likely become.
- Symptoms may improve when you move your legs or arms. Relief can be complete or partial, but generally starts very soon after starting an activity. Relief persists as long as you keep moving.
- Symptoms may worsen in the evening, especially when you are lying down. Activities that bother you at night do not bother you during the day.
- Symptoms cannot solely be attributed to a medical or behavioral disorder (e.g., arthritis, leg cramps, vein disorders, habitual foot tapping).
- Symptoms may cause significant stress on you relationships, work, family, education or other areas of life by impacting your sleep, energy/vitality, daily activities or mood

Please answer questions describing your Restless Leg Syndrome Symptoms (RLS) for the past 4 weeks

· , - · · ,		,	-0		
Very severe	Severe	Moderate	Mild	None	
Overall, how would yo	ou rate the ne	ed to move around	because of you	ır RLS sympton	ns?
Very severe	Severe	Moderate	Mild	None	

Overall, how much relief of your RLS arm or leg discomfort do you get from moving around?

None Slight Moderate Either complete or almost complete relief

Overall, how severe is your sleep disturbance from your RLS symptoms?

Overall, how would you rate the RLS discomfort in your legs or arms?

Very severe Severe Moderate Mild None

How severe is your tiredness or sleepiness from your RLS symptoms?

Very severe Severe Moderate Mild None



Name:	Today's Date:

### The Epworth Sleepiness Scale

**How Sleepy Are You?** How likely are you to doze off or fall asleep in the following situations? You should rate your chances of dozing off, not just feeling tired. Even if you have not done some of these things recently try to determine how they would have affected you. For each situation, decide whether or not you would have:

- No chance of dozing =0
- Slight chance of dozing =1
- Moderate chance of dozing =2
- High chance of dozing =3

Write down the number corresponding to your choice in the right hand column. Total your score below.

Chance of Dozing	Situation
	Sitting and reading
	Watching TV
	Sitting, inactive on a public place (e.g. a theater or meeting)
	As a passenger in a car for an hour without a break
	Lying down to rest in the afternoon when circumstances
	permit Sitting and talking to someone Sitting quietly after
	lunch without alcohol
	In a car, while stopped for a few minutes in the traffic
	TOTAL SCORE

#### Interpretation:

- 0-7: It is unlikely that you are abnormally sleepy.
- 8-9: You have an average amount of daytime sleepiness.
- 10-15: You may be excessively sleepy depending on the situation. You may want to consider seeking medical attention.
- 16-24: You are excessively sleepy and should consider seeking medical attention.

Reference: Johns MW. A new method for measuring daytime sleepiness: The Epworth Sleepiness Scale. Sleep 1991; 14(6):540-5.



Name:	Today's Date:	

#### **ASTHMA CONTROL TEST**

In the past 4 weeks, how much of the time did your asthma keep you from getting as much done at work, school or at home?

All the Most of Some of A little of None of time the time the time the time

During the past 4 weeks, how often have you had shortness of breath?

More than Once a day 3 to 6 times Once or twice Not at all once a day a week

During the past 4 weeks, how often did y ur asthma symptoms (wheezing, coughing, shortness of breath, chest tightness or pain) wake you up at night or earlier than usual in the morning.

4 or more 2 or 3 nights Once a week Once or twice Not at all

nights a week a week

During the past 4 weeks, how often have you used your rescue inhaler or nebulizer medication (such as albuterol)?

3 or more 1 to 2 times 2 to 3 per week Once a week Not at all

times per day per day or less

4. How would you rate your asthma control during the past 4 weeks?

Not controlled Poorly Somewhat Well controlled Completely at all controlled controlled controlled