

Welcome to Your Medical Home

Wellness Within Reach

Foothills Community Health Care (FCHC) will be your medical home. As your medical home, we will keep track of all labs, x-rays, referrals, and medications as well as coordinate care between your health care team. FCHC will also remind you of important health screenings. FCHC will also help you set goals for your health and help you track how well you meet those goals.

As a patient, your responsibility will be to provide complete and thorough information about your health and to notify any other healthcare facility that FCHC is your medical home. If you find yourself in the Emergency Department or in the hospital, please let them know that FCHC is your medical home.

In a patient centered medical home organization, patients are encouraged to choose their primary care provider. Once this choice is made, our staff will try to schedule all your appointments with the provider you selected. The advantage for you is that you have a provider you like working with and one that is specifically responsible for coordination of your care. The provider will also ensure you receive all recommended preventative care and that any problems uncovered are followed up in a timely manner.

There may be times when it is in your best interest to see a different provider for timeliness or urgency. Your primary care provider will have updated information about these visits to ensure that you receive continuity of care. Ask the front desk staff for a <u>Patient Transfer Form</u> if you would like to change providers within FCHC.

You can find out about our providers at www.myfchc.org

PLEASE BRING THE FOLLOWING ITEMS TO YOUR APPOINTMENT:

☐ Photo ID (Gov't Issued ID Card)
☐ Social Security Card (If applicable)
☐ Medicare Card, Medicaid Card, Rx Plan Card, Third Party Commercial Insurance (Co-Pay if Required)
☐ Immunization (Shot) Record *Required for pediatric patients
☐ Current Medicine Bottles

FCHC offers a sliding fee discount based on family size and income with co-payments starting at \$20. You may qualify even if you have insurance.

To determine whether you qualify for a discount, please provide proof of income for each person living in the household who is 18 years of age or older. A nominal fee may be charged for the office visit and will vary based upon family size and household income. Charges for service in addition to an office visit may be due upon check out or billed to you. (Ex: Charges for labs, procedures, etc.)

Proof of income, which may include:

- Three (3) recent pay stubs
- Statement from Unemployment Office
- Most recently filed tax return
- Statement from Social Security Administration

Appointment Scheduling & No-Show Policy

We will try to schedule your appointment at a date and time most convenient for you. As a courtesy, we attempt to contact every Patient to remind them of their appointment. However, it is the responsibility of the Patient to arrive for their appointment on time. If you are more than 15 minutes late for your scheduled appointment, it may be necessary to reschedule your appointment for a later date. If you are unable to keep a scheduled appointment, please call our office as soon as possible. *Cancellations must be received 24 hours in advance.* Failure to notify our office 24 hours in advance will be documented as a "No-Show". *Three (3) "No Show" appointments within a 6-month period may result in being placed on a 12-month probationary period.* During this time, we will not be able to schedule appointments for you. Any visits will be on a walk-in basis when time permits.

HOW TO CONTACT US:

Prescriptions & Messages

- Controlled substances will not be written on your first visit.
- Medical messages will be returned within 48 business hours.
- When leaving a message please leave your
 - Name, DOB, Phone number, and Reason for your call.
- Phone calls will be processed in-between patient visits.
- Please avoid leaving multiple messages as this may delay our response time.

After Hours

When the office is closed, you may call our regular phone number to be forwarded to our answering service. The service will take the necessary information and page the FCHC provider on call. You can expect a response within 30 minutes. **Prescription refills will not be handled by the after-hours provider**

Patient Portal

24/7 Access to communicate with your provider, manage your appointments, view your medications and request refills, and pay your balance. Please request a one-time access code from the front desk either in person or over the phone.

Transfer of Records

Your medical history is important to allow us to provide the best care for our patients. The new patient packet includes a consent form for transferring your medical records to FCHC. Please complete this form and give it to the front desk staff on your first visit. This will help ensure we have what we need.

FCHC- Clemson

Monday, Wednesday, Thursday, Friday - 8am to 5:00pm

Tuesday 8am to 7pm

(Closed for Lunch: Noon – 1:00 pm Daily)

110 Liberty Drive, Suite 100 • Clemson, SC 29631 • (864) 722-0283

FCHC Easley

Monday – Friday 8:00 am to 5:00 pm (Closed for Lunch: Noon – 1:00 pm Daily) 403 Hillcrest Drive, Suite E, Easley, SC 29640 (864) 343-1220

FCHC - Anderson

Monday - Friday- 8am to 5:00 pm (Closed for Lunch: Noon – 1:00 pm Daily) 1100 W. Franklin, St., Anderson, SC 29624 (864) 224-0822



www.myfchc.org

Patient Registration Form

Parent(s) must bring child in for first visit. If legal guardian, you must provide proper proof of guardianship.

Social Security Number:	<i>Prefix:</i> Miss MR MRS MS.
First Name:	Middle Initial: Last Name:
Nickname:	Suffix: Jr Sr II III IV
Date of Birth (MM/DD/YY) :/	Sex (Gender): Female Male
Street Address:	City: Zip:
Email:	
Home Phone: ()	Work Phone: ()
Emergency Contact:	Phone Number:
Best way to reach you: ☐ Home Phone ☐ Cell P	hone
Can FCHC send you text messages regarding upo	coming appointments and results? \square Yes \square No
Preferred Pharmacy: Name	Location
Preferred Mail in Pharmacy: Name	Location
	EASE MARK YOUR ANSWER □ Widowed □ Separated □ Life Partner □ Legally Separated
Gender Identity: ☐ Male ☐ Female ☐ Transgoto-Female ☐ Choose not to disclose ☐ Other	gender: Male/Female-to-Male □ Transgender: Female/Male-
Sexual Orientation: □Straight □Bisexual □ Les	bian or Gay Don't Know D Something Else D Choose Not to Disclose
Annual Household Income: \square \$0-\$25,000 \square \$25 \square Refuse to report	,001-\$50,000 \(\Bigsig \\$50,001-\\$75,000 \(\Bigsig \\$75,001-\\$100,000 \(\Bigsig \\$100,000+\)
Size of Household: ***Even with insurand charges for the visit. See front staff for details **	ance if you qualify for the sliding fee scale you could lower your copayment **
Employment Status: □ Full-time □ Part-time □ Employer Name:	Retired Disabled Unemployed None Employer Address:
City: State:	

Student: □Full-time □Part-time Language: □ English □ Spanish □		ign Language	☐ Other ☐ Unrepor	rted □ Refused to	Report
Race: ☐ American Indian or Alasi ☐ White ☐ Refused to Report ☐			American □ Native	Hawaiian 🗖 Pacif	ic Islander
Ethnicity: □ Hispanic/Latino □ N	lot Hispanic/Latino □ U	nreported \Box	Refused to Report		
Agricultural: □ Dependent of M □Seasonal Worker	igrant □ Dependent of S	Seasonal 🛭 I	Migrant Worker 🗖 No	ot Agricultural Wo	orker
Homeless: □Yes □No					
If Yes: □ Public Housing	☐ Homeless Shelter ☐	Doubling Up	☐Transitional ☐ Str	eet 🗆 Other 🗆 Ur	nknown
IN ORDER FOR US TO BILL YOUR	INSURANCE COMPANY	FOR SERVICE	ES, YOU MUST PROV	IDE A COPY OF YO	OUR INSURANCE
		CARD	,		
PRIMARY INSURANCE INFORMA	TION- PLEASE BRING IN	SURANCE CA	ARDS AND COPAYME	NTS ON EVERY VI	SIT
Subscriber: This is the person who ca	arries the insurance. If the	subscriber is t	he patient, skip to insu	rance company nan	ne field.
Subscriber's Name on Card:		DOB: _	Relationship	to patient	
Sex: Female/ Male SS#:					
If address and phone number are the	e same as the patient, plea	se indicate sa	me.		
Address:		City:	State:	Zip:	
Home Phone:	Work Phone:		Employer:		
Insurance Company Name:			Phone:	 -	
Policy/Cert #:	Group #:		Effective D	ate:	
SECONDARY INSURANCE INFORI	MATION- PLEASE BRING	INSURANCE	CARDS AND COPAY	MENTS ON EVERY	VISIT
Subscriber's Name on Card:		DOB: _	Relations	ship to patient	
Sex: Female/ Male SS#:		_			
If address and phone number are the			me.		
Address:		City:	State:	Zip:	
Home Phone:	Work Phone:		Employer:		
Insurance Company Name:			Phone:		
Policy/Cert #:	Group #:		Effective D	ate:	
	GUARANT	OR INFORMA	ATION .		
If 18 or older-you do not have to co	mplete this section and w	ill be listed as	guarantor. The guarar	ntor will be respons	ible for any
balance due. Parent/ guardian pres	enting minor child for trea	atment will be	listed as the guaranto	or.	-
Name:		tion to guaran	tor:		
Last First M DOB:SS#	iddle Home Ph	one:	Cell Ph	ione:	
Mailing Address (if different from ab	ove):				
	City:		State:	Zip:	=
How did you hear about us?					

Authorization for pediatric patient to be brought in for treatment for Medical and/or Behavior Health Care by designee (applies to all pediatric patients ages >18)

If legal guardian, you must provide proper proof of guardianship.

I understand that I, Parent/ guardian, must bring my child to the first medical and/or Behavior Health appointment with a Foothills Community Health Care provider to give a complete medical history. Following the first visit, I give permission for the following individual(s) to bring my child to Foothills Community Health Care for medical and/ or Behavior Health care and treatment. I understand that by giving permission for this individual(s) to bring my child for medical and/ or Behavior Health, the individual(s) is fully authorized to consent to the medical and/or Behavior Health treatment prescribed by the Foothills Community Health Care provider.

Patient Name:		DOB:	
In your absence, is there an		ek medical treatment for your child?	? □Yes □ No
Alternate individuals that n	nay bring child to FCH	C for medical and/ or Behavior Healt	h care and treatment:
Name		Relationship	
		_	
Print Parent Name	Date		
Parent Signature	Date	_	



Patient Name:	Date:	FCHC Staff Signature:

Completion of this consent is necessary to offer services to a patient. Some items may not apply to your current situation; however, in order to provide comprehensive care during this visit and future visits we request that you complete this consent in its entirety. You have the privilege of revoking this consent, by providing written notice, at any time.

Consent for Medical and Behavioral Health Treatment

By initialing, I voluntarily consent to Medical and/or Behavioral Health treatment and the diagnostic procedures provided by Foothills Community Health Care and its associated physicians, clinicians and other personnel. I consent to the testing for infectious diseases, such as, but not limited to syphilis, AIDS, hepatitis and testing for drugs if deemed advisable by my provider. I am aware that the practice of medicine is not an exact science and I acknowledge that no guarantee has been made to the result of treatments and examinations.

Initials

Notice of Privacy Practices Acknowledgment

I have received or read a copy of the Notice of Privacy Practices The notice describes how my health information may be used or disclosed. I understand that I should read it carefully. I am aware that the Notice may be changed at any time. The Notice of Privacy Practices may be accessed at www.myfchc.org

Initials

FINANCIAL RESPONSIBILITY

By initialing below, I understand that if I qualify for services through a grant funded program, such as the Sliding Fee Scale and/or the Department of State Health Services Family Planning (Title X) these resources are payers of last resort. Meaning that, if I currently or in the future have Medicare, Medicaid and/or third-party insurance, I may not be eligible for services under these grants. Therefore, I agree to immediately report any changes in my financial status and/or insurance coverage to the front office staff. If such changes have not been appropriately reported and if those changes in my status result in my ineligibility for services under a grant funded program at FCHC, I understand that I am fully responsible for the cost of services delivered by FCHC.

Initials

Assignment of Insurance Benefits

By initialing below, I understand and agree that health or behavioral health insurance coverage is an agreement between the insurance carrier and myself. I understand that Foothills Community Health Care will prepare any necessary reports and forms to assist me in making collections from the insurance company and that any amounts authorized will be paid directly to Foothills Community Health Care. However, I clearly understand and agree that all services provided to me are charged directly to me and that I am personally responsible for payment. I authorized Foothills Community Health Care to furnish information to insurance carriers concerning my illness and treatments.

I acknowledge my responsibility to pay for that care according to the fees established.

services provided to the patient he	•	or said patient and ragree that ram resp	porisible for all	
Initials				
		s delivered that are not covered by my in e paid prior to me being seen by a health		
<u>Initials</u>				
A	uthorization for Releas	se of Medical Information		
Foothills Community Health Care is authorized to release any medical information required in the processing of applications or submission of information for financial coverage and further medical treatment. To include information referring to psychiatric care, sexual assault, or tests for infectious diseases including AIDS/HIV for services provided during this visit. I also agree to the release of medical or other information about me to government federal or state regulatory agencies as required by law.				
	Authorized	Individuals		
By initialing, I authorize FCHC and medical staff to communicate and discuss my healthcare information with the following which may include information about my medical diagnosis, eligibility status and appointments with the contacts listed below. I understand that by leaving spaces blank, I am indicating my choice to be "No Information," and I do not want any information released without my express consent.				
		Relationship ppoints to make healthcare decisions in their pl		
with contact □Communicate with Pr	imary Caregiver □Commu	nicate with Care Team □ Is this person your N	ext of Kin	
Name	Phone Number	Relationship		
		points to make healthcare decisions in their pla nicate with Care Team □ Is this person your N		
Initials				

NO- SHOW LATE/ MISSED APPOINTMENT POLICY

We, at Foothills Community Health Care (FCHC), understand that sometimes you need to cancel or reschedule your appointment and there are emergencies. If you are unable to keep your appointment, please notify the office at least 24 hours prior to your appointment. To ensure that each patient is given the proper amount of time for their visit and to provide the highest quality of care, it is very important for each scheduled patient to attend their visit on time. We will try our best to schedule your appointment at the most convenient time possible. As a courtesy, we attempt to contact every patient to remind them of their appointment; however, it is the responsibility of the patient to arrive for their appointment on time. If this is your first visit with FCHC we ask that you arrive 30 minutes prior to your appointment time to complete paperwork.

- 1) If you are more than <u>15 minutes late</u> for your scheduled appointment, you may be <u>rescheduled</u> for a later time or date.
- 2) If you are unable to keep a scheduled appointment, please call our office prior to your appointment so that we may care for someone else during that time. Cancellations must be received 24 hours in advance.
- 3) Failure to notify our office in advance, of the inability to keep an appointment, will be documented as a "No-Show" appointment.
- 4) If you have 3 "No-Show/Missed" appointments within a 6 month time frame, you may be placed on a 12 month probationary period. During this time we will not be able to schedule any appointments. Any visits will only be on a walk in basis as time permits.

By initialing below, I understand and agree with Foothills Community Health Care's **No Show Late/Missed Appointment Policy** and understand my responsibility to plan appointments accordingly and notify FCHC appropriately if I have difficulty fulfilling my scheduled appointments.



Patient's Rights and Responsibilities

As a patient you have the right:

- To be treated with respect, including recognition of personal beliefs and values.
- To receive care in an environment that is committed to patient safety.
- To access care easily and in a timely fashion.
- To privacy and confidentiality.
- To coordination and continuity of your health care.
- To participate in your own healthcare decisions.
- To refuse treatment.
- To have information presented in terms that can be understood, which include treatment and care options.
- To change your provider, if desired.
- To be heard if you have a problem or complaint.

As a patient you have a responsibility:

- To provide complete medical information to your health care providers.
- To ask questions so that you have a clear understanding.
- To report any changes in your health.
- To understand your health issues and to follow any agreed upon plans and instructions for your care provided by your medical team.
- To keep scheduled appointments, or to reschedule in a timely manner.
- To respect the rights, privacy and confidentiality of other patients and clinic personnel.
- To be thoughtful and respectful of other patients and Foothills Community Health Care staff.
- To accept financial obligations and understand your health insurance benefits.
- Failure to adhere to the above rules and regulations may result in being discharged as a patient of our clinic.

By initialing below, I understand the Patient's Rights and Responsibilities Policy.

lnitials				
Patient Name:	DOB:		Date:	
Patient Signature or Pare	ent/Guardian if minor:		Relationship to Patient:	
FCHC Staff Signature: _		Date:		



FCHC Clemson: Address: 110 Liberty Drive, Suite 100, Clemson, SC 29631 Phone (864) 722-0283 Fax (864) 722-0261

FCHC Easley: Address: 403 Hillcrest Drive, Suite E, Easley, SC 29640 Phone: (864) 343-1220 Fax (864)307-8870

FCHC Anderson: Address: 1100 W. Franklin Street, Anderson, SC 29624 Phone: (864) 224-0822 Fax (864) 261-8130

E-Fax (864) 643-4519- Results

AUTHORIZATION FOR RELEASE OR DISCLOSURE OF HEALTH INFORMATION

My signature below hereby voluntarily authorizes the release or disclosure of my health information. (Only one patient per authorization)

my signature below hereby voluntarily authorizes the i				. (C)	,
Patient Name:	DO	B:		SSN:	
I hereby authorize Foothills Community He Care (FCHC) to:	ealth reco	ord to the	following: OR	GE specified information from on from the following:	my
Address, Phone Number or Fax Number: (of Person/ Facility/ Doctor's Office Address:		ME OF	PERSON/ FA	CILITY/ DOCTOR'S OFFI	CE:
Phone#:Fax#:					
II. The purpose of this disclosure is for continuity of o					
	st Recent Only	or	• •		
	ost Recent Only	or			
	ost Recent Only	or			
	st Recent Only	or	–		
	st Recent Only	or			
	ost Recent Only	or			
☐ Behavioral Health Notes M	ost Recent Only	or			
Other:	-				
I also authorize the following sensitive informa Alcohol/Drug Abuse Treatment/Referr Sexually transmitted Disease HIV/AIDS-related treatment Mental Health (Other than Psychother I understand that information disclose protected by the Health Insurance Por LISC 552a]. I may revoke this authorization by noti taken in reliance on this authorization This authorization expires on:	apy Notes) d by this authorizative tability and Account fying this practice in cannot be reversed	on may be tability Act n writing of l, and my re	subject to redisclos Privacy Rule [45 CF my desire to revoke evocation will not aff	sure by the recipient and may no lon FR Part 164], and the Privacy Act of e it. However, I understand that any fect those actions.	1974 [5
SIGNATURE OF PATIENT			DA	ATE:	
SIGNATURE OF AUTHORIZED REPRESENTATIVE (St signature is thumbprint or mark	ate relationship to μ	oatient) or V	Vitness (if DA	ATE:	
Record Copy Fee Paid: Witness Signature: Patient's Phone Number: P	atients, please a	 Illow 7-10		Time: for the completion of this requ	uest



How to Contact Us

To express concerns, complaints, or grievances

Write to Address

Foothills Community Health Care-Clemson

110 Liberty Drive, Suite 100 Clemson, SC 29631 Attention: Practice Manager

Foothills Community Health Care- Easley

403 Hillcrest Drive, Suite E Easley, SC 29640 Attention Practice Manager

Foothills Community Health Care- Anderson

1100 W. Franklin Street Anderson, SC 29624 Attention Practice Manager

> Call our office

You may call the Director of Operations at 864-722-0283 extension 409

Fill out a Patient Grievance Form

If you feel were not treated properly, or if you feel you did not receive the treatment you deserve, please contact any FCHC staff for a Patient Grievance Form.

> Fill out a Transfer Request Form

If you wish to change your care to another FCHC provider, please ask the front desk staff or nursing staff for a Transfer Request Form.

PEDIATRIC PATIENT MEDICL HISTORY

Date	Child's Name	Nickname	DOB	M F			
Birth History							
	Preg# Mom's a	ge Was the birth	[] Vaginal? [] Cesarea	n? [] Early? [] Late?			
	s early, how many weeks early?						
	ve any illnesses/problems with						
	any problems right after birth						
Before mother	knew she was pregnant or at a	any time during her pregna	ancy did she:				
[] Smoke Cigar	rettes (amount)	[] Drink Alco	hol (amount)				
	drugs (type)		iption Drugs (type)				
Was initial feed	ding [] Breast Milk? [] Formul	a?					
	d Past History						
		[]Yes []No	Explain				
•	d have any serious or chronic il						
	had serious injuries or acciden						
•	had any surgeries?						
	ever been hospitalized?						
•	lergic to any medications?						
-	ever reacted to immunizations		•				
Does Your (Child Have Or Has Your	Child Ever Had:					
	rent cough, bronchitis, or pneu		Explain				
Nasal allergies							
	nfections or sore throat						
•	ears or hearing						
	eyes, vision or teeth		Explain				
	aches or other neurologic prob	olems [] Yes [] No	Explain				
Frequent abdo	minal pain						
Constipation re	equiring doctor visits						
Bladder/Kidne	y problems or bedwetting						
Any heart prob	olems/murmur	[] Yes [] No	Explain				
Anemia or blee	eding problems						
Thyroid or othe	er gland problem	[] Yes [] No	Explain				
Diabetes		[] Yes [] No	Explain				
ADD/ADHD		[] Yes [] No	Explain				
Mental Health	Issues	[] Yes [] No	Explain				
Use of drugs o	r alcohol	[] Yes [] No	Explain				

Household Information Please List all Those Living in the Child's House: DOB Name Relationship to Child Are there siblings not listed above? If so, please list their full names and ages and where they live Child Care: _____ Smokers in household? [] Yes [] No Family Medical History (Parents, Siblings, Grandparents, Aunts and Uncles) Have Any Family Members Had the Following: Alcohol/Drug Abuse [] Yes [] No Who Comments _____ Allergies [] Yes [] No Who____ Comments **Asthma** [] Yes [] No Who Comments _____ **Birth Defects** [] Yes [] No Who Comments **Blood Disorders** [] Yes [] No Who_____ Comments ____ **Bone Disorders** [] Yes [] No Comments Who Who Cancer [] Yes [] No Comments Diabetes [] Yes [] No Who_____ Comments **Endocrine Disease** [] Yes [] No Who ______ Comments _____ Ear/Nose/Throat Disorders [] Yes [] No Who Comments **Eve Disorders** [] Yes [] No Who_____ Comments _____ **Gastrointestinal Disorders** [] Yes [] No Who Comments Comments _____ Who ______ **Heart Disease** [] Yes [] No **High Blood Pressure** [] Yes [] No Who Comments Comments _____ **High Cholesterol** [] Yes [] No Who Comments _____ Immune Disorders [] Yes [] No Who _____ Joint Problems [] Yes [] No Who Comments _____ Kidney Disease [] Yes [] No Who Comments Liver Disease [] Yes [] No Who Comments _____ Lung Disease [] Yes [] No Comments _____ Who Comments _____ Migraine Headaches [] Yes [] No Who_____ Metabolic Disorders [] Yes [] No Who_____ Comments Obesity []Yes []No Who Comments _____ Comments _____ Seizure Disorders [] Yes [] No Who____ Skin Disorders [] Yes [] No Who_____ Comments _____ Stroke History [] Yes [] No Who__ Comments _____

Who_____

[] Yes [] No Who

[] Yes [] No Who____

Thyroid Disorders

Mental Health History

Other Medical History

[] Yes [] No

Comments _____

Comments _____

Comments _____