

Thank you for scheduling with us!

We are pleased to welcome you to our clinic. PDEC is a specialty practice providing consultation and/or treatment for patients with diabetes, thyroid disorders and other hormone abnormalities. We are not Primary Care Providers; all new patients are expected to have a personal (Primary Care) provider as their contact for general health and non-endocrine care.

Enclosed is a card verifying the date, time and location of your appointment as well as several forms for you to complete ahead of time and bring with you.

Other important information and instructions to help you navigate your initial visit with us are:

<u>Medical Records:</u> We will attempt to get pertinent medical records from the provider referring you to us. Sometimes, there is a delay in this process. It is helpful if you assist us with this process by arranging to have relevant past records sent to our office in advance of your appointment date. These should include recent chart notes and any pertinent lab or diagnostic reports. Enclosed is an <u>"Authorization for Release of Medical Records"</u> form. **Please complete this form and MAIL OR FAX IT to your CURRENT DOCTOR'S OFFICE IMMEDIATELY to avoid delays.**

Referrals: If we know your health insurance requires a referral for specialty services, we will make every effort to have this in place before you arrive. However, it is your responsibility to make sure any referrals required by your insurance plan are in place prior to your visit. If authorization has not been verified, you will be required to sign a waiver agreeing to be responsible for payment if our claim is denied.

Insurance Card/Photo ID: Upon arrival for every appointment with us, we are required to see and make copies (if needed) of your insurance card(s) and photo id, as required by Federal law.

Co-Payments: All patients should be prepared to pay any known Specialist co-pay amounts upon arrival at every appointment. For your convenience, we accept cash, check, VISA, MasterCard and Discover. Due to increased billing costs, we charge a \$25.00 processing fee to bill you for any co-pays not collected at any visit. Uninsured patients will need to pay a \$150.00 deposit when checking in for each visit. This deposit can always be prepaid by calling our billing department at (503) 274-4808. Our billing department is always available to talk with you about payment plans if you are ever concerned about paying your account balances with us.

<u>Current List of Medications:</u> Please bring us a complete listing of your current medications, including any you purchase "over-the-counter" and all vitamins and herbal supplements to every appointment.

Special instructions for our patients with Diabetes: Always bring your blood glucose meters and blood sugar records to all appointments, whether you are seeing your Endocrinologist or one of our Nurse Practitioners. Our protocol is that new patients with diabetes will be booked for a follow-up visit with our Nurse Practitioner for further education and medical management of diabetes.

Appointment Cancellations and No Shows: If you must cancel, we require a minimum of 72 hours. As you are aware, Endocrinology services are not readily available in our area. Letting us know at least 2 days in advance allows us to provide service to one of the many patients on our urgent waiting list. We may charge a \$25.00 fee to patients that cancel or miss their visit without 72 hours' notice to us. New patients missing their first appointment without 48 hours notice will not be rescheduled without first making a \$150.00 non-refundable deposit.

(continued on other side)



Our appointment scheduling message line may be reached directly at (503) 274-4880 at any time day or night. *Due to high demand for our specialty services, patients who miss more than one appointment with us may be dismissed from our practice.*

Follow-up Appointments: At your initial visit, your PDEC provider will let you know if/when you need to return for your next visit. Our schedules are full several months in advance so we highly recommend you always make this future appointment while checking out at our front desk for your current appointment. Regularly scheduled follow-up appointments are an important part of your treatment regimen. *Failure to follow the visit schedule defined by your provider may result in our refusal to refill prescriptions or dismissal from our practice.*

Please complete the enclosed paperwork (front and back) and bring it with you to your first appointment along with the other items listed above. Plan to arrive <u>at least</u> 15-20 minutes early to complete our new patient check-in process. High traffic volumes and available parking should always be taken in consideration when coming to appointments at our clinic. Our office is located at Providence St Vincent Hospital Campus and valet parking is available.

We look forward to seeing you! Our doctors and staff work together to provide quality treatment and courteous service. If you have any questions about your upcoming appointment, feel free to contact our staff at (503) 297-3336.

Physicians and Staff at Portland Diabetes & Endocrinology Center, PC



Acknowledged by Initials: _____ Date ____

Date	Account #	Primary P					
		Refe	erred By				
PATIENT INFORM	ATION	Pati	ent Email				
Patient Name				Home Phone	e		
Cooled Cooughty #	(First)	(M.I.)	(Last)	2020		Mala 🗖	Famala □
-		Birthdate					
Employer				Work Priorie			
	ATION / GUARDIAN IN						
Spouse/Guardian N	Name				Birthdate _		
-							
Employer				Work Phone			
PRIMARY INSURA	ANCE INFORMATION						
Insurance Co		Subscri	ber		Bi	rthdate	
Insurance Address			City		State	Zip_	
I.D. #		Group #		Employer			
SECONDARY INS	URANCE INFORMATIO	DN					
Insurance Co		Subscri	ber		Bi	rthdate	
Insurance Address			_ City		State	Zip _	
I.D. #		Group #		Employer			
FRIEND OR RELA	TIVE TO NOTIFY IN CA	ASE OF EMERGENCY					
1) Name			Relationship		Home	Phone	
•		City					
2) Name			Relationshin	·	Home	Phone	
,		City	·				
		•	T [•			
We are required by law to protect the privacy of your medical information. We have available a detailed NOTICE OF PRIVACY PRACTICES which fully explains rights and obligations under the law, both for the patient and for the clinic. Patients may obtain a copy of the policy from our front desk. It is also available in a notebook in our Reception Area. **Acknowledged by Initials: Date		In consideration fo I hereby auth I authorize the this claim, as I agree to be	FOR INSURANCE or services rendered norize payment by right ne release of any miss permitted by HIPA responsible for pays not paid by insura	d, ny Insurer to t edical informa A Patient Priv yment of any c	he Physician tion necessal acy policies co-pays, dedu	or Supplier ry to process actibles, or	
NOTIC PDEC physicians do to Endocrine condition	E: PRIMARY CARE RECO	DMMENDATION Providers; services are limited We strongly recommend that	Patient Signature			Date	



Portland Diabetes & Endocrinology Center PC uses an electronic program to send prescription information directly to your pharmacy.

We need the following information from you in order to expedite your new or refilled prescriptions:

Foday's Date:	
Patient Name:	Date of Birth:
Your Local Pharmacy Name:	
_ocal Pharmacy Address/Location:	
(If you aren't sure, please list the approximate sending it to the correct location)	address i.e. SE 65 th and Burnside to assist us in
Do you also utilize a mail order Pharmacy? If s not listed, please write it under "other".	f so, please check the name below. If the company you use
☐ Aetna	☐ Express Scripts
□ Byram	☐ Medco
□ CCS	☐ Walgreens
CVS/CaremarkProvidence Home Services	□ Other:

If you receive a new or refill prescription during your visit, it will be sent to your local and/or mail order pharmacy before the end of the day, ready for pick-up at your local pharmacy the next business day.

When you need refills to your current PDEC prescribed medication, *please call your pharmacy directly*. They will notify us electronically, allowing us to process this request much faster than if you call our office.

Thank you!

PDEC Medical Staff



Patient Financial Responsibility Form

Thank you for choosing Portland Diabetes and Endocrinology Center, P.C. as your healthcare provider. We are committed to providing you with the highest quality healthcare. We ask that you read and sign this form to acknowledge your understanding of our patient financial policies.

Patient Financial Responsibilities

- As our patient, you (or your legal guardian) are ultimately responsible for payment for all treatment and care you receive
 from a PDEC provider. As a courtesy we will bill your insurance for you. However, it is your responsibility to provide the
 most current and up-to-date information regarding insurance. You are always financially responsible for all charges
 whether or not they are covered by your insurance.
- Patients are responsible for payment of co-payments, coinsurance, deductibles and all other procedures or treatment not
 covered by their insurance plan. For your convenience, we accept Cash, Personal Checks, Visa, MasterCard, Discover
 and Debit cards.
- All co-payments are due at each visit. There is a \$25.00 charge for failure to pay your co-payment at check-in.
- Discounts are available for private pay patients only if the estimated balance is paid in full at time of service. Please contact our Billing Department for more information at (503) 274-4808. Discounts are not available for patients with high deductible insurance plans.
- Coinsurance, deductibles and non-covered items are due immediately upon receipt of our first billing statement.
- Patient responsible balances over 60 days without payment in full or official payment plan arrangement will be assessed a
 rebilling fee of \$35 each month until the patient responsible balance is paid in full or payment plan arrangements are
 made and kept. Payments not made as required may be considered for collection assignment. If it becomes necessary to
 turn your account over to an outside collection agency, a non-negotiable fee of \$100.00 will be added to the account
 balance. Payment Plans can be set up at any time with our billing department at (503) 274-4808.
- If your insurance requires a referral from your primary care provider to our office, it is your responsibility to have one in place prior to their appointments. If a referral is not received prior to care it may become your obligation to cover all services rendered. Patients without a referral must sign a waiver in order to see the provider.
- <u>Due to the increased demand for our specialty services, we are unable to reschedule New Patient appointments missed or rescheduled without 72 hours' notice unless a non-refundable \$150.00 deposit is made. Return appointments missed or rescheduled without 24 hours' notice will be assessed a \$50.00 missed appointment fee.</u>
- You may incur, and are responsible for payment of additional charges, if applicable. These charges may include (but are not limited to):
 - \$35.00 charge for returned checks
 - o \$150.00 charge for missed New Patient appointments without 72 hours' notice.
 - o \$50.00 charge for missed Return Patient appointments without 24 hours' notice.
 - \$25.00 charge for failure to pay co-payments at check-in.
 - \$35.00 charge for rebilling unpaid patient responsible balances in excess of 60 days old.
 - \$100.00 charge for account collection assignment (non-negotiable).

I have read, understand and agree to the provisions of this Patient Financial Responsibility Form:

- You may also receive a separate bill from an outside lab for tests not performed on-site at PDEC.
- Always let us know when your blood is drawn if you have an outside lab preference.

PDEC is committed to protecting the privacy of our members' personal health information. Part of that commitment is complying with the Privacy Rule of the Health Insurance Portability and Accountability Act of 1996 (HIPAA), which requires us to take additional measures to protect personal information and to inform our members about those measures.

Print Name	Signature		Date
,		•	•



PATIENT RESPONSIBILITY DISCLAIMER

I understand that Portland Diabetes & Endocrinology Center, P.C. will bill my insurance company with the information I provide.

I also understand that if full payment is not received from my insurance company, <u>I will be financially responsible</u> for any remaining balance on all charges incurred at Portland Diabetes & Endocrinology Center, P.C. This includes Visits, Lab Charges, Testing Charges and X-rays (approximately \$250.00 to \$750.00 depending on the services performed).

If I do not have insurance, I understand that <u>payment arrangements should be made</u> <u>before the date of my appointment</u> with the Billing Department at Portland Diabetes & Endocrinology Center, P.C. PDEC Billing can be reached at (503) 274-4808.

Patient Name (Print)	Date
Patient Signature (Parent or Guar	dian if patient is under 18)
Witness	Acct Number



Thanks for signing up for our Patient Portal!

As part of our ongoing commitment to your health, we'd like to invite you to connect with your patient information and PDEC online. Having new ways to manage your health can help you achieve your goals, and we think MyHealthRecord.com will meet many of your needs, no matter when or where they arise.

At MyHealthRecord.com, you can:

- See your health information including your care plan and lab results on any Internet-enabled device, including smartphones and tablets
- Send secure messages to us asking non-urgent questions about your care and receive prompt replies
- Request prescription refills
- Receive documents from us
- Request copies of your health information
- Download copies of your health information
- Electronically update your health history, personal demographics and insurance information
- Send your health records to other providers electronically
- Request future appointments
- Pay your bill
- Appointment reminders
- Upload documents to us coming soon

This convenient way to manage your care will save you time so you can get back to doing the things you love most, while still feeling confident about your health and treatment plans. Plans are in the works for additional functionality so once your account is activated, log back in frequently for updates.

Once you've received your email invitation from **MyHealthRecord.com**, activating your account can quickly and easily be done from any Internet-enabled device, including smartphones and tablets. Don't wait — the emailed invitation is only valid for 7 days.

- Once you click on the link within the emailed invitation, you'll be asked for your First Name, Last Name, Date of Birth and Zip Code. The information you fill in must match what we have in our system for you.
- The system will ask you to set up your username and password plus some security questions. We
 are unable to reset these items for you but if you have trouble once your account is active, there
 are links at the MyHealthRecord.com site to help you get back in.

Have other questions? Please let us know. We can be reached at the number below.

Patient Name:	
Patient's Email Address:	
Not interested at this time	

Portland Diabetes & Endocrinology Center, P.C.

9135 S.W. BARNES RD. • SUITE 985 • PORTLAND, OREGON 97225 • (503) 297-3336

Full Name		Birth Date	_Age
Primary Care Provider	Referred By		
REASON FOR SEEKING ENDO	OCRINE SE	RVICES AT THIS TIME:	
Were you previously under the care of an	other physician	n for the current problem: Yes / No)
If so, who?			
PERSONAL HISTORY OF PAST	ILLNESSES	: Check any you've had and ind	dicate the vear
	YEAR		YEAR
☐ Diabetes Mellitus		☐ Thyroid Disease (describe)	
☐ If insulin treated, since when?			
☐ Eye Disease Due to Diabetes		☐ Heart attack/Coronary Artery	
(Retinopathy)		Disease/Heart Failure	
☐ Nerve Damage Due To Diabetes		☐ High Blood Pressure	
(Neuropathy)		☐ High Cholesterol	
☐ Severe Hypoglycemia Including	9	☐ Stroke	
Related Seizures		☐ Kidney Disease	
☐ Diabetic Ketoacidosis		☐ Depression	
☐ Adrenal Disorders		☐ Cancer	
☐ Polycystic Ovarian Syndrome (PCOS)		Туре:	
☐ Pituitary Disorders		☐ Lung Disease	
☐ Osteoporosis		Type:	
		☐ Other:	
Date Surgery or Reason			Doctor

CURRENT MEDICATIONS - Please include those you buy over-the-counter without a prescription:

1. Aspirin use, dose?		11	
2. Calcium intake?			
3			
4		ALLERGIES	S (describe reaction):
5		Penicillin	
6		Sulfas	
7		Aspirin	
8		Other:	
9			
10			
IMMUNIZATIONS: (I	Date of last vaccination	on) Influenza	Pneumonia
OTHER SPECIALIST	S:		
Eye Doctor:			Last Visit:
Podiatrist:			Last Visit:
Heart Doctor:			Last Visit:
Kidney Doctor:			Last Visit:
HABITS:			
Cigarettes	packs per day	Other tobacco?	
Weekly alcohol consum	ption:		
Currently using other red	creational drugs?:		
			ely?
What kind of exercise do	you engage in on a	regular basis?	

SOCIAL/EMPLOYMENT HISTORY:

Marital Status:
Occupation:
What other kinds of work have you done?
Do you require assistance with medications or daily activities?

FAMILY HISTORY:

Family History	Age	Health Problems	If Deceased, Cause + Age	Has a blood relative ever had: (If yes circle and note which relative, e.g. mother)
Father				Diabetes
Mother				Heart Disease
Brother or Sister				High Blood Pressure
1.				High Cholesterol
2.				Stroke
3.				Overweight
4.				Osteoporosis
5.				Kidney Stones - Kidney Disease
6.				Pituitary Disease
7.				Adrenal Disease
Children				Thyroid Disease
1.				Other:
2.				
3.				

Please CHECK OFF any of the symptoms that you have had in the last $\underline{2}$ MONTHS

GENERAL:	STOMACH & INTESTINAL	SKIN:
☐ Unusual fatigue or weakness	☐ Poor appetite	☐ Bruise easily
☐ Significant weight changes	☐ Difficulty swallowing	☐ Dryness
☐ Excessive thirst	☐ Frequent indigestion / heartburn	☐ Excessive sweating
☐ Heat or cold intolerance (circle	☐ Post-eating bloating or vomiting	☐ Sore, not healing well
one or both)	(circle one or both)	☐ Changes in pigmentation
☐ Unable to sleep	☐ Constipation	
☐ Snoring	☐ Diarrhea	MOOD:
	☐ Black stool	☐ Generally happy
EYES:		☐ Mood disturbance, describe
☐ Change in vision	URINARY:	
☐ Blurry vision	☐ Night frequency, excessive	
☐ Double vision	☐ Day frequency, excessive	SEXUAL:
☐ Blind areas		☐ Unsatisfactory
	NERVOUS SYSTEM:	☐ Trouble in performance
THROAT & MOUTH:	☐ Sensation loss or abnormality in	☐ Painful intercourse
☐ Wear dentures	extremities	☐ Other
☐ Sore or swollen tongue, lips,	☐ Pain in extremities (describe):	
mouth (circle one or more)		MENSTRUAL:
☐ Hoarseness	☐ Paralysis	☐ Age of onset
☐ Neck Pain	☐ Trembling	☐ Last period
	☐ Frequent headaches	☐ Duration of flow (days)
HEART:	☐ Dizzy / lightheaded	☐ Bleeding between periods
☐ Irregular or skipped beats (circle	☐ Fainting spells (describe):	☐ Excessive menstrual bleeding
one or both)		☐ Birth control? Method:
☐ Racing, fluttering or pounding	☐ Loss of balance or falls	
☐ Chest pain / pressure		☐ Hot Flashes
	EXTREMITIES:	☐ Bleeding after menopause
BREAST:	☐ Foot trouble (describe):	
☐ Discharge		
	☐ Muscle weakness, cramping or	Do you have any concerns not
LUNGS:	soreness (circle one or more)	included on this page?
☐ Persistent cough	Where?	☐ Yes ☐ No
☐ Coughing up blood, pus, mucous	☐ Swelling / edema	Specify:
☐ Shortness of breath / wheeze (circle		
one or both)		
☐ Sit up to breath at night		



PORTLAND DIABETES & ENDOCRINOLOGY CENTER, P.C.

AUTHORIZATION FOR RELEASE OF MEDICAL RECORDS - PDEC is a HIPAA-Compliant Clinic

	State:		
y: .CILITY/PE			Birthdate:
ACILITY/PE	State		Phone Number: ()
	otate		Zip:
ACILITY/PE ame:			
ame.	ERSON(S) TO <u>RECEIVE</u> RECORDS		Phone
A1110.	Portland Diabetes & Endocrinology Center, PC		Number: (503) 297-3336
ddress:	9135 S.W. Barnes Road, Suite 985		FAX Number: (503) 297-3338
ty:	Portland State: OR		Zip: 97225
ACILITY/PE	ERSON(S) TO <u>RELEASE</u> RECORDS		Phone
ame:			Number:
ddress:			Number:
ity:	State: _	State:	
nitialing (pl	lease do NOT check mark) the spaces below, I spe Il records, if such information and/or records exist:	cifically authorize t	the use and/or disclosure of the following medical infor
nitialing (plo /or medical	Il records, if such information and/or records exist: placing my INITIALS in the applicable space xt to the type of information, I authorize the	cifically authorize t	the use and/or disclosure of the following medical information my INITIALS in the applicable space next to the type on, I understand and agree that this information will be
nitialing (ploof or medical	Il records, if such information and/or records exist: placing my INITIALS in the applicable space	eifically authorize t By placing r of informatic	my INITIALS in the applicable space next to the type



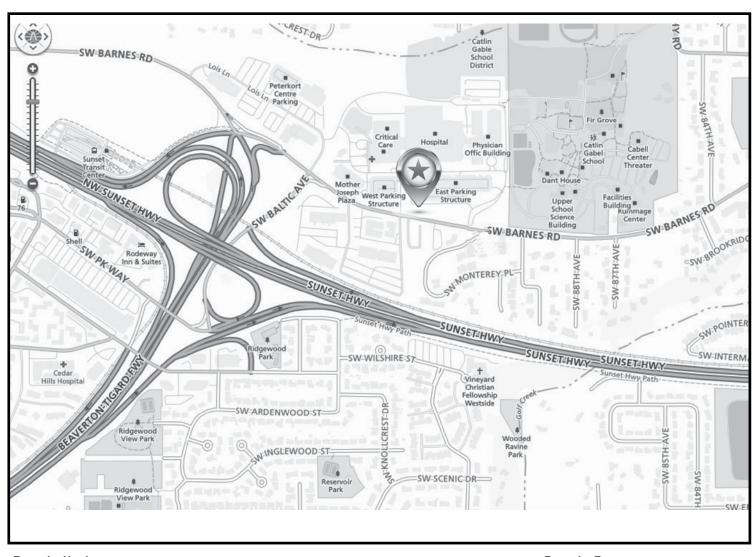
Yes	s, I'd like my general notifications sent to me via Text Message.
Patient Name	e:
Birthdate:	
Cell Phone N	lumber:
	ge connot be sent without this information)

Portland Diabetes & Endocrinology Center now has the ability to send patient notifications via Text Message! If you would like to opt in to this updated service, please fill out the information above and bring it with you to your appointment.

What kind of notifications will you receive via Text?

- Appointment Reminders
- Appointment Change Notifications
- Electronic Prescriptions sent in for you
 - Due to HIPAA regulations, you won't see the name of the medication or the pharmacy it was sent to within the Text Message at this time - just that we sent one for you.

Portland Diabetes Endocrinology Center PC 9135 SW Barnes Rd, Suite 985, Portland, OR 97225 (503) 274-4880 Appts / (503) 297-3336 - Main



From the North:

South on I-5 across Columbia River

Follow signs to I-405 South, Beaverton-St Helens

Cross Willamette River on Fremont Bridge, staying to the Right

Follow signs to Highway 26 exit

Once on Highway 26 Westbound, take the Barnes Rd exit 69B

Turn Right onto Baltic Ave, Right onto Barnes, Left at the 2nd traffic light entrance into St Vincent

Enter the East Pavillion building, head right of the Info desk and take the new elevators to the 9th floor

From the South:

North on I-5

Follow signs to Highway 217 North

North on Highway 217 to the Barnes Rd exit (follow blue H signs to hospital)

Take the Barnes Rd Exit, turn right onto Barnes

Turn Left at the last traffic light entrance into St Vincent (last entrance to hospital campus)

Enter the East Pavillion building, head right of the Info desk and take the new elevators to the 9th floor

From the West:

East on Sunset Highway/US 26

Take the Barnes Rd exit 69 B to the Hospital

Turn Right onto Baltic Ave, Right onto Barnes, Left at the 2nd traffic light entrance into St Vincent

Enter the East Pavillion building, head right of the Info desk and take the new elevators to the 9th floor

From the East:

West on I-84/Banfield

Highway splits near downtown stay left, follow signs to I-5 South/Salem

As you cross the river, follow I-405/Beaverton over Markham Bridge

Take the 12th Ave Beaverton exit, staying to the left

Once on Highway 26 Westbound, take the Barnes Rd exit 69B

Turn Right onto Baltic Ave, Right onto Barnes, Left at the 2nd traffic light entrance into St Vincent

Enter the East Pavillion building, head right of the Info desk and take the new elevators to the 9th floor