WELCOME TO OUR PRACTICE

We are happy you have chosen MAHEC Ob/Gyn Specialists for your care!

We are very proud of the quality care rendered by our team of providers that includes board certified physicians, maternal fetal medicine specialists, obstetrical and gynecological resident physicians, advanced practice nurse midwives and nurse practitioners. As your specialist, we are committed to providing you with the highest level of compassionate care. We will coordinate with your primary care provider when appropriate to ensure you receive the full spectrum of care you deserve.

OFFICE HOURS - Wednesday and Thursday 8:00-5:00

If you have a concern, please call (828) 634-4565. A nurse will return the call the same day, as soon as possible. If you have an emergency, please tell the receptionist when you call so that a nurse can talk with you immediately.

AFTER HOURS

Nights, weekends, and holidays you may reach the physician on call by calling our office at (828) 634-4565 and selecting option #1 for the answering service. If you have a non-urgent issue, you can select option #2 to leave a voice mail message for us. Calls are returned the next business day.
Welcome to MAHEC!

Thank you for choosing us for your healthcare. MAHEC has been a part of Asheville since 1974 and we proudly continue our tradition of award-winning care. Our providers and staff welcome the opportunity to care for your entire family at our Family Health Centers, Internal Medicine office, OB/GYN offices, Dental offices and Center for Psychiatry. We proudly serve all patients regardless of income or insurance status.

• MAHEC is expanding our financial assistance program to go above and beyond what we have offered before. In order to facilitate this change we are asking all existing and new patients to complete a new patient information packet.

• Our Patient Financial Advocates are available to guide you through signing up for assistance offered through our Sliding Scale Discount Program. Eligibility is based on family income and family size. Payment is expected at time of service for amounts you are responsible for. We can assist with payment options if you are unable to pay in full.

BEFORE YOUR VISIT

This welcome packet includes forms you need to read and complete before your visit.

It is VERY important that you fill out each form completely and give the entire packet to the front desk staff when you arrive for your appointment. Please arrive 15 minutes before your appointment to complete the check-in process.

Other documentation you need to bring with you:

• Insurance card and driver’s license (or other valid photo ID)
• Pertinent medical history or records
• Current List of medications or medication bottles
  o Drug name
  o Prescribed dosage(s)
  o How long you have been taking the drug(s)

MAHEC’s Patient Portal
We are pleased to provide all patients with an online tool that provides 24/7 access to your personal health record. With the portal, you can securely email your provider, see lab results, review your medical records and much more. We will use the email address you provide to give you access to the portal if you don’t currently have it. Just watch for an email with instructions that will come to you after your appointment.

Thank you for choosing us for your healthcare!

Mountain Area Health Education Center
www.mahec.net
MAHEC Patient Registration Form

Please complete the following information using black ink. THIS INFORMATION IS CONFIDENTIAL.

□ Internal Medicine  □ FHC Biltmore  □ FHC Cane Creek  □ FHC Enka/Candler  □ FHC Newbridge
□ Ob/Gyn Biltmore  □ Ob/Gyn Franklin  □ Women’s Care Brevard  □ Psychiatry  □ Deerfield  □ Givens

PATIENT INFORMATION

Name: ____________________________ Date of Birth: ____________________________
Home Address: ____________________________ Birth Sex:  □ Male  □ Female
City: ____________________________ State: ____________________________ ZIP: ____________________________ SS#: ____________________________
Home County: ____________________________ Email Address: ____________________________
Home Phone: ____________________________ Cell Phone: ____________________________ Work Phone: ____________________________

By providing a phone number, mobile phone number, or email address, I authorize MAHEC to contact me or my guardian/legal representative to remind me of appointments, to obtain feedback on my experience at this office, and to provide general health reminders and other information regarding my healthcare.

Special Hearing Needs: ____________________________
Special Vision Needs: ____________________________

□ Uses Wheelchair:  □ Yes  □ No
□ Speech Impaired:  □ Yes  □ No
□ Veteran Status:  □ Yes  □ No

Race (select one):
□ Asian
□ Native Hawaiian
□ Other Pacific Islander
□ Black/African American
□ American Indian/Alaska Native
□ White
□ More than one race

Ethnicity (select one):
□ Hispanic or Latino/a
□ Non-Hispanic or Latino/a

Gender Identity:
□ Male
□ Female
□ Transgender Male
□ Transgender Female
□ Other
□ Choose not to disclose

Sexual Orientation:
□ Lesbian or Gay
□ Heterosexual (or straight)
□ Bisexual
□ Something else
□ Don’t know
□ Choose not to disclose

Preferred Language:
□ English
□ Spanish
□ Russian
□ American Sign Language
□ Other: ____________________________

Marital Status:
□ Single
□ In a relationship
□ Partner
□ Married
□ Separated
□ Divorced
□ Widowed

Special Populations
□ Migratory:  □ Yes  □ No
□ Seasonal:  □ Yes  □ No
□ Homeless:  □ Yes  □ No

Homeless Status (select one):
□ Not Homeless
□ Homeless Shelter
□ Transitional
□ Doubling Up
□ Street
□ Permanent Supportive Housing
□ Other

EMERGENCY CONTACT INFORMATION

Name: ____________________________
Relationship: ____________________________ Phone#: ____________________________

IF PATIENT IS CHILD (UNDER 18)

Responsible Party Name: ____________________________
Relationship: ____________________________ Phone#: ____________________________
I hereby authorize payment of all insurance, Medicaid, and/or Medicare benefits directly to MAHEC and I authorize them to file insurance on my behalf. I also authorize them to release medical and/or account information to my insurance, Medicaid, and/or Medicare carrier as required to satisfy claims. I agree to notify them should my coverage change.

I understand that MAHEC:

- Expects payment on the date of service (if insured, co pays and deductibles are expected on the date of service).
- Accepts cash, checks, debit cards or major credit cards.
- Expects Medicaid, Medicare and all insurance will be filed for me. However, it is my responsibility to know the details of my insurance coverage and provide MAHEC with current and accurate information.
- Will work with me to establish payment plans.
- Provides services and treatment, which are medically appropriate. However, some of these may not be covered by my insurance plan and these will be my responsibility to pay.
- Expects my insurance company to pay within 90 days from the date of service and will bill me directly if the insurance does not pay.
- Expects the parent or guardian to pay for all services rendered to their dependents.
- Expects me to keep appointments and to call at least 24 hours prior, if I need to cancel. I understand that failure to do this may result in being discharged from the practice.

I have read and understand the above.

Patient or Parent/Guardian Signature: ________________________________ Date: ________________________________

Note: Failure to sign does not relieve you of the above expectations.
CONSENT FOR TREATMENT

I voluntarily consent to routine services, medical treatment(s), diagnostic radiology procedure(s), diagnostic lab(s), behavioral health services, and services offered by lay health workers (e.g. doula, community health worker, peer support specialist) as deemed necessary by the healthcare providers treating me at any MAHEC facility. I voluntarily consent to allow MAHEC to seek emergency medical care from a physician or hospital, if needed. I understand that diagnostic procedures may include but are not limited to lab tests on blood, urine, and tissue, including drug screenings. I understand that diagnostic radiology procedures include but are not limited to x-ray, ultrasound, and/or mammography. I understand that the practice of medicine is not an exact science and that diagnosis and treatment may cause injury or even death. I understand I have the right to ask questions about my treatment and/or procedures and the right to refuse any treatment or procedure. I agree to notify my provider of my concerns.

Patient or Parent/Guardian Signature: ___________________________ Date: ___________________________

ALTERNATIVE CONTACT AUTHORIZATION

I authorize MAHEC to discuss medical and financial information concerning the care and services provided to me with the individuals listed below:

Contact #1
Name: ____________________________________________
Relationship: _______________ Phone#: _______________________

Contact #2
Name: ____________________________________________
Relationship: _______________ Phone#: _______________________

Contact #3
Name: ____________________________________________
Relationship: _______________ Phone#: _______________________

NOTICE OF PRIVACY ACKNOWLEDGMENT

I have been given the opportunity to read MAHEC’s Notice of Privacy Practices, and my questions concerning the Notice have been answered. I understand if I choose not to sign this acknowledgment, MAHEC will continue to provide services to me and will use and disclose my Protected Health Information (PHI) in accordance with MAHEC’s Notice of Privacy Practices.

Patient or Parent/Guardian Signature: ___________________________ Date: ___________________________

FOR OFFICE USE ONLY

Primary Care Provider: _______________________________________

Copy of insurance card obtained? □ Yes □ No
Thank you for applying to our Sliding Scale Discount Program!

These documents will need to be turned in before your application can be processed:
  - Completed Application
  - Proof of Income

Please return all documents to your Patient Financial Advocate within 30 days of your first appointment.

**Family Health Centers and Internal Medicine**
Financial Advocate
Phone: (828) 771-3507
Fax: (828) 407-2640

Mailing Address:
123 Hendersonville Rd
Asheville, NC 28803

**Ob/Gyn Specialists**
Financial Advocate
Phone: (828) 771-5443
Fax: (828) 407-2639

Mailing Address:
119 Hendersonville Rd
Asheville, NC 28803

**Center for Psychiatry and Mental Wellness**
Financial Advocate
Phone: (828) 771-3460
Fax: (828) 820-8327

Mailing Address:
125 Hendersonville Rd
Asheville, NC 28803

**Dental Health Centers**
Financial Advocate
Phone: (828) 398-5918
Fax: (828) 552-8691

Mailing Address:
123 Hendersonville Rd
Asheville, NC 28803

If you have any questions regarding this program, please feel free to contact your Patient Financial Advocate at the numbers listed above.

Thank You!
Sliding Scale Discount Program

Compassionate financial support

Sliding Fee Discount Application

It is the policy of MAHEC to provide essential services for Medical, Behavioral Health, and Dental Care regardless of the patient’s ability to pay. Discounts are offered based on family size and annual income. Please complete the following information and return to the front desk to determine if you or members of your family are eligible for a discount.

The discount will apply to all essential services provided and billable by MAHEC. Services performed by outside organizations and equipment that is purchased from outside companies, including outside laboratory testing, drugs, and x-ray interpretation by a consulting radiologist, and other such services, will not be covered under this policy. This form must be completed every 12 months or if your financial situation changes.

<table>
<thead>
<tr>
<th>PATIENT NAME</th>
<th>DATE OF BIRTH</th>
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<table>
<thead>
<tr>
<th>STREET ADDRESS</th>
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</table>

<table>
<thead>
<tr>
<th>CITY</th>
<th>STATE</th>
<th>ZIP</th>
<th>PHONE</th>
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</table>

Please list spouse and dependents

<table>
<thead>
<tr>
<th>Name</th>
<th>Date of birth</th>
<th>Needs Sliding Scale</th>
<th>Current MAHEC patient</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td>Yes</td>
<td>No</td>
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</table>
# Annual Household Income for all working adults

<table>
<thead>
<tr>
<th>Source</th>
<th>Self</th>
<th>Spouse</th>
<th>Other</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Last two pay stubs, tax form with schedule C if you are self-employed, or letter from employer</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unemployment compensation, workers' compensation, Social Security, Supplemental Security Income, public assistance, veterans' payments, survivor benefits, pension or retirement income</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interest, dividends, rents, royalties, income from estates, trusts, educational assistance, alimony, child support, assistance from outside the household, and other other miscellaneous sources</td>
<td></td>
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<td></td>
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</tbody>
</table>

**NOTE:** Copies of tax returns, pay stubs, or other information verifying income are required before a discount is approved.

I certify that the family size and income information shown above is correct.

Name (please print) _______________________________________________________ Date ____________

Signature _________________________________________________________________________________

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**Office Use Only**

Approved by: ____________________________________________________________________________

Date approved: __________________________________________________________________________

Family size: ____________________________________________________________________________

Income: ________________________________________________________________________________

Approved discount: _______________________________________________________________________

Date received signed agreement: ____________________________________________________________

**Verification Check List**

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identification/Address: Driver’s license, utility bill, employment ID, or</td>
<td></td>
</tr>
<tr>
<td>Income: Prior year tax return, two most recent pay stubs, or other</td>
<td></td>
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</tbody>
</table>
AUTHORIZATION FOR USE OR DISCLOSURE OF PROTECTED HEALTH INFORMATION

COMPLETE ALL SECTIONS, DATE, AND SIGN

<table>
<thead>
<tr>
<th>Patient Name:</th>
<th>Date of Birth:</th>
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</table>

I authorize the use or disclosure of the above named individual’s health information as described below.

The information is to be disclosed by:  
NAME OF FACILITY:  
MAHEC Ob/Gyn Specialists at:  
☐ Biltmore  ☐ Franklin  
☐ Women’s Care at Brevard

ADDRESS:  
119 Hendersonville Road

CITY/STATE:  
Asheville, NC 28803

PHONE #:  
FAX #:  

The purpose or need for this disclosure is:

I understand that the information released may include sensitive information related to behavior and/or mental health, drugs and alcohol (including records of a program that provides alcohol or drug abuse diagnosis, treatment, or referral, as defined by federal law at 42 CFR Part 2), rape, abuse (sexual, physical, elder, spousal, etc.) abortion, sexual diseases like HIV/AIDS and other communicable disease and genetic testing.

Information to be disclosed:  (check appropriate box(es))

☐ Entire medical record  
☐ Only information related to (specify): ____________________________  
☐ Only the period of events from: ____________________________ to: ____________________________

☐ Exclusions  
☐ AIDS/HIV test results, diagnosis, treatment, and related information
☐ Drug screen results and information about drug and alcohol use and treatments
☐ Mental health notes
☐ Genetics testing

I understand that this authorization will expire 90 days from the date it is signed unless I have specified a different expiration date or expiration event as follows. __________________________________________________________

I understand that I may cancel this authorization at any time by notifying in writing the MAHEC Privacy Officer, 121 Hendersonville Road Asheville, NC 28803, and this authorization will cease to be effective on the date notified except to the extent action has already been taken in reliance upon it.

I understand that information used or disclosed by this authorization may be subject to re-disclosure by the recipient and may no longer be protected by federal or state laws.

I understand that MAHEC will not condition treatment or eligibility for care on the provision of this authorization except if such care is: 1) research related or 2) provided solely for the purpose of creating Protected Health Information for disclosure to a third party.

By signing below, I acknowledge that I have read and understand this Authorization.

SIGNATURE OF PATIENT  
DATE

SIGNATURE OF AUTHORIZED REPRESENTATIVE PATIENT, IF APPLICABLE (State relationship to Patient)  
DATE

WITNESS TO SIGNATURE, IF APPLICABLE  
DATE

YOU ARE ENTITLED TO A COPY OF THIS AUTHORIZATION AFTER YOU SIGN IT.