You may reach us after hours by calling (828) 257-4730 for any of our facilities

WELCOME TO OUR PRACTICE

We are happy you have chosen MAHEC Family Health Centers for your care!

We are a group practice offering care for the entire family where patients of all ages can establish their care. We are a primary care medical home, meaning our team of healthcare professionals work together to provide all of your healthcare needs. You, the patient, are the most important part of a patient-centered medical home. We strive to provide evidence-based care in a professional, supportive atmosphere. Our providers look forward to an on-going relationship with you and an exceptional patient experience at every appointment.

Our full-spectrum family healthcare services include

- Primary care for children, adults and older patients
- Family-centered obstetrics including lactation consultation for breastfeeding support
- Sports medicine
- Family therapy and individual counseling
- Free interpreter services
- Geriatric medicine
- Hep C/HIV treatment
- Positive parenting program (Triple P)
- Integrated clinical pharmacy support, laboratory services and X-Rays
- Medication for opioid use disorder and substance abuse recovery support
- No-scalpel vasectomies and other procedures
- Nutritional counseling with registered dietitians including pediatric healthy weight medical visits
- DOT / CDL physicals
- IDD clinical care
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 you 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
  - Drug name
  - Prescribed dosage(s)
  - 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: ___________
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: ___________________________

[ ] Yes  [ ] No

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
New Patient Intake Form

[Options: BILTMORE, CANE CREEK, ENKA, NEWBRIDGE]

Patient Name: ___________________________ Date of Birth: _________________
Form Completed by: ______________________ Date of Today's Visit: _________________

MEDICAL HISTORY Have you ever had any the following? Please check the boxes of all that apply to you.

☐ Alcohol abuse ☐ Cancer, other: ___________ ☐ History of physical abuse ☐ Other: ___________
☐ Anemia ☐ COPD/Emphysema ☐ History of sexual abuse ☐ Irritable Bowel Syndrome
☐ Anxiety ☐ Depression ☐ Kidney disease ☐ Kidney stones
☐ Arthritis ☐ Diabetes ☐ Migraines ☐ Osteoporosis
☐ Asthma ☐ Drug Abuse ☐ Seizures ☐ Sexually Transmitted Disease
☐ Attention Deficit Disorder ☐ GERD/Reflux ☐ Skin cancer, when: _______ ☐ Stroke
☐ Bipolar Disorder ☐ Heart attack, when: _______ ☐ High blood pressure
☐ Bladder problems ☐ Heart failure ☐ High cholesterol
☐ Blood clots ☐ Hepatitis, choose: □ A □ B □ C ☐ Skin cancer, when: _______
☐ Breast cancer, when: _______ ☐ COPD/Emphysema ☐ Stomach problems
☐ Colorectal cancer, when: _______ ☐ Diarrhea ☐ Tumor

COMPREHENSIVE REVIEW OF SYSTEMS Please check the boxes of any symptoms you have had in the past 2 weeks.

General
☐ Fatigue
☐ Fevers
☐ Loss of appetite
☐ Unplanned weight gain
☐ Unplanned weight loss

Skin
☐ New sore or lesion
☐ Non-healing sores
☐ Rash

Eyes/Ears/Nose/Throat/Mouth
☐ Began wearing glasses or contacts
☐ Change in vision
☐ Bad teeth
☐ Dentures
☐ Frequent stuffy nose
☐ Hearing loss
☐ Hoarseness
☐ Nose bleeds
☐ Ringing in ears
☐ Seasonal allergies
☐ Sinus pain
☐ Snoring

Lungs
☐ Breathing problems
☐ Cough
☐ Coughing up blood
☐ Wheezing

Breasts
☐ Breast lump
☐ Breast pain

Cardiovascular
☐ Chest pain or pressure
☐ Heart beats fast
☐ Heart skips
☐ Short of breath with exercise
☐ Short of breath lying down
☐ Waking at night short of breath
☐ Swelling or edema

Gastrointestinal
☐ Abdominal pain
☐ Black tarry stool
☐ Blood in stool
☐ Change in bowel habits
☐ Constipation
☐ Diarrhea

Gastrointestinal, continued
☐ Difficulty swallowing
☐ Heartburn
☐ Nausea
☐ Vomiting

Genitourinary
☐ Bleeding after menopause
☐ Blood in urine
☐ Difficulty holding urine
☐ Difficulty urinating
☐ Excessive urination at night
☐ Pain or burning with urination
☐ Sexual health concerns
☐ Trouble with periods

Muscles and Skeleton
☐ Backache
☐ Muscle pain
☐ Painful joints

Endocrine
☐ Excessive thirst
☐ Hot flashes

Neurological
☐ Fainting or passing out
☐ Headaches
☐ Memory loss
☐ Numbness or tingling
☐ Sense of room spinning
☐ Tremor
☐ Unsteadiness or imbalance
☐ Weakness

Mental Health
☐ Change in sleep pattern
☐ Feeling nervous, anxious or on edge

Blood
☐ Easy bleeding
☐ Easy bruising
☐ Swollen glands

Other: ____________________________

DEPRESSION SCREENING (PHQ-2)
Over the past two weeks, how often have you been bothered by the following problems?

Little interest or pleasure in doing things: 
☐ Not at all (0) ☐ Several days (1) ☐ More than half of the days (2) ☐ Nearly every day (3)

Feeling down, depressed or hopeless:
☐ Not at all (0) ☐ Several days (1) ☐ More than half of the days (2) ☐ Nearly every day (3)

July 2021
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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</thead>
<tbody>
<tr>
<td>STREET ADDRESS</td>
<td></td>
</tr>
<tr>
<td>CITY</td>
<td>STATE</td>
</tr>
</tbody>
</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>
<td></td>
<td>Yes</td>
<td>No</td>
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<td></td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</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>
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<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>
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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 _________________________________________________________________________________

Office Use Only

Approved by: ________________________________________________________________
Date approved: ______________________________________________________________
Family size: ______________________________________________________________________
Income: _______________________________________________________________________
Approved discount: __________________________________________________________________
Date received signed agreement: __________________________________________________________________

Verification Check List Yes No

Identification/Address: Driver’s license, utility bill, employment ID, or

Income: Prior year tax return, two most recent pay stubs, or other
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>
</tr>
</thead>
<tbody>
<tr>
<td>I authorize the use or disclosure of the above named individual’s health information as described below.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>The information is to be disclosed by:</th>
<th>And is to be provided to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>NAME OF FACILITY: ____________________</td>
<td>Family Health Center at:</td>
</tr>
<tr>
<td></td>
<td>Biltmore</td>
</tr>
<tr>
<td></td>
<td>Cane Creek</td>
</tr>
<tr>
<td>ADDRESS: _____________________________</td>
<td>123 Hendersonville Road</td>
</tr>
<tr>
<td>CITY/STATE: 123 Hendersonville Road</td>
<td>PHONE #: Asheville, NC 28803</td>
</tr>
<tr>
<td>FAX #: Asheville, NC 28803</td>
<td></td>
</tr>
</tbody>
</table>

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))

- [ ] Standard release (last 3 years of notes, lab/x-ray reports, med list, allergy list, immunization record, consult notes.)
- [ ] Only information related to (specify): __________________________________________________________
- [ ] Only the period of events from: _______________________________ to __________________________________
- [ ] Entire medical record
- [ ] 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.