Sentef Medical Centers, PLLC
Family & Occupational Medicine

9980 Bradmore Lane #104
Ooltewah, TN 37363
(423) 760-4630
Fax: (423) 760-4631

Patient Information – PLEASE COMPLETE ALL INFORMATION

Name: _____ Middle Initial: _____ Date of Birth ___/___/___ Age: ____

Social Security Number: ___-___-___ Race: _____ Sex: _____

Mailing Address: _____ City: _____ State: _____ Zip: _____

Home Phone: (____) _____-_____ Cell Phone: (____) _____-_____ Marital Status: S / M / W / D

Can we leave appointment reminders/information & lab/test results on voicemail or email? Y N (Circle one)

Email: _____ Can e-mail be used for billing purposes? Y N (Circle one)

Employer: _____ Employer Phone: (____) _____-_____

Preferred Pharmacy: _____ Zip: _____ Phone: (____) ____-_____

Insurance Information – WE NEED COPIES OF ALL INSURANCE CARDS

Primary: _____ Member ID#: _____

Policy Holder's Name: _____ Relationship to Policy Holder: _____

Secondary: _____ Member ID#: _____

Policy Holder's Name: _____ Relationship to Policy Holder: _____

Do you have TennCare/BlueCare? Yes _____ No _____

By signing this form, I have been made aware that Sentef Medical Centers does not participate with any Tennessee Medicaid Programs. I understand that I will be responsible for any balance after my primary insurance has paid/adjudicated/denied on any medical claims file on my behalf by Sentef Medical Centers. I also agree to notify Sentef Medical Centers of any changes.

Patient/Responsible Party Signature _____ Date _____

Emergency Contact:

Name: _____ Relationship: _____ Phone: (____) ____-_____

Sentef Medical Centers, PLLC
Family & Occupational Medicine

9380 Bradmore Lane #104
Ooltewah, TN 37363
(423) 760-4630
Fax: (423) 760-4631

Acknowledgement of Notice of Privacy Practices

Name: _____ Social Security Number: ____-____-____

Sentef Medical Centers provides information about how we may use and disclose protected health information about you.

I acknowledge that the Privacy Practices are accessible to me whenever I choose to review them.

_____ _____

Signature of Patient Date

_____

Printed Patient Name

_____ _____

Patient's Representative/Guardian Date

HIPAA Consent/Emergency Contact Information

I, _____ grant permission for the person(s) listed below to have access to any and all of my medical information that pertains to my care from Sentef Medical Centers. Including appointments, lab results, my physician's plan of care, etc.

Name: _____ Relationship: _____ Phone: (____) ____-____

Name: _____ Relationship: _____ Phone: (____) ____-____

Sentef Medical Centers, PLLC
Family & Occupational Medicine

9380 Bradmore Lane #104
Ooltewah, TN 37363
(423) 760-4630
Fax: (423) 760-4631

Financial Policy

Insurance Verification

At each visit, the patient must provide an active insurance card with current, correct information. Without proof of insurance, the patient may be rescheduled. Sentef Medical Centers makes it a priority to verify proof of a patient's insurance, however, it is the patient's responsibility to know his/her benefits for all medical services including wellness benefits prior to time of service.

Patient Cost, Co-Pays & Co-Insurance

Insurance companies require Sentef Medical Centers to collect co-pays, deductibles, or co-insurance amounts at the time of service. A deposit equal to 1/3 of costly procedures or visits is required in advance for services not covered by the patient's insurance.

Outstanding Balances

Patients will be asked to settle any outstanding balances with Sentef Medical Centers before their appointment. As a patient, you may pay any outstanding balances at any of our offices. Patients with outstanding balances may be declined treatment or triaged for non-emergency until the balance is resolved. Patient's balances that are not resolved in a timely manner will be sent to an outside collection agency. If the patient's balance is transferred to an outside agency, the patient will be responsible for paying any additional collection fees associated with the collection of the patient balance.

Self-Pay

Sentef Medical Centers contracts with most insurance companies for patient services. The patient remains financially responsible for all his or her care, but the remaining balance for services rendered to the patient will not be billed to the patient until payment is received from the insurance company(s), the insurance company denies the claim, or the insurance company unreasonably fails to pay in a timely manner. A statement will be sent to the patient or responsible party. *The billed amount on the statement is due when the first statement is received.*

Payments

Sentef Medical Centers accepts cash, checks, Visa, MasterCard, and Discover. Due to COVID-19, we are now offering telehealth visits along with taking payments via the telephone. Patients are responsible for these charges and by signing below you are also consenting to us running your card via telephone authorization and providing us the card numbers, expiration date and the CVV code. If you are uncomfortable paying via telephone, you may send a check in the mail. There is a $30.00 fee for all returned checks.

Payment can be mailed to:	To bring payments in person:
Sentef Medical Centers	Ooltewah Location
9380 Bradmore Lane Suite 104	9830 Bradmore Lane Suite 104
Ooltewah, TN 37363	Ooltewah, TN 37363

Note

Patient Accounts with outstanding balances and no payment activity will be forwarded to a collection agency at the patient's expense. In addition to any outstanding balances, the patient or the patient's representative who signs below agrees to pay additional collection processing fees of 30% of the original balance plus all cost associated with such collection activity, including reasonable attorney and court fees.

I have read and understand Sentef Medical Centers financial policy and agree to the terms.

_____ _____

Patient/Responsible Party Signature Date

_____

Printed Patient Name

Sentef Medical Centers, PLLC
Family & Occupational Medicine

9380 Bradmore Lane #104
Ooltewah, TN 37363
(423) 760-4630
Fax: (423) 760-4631

Patient's Bill of Rights and Responsibilities

Sentef Medical Centers, PLLC and staff are committed to providing quality health care. In accordance with this commitment, we believe that a patient is entitled to the following:

Privacy and Respectful Care

Patients have the right to considerate and respectful care, including privacy, security and safety including freedom from all forms of abuse and harassment. The patient has the right to every consideration of his/her privacy, concerning his/her own medical care. Consultation, examination, discussion, and treatment are confidential and should be conducted discreetly. Each patient has the right to know the identity and professional status of all staff members and physicians providing services.

Care Decisions/Informed Consent

The patient has the right to be informed about and to participate in decisions related to his/her care. The patient has the right to obtain from the physician complete and current information concerning his/her diagnosis, treatment, and prognosis in terms the patient can be reasonable expected to understand. When it is not medically advisable to give such information to the patient, the information should be made available to an appropriate person on his/her behalf. The patient has the right to receive from his/her physician information necessary to give informed consent prior to the start of any procedure and/or treatment. Where medically significant alternatives for care or treatment exist, or when the patient requests information concerning medical alternatives, the patient has the right to such information. The patient also has the right to know the name of the person responsible for the procedures and/or treatment.

Advance Directives/Ethics Laws

Advance directives for medical care such as Living Wills or the designation of a surrogate decision maker are respected to the extent provided by the law. Each patient can expect to be asked about his/her advance directives and/or given information upon admission or request. Patient or their designated representatives have the right to participate in the consideration of ethical issues that arise in the care of patients.

Refusal of Treatment

The patient has the right to refuse treatment to the extent permitted by law, and to be informed of the medical consequences of this action.

Confidential Records and Information

The patient has the right to expect that all communication and records pertaining to his/her can be treated confidentially, and that access to one's records will be met within a reasonable period of time.

Financial Information

The patient has the right to examine and receive an explanation of his/her bill regardless of source of payment.

Request for Services

The patient has the right to expect that within its capacity, Sentef Medical Centers, PLLC, must make reasonable responses to the request of a patient for services. Sentef Medical Centers, PLLC must provide evaluation, service and referral as indicated by the urgency of the patient's condition. When medically permissible a patient may be transferred to another facility only after he/she has received complete information and explanation concerning the needs for and alternatives for such a transfer. The institution to which the patient will be transferred must first have accepted the patient for transfer.

Patient Responsibility

Patient must observe the rules of Sentef Medical Centers, PLLC and give accurate and complete information in order to assist in their diagnosis and treatment. They should report any changes in their condition which may affect their treatment or care. Patients are responsible for the payment to Sentef Medical Centers, PLLC for incurred charges for medical care. Sentef Medical Centers, PLLC, helps in filing claims under any workman's compensation or participating insurance plans. Any balance left unpaid by such plans remains the patient's responsibility. Each patient must consider the rights of other patients and of Sentef Medical Center, PLLC personnel. All share the responsibility for the use of Sentef Medical Center, PLLC property.

Resolving Patient Care Complaints/Conflict

Sentef Medical Centers, PLLC, believe patients have the right to voice complaints regarding the care they receive and to have those complaints reviewed and, when possible, resolved. Patient complaints should initially be heart and reviewed by the department providing the patient care. If the problem cannot be resolved at that level, the complaint should be refer to an appropriated manager or director for review.

_____

Patient Signature

Sentef Medical Centers, PLLC
Family & Occupational Medicine

9380 Bradmore Lane #104
Ooltewah, TN 37363
(423) 760-4630
Fax: (423) 760-4631

Name: _____ Date of Birth: _____ Current Age: _____

Reason for today's visit: _____

Medications (including dosage and how often taken)

_____

_____

_____

Allergies (including the reaction)

_____

_____

_____

Medical Problems (check all that apply)

_____ Eye Infections	_____ Stomach Ulcer	_____ Seizures
_____ Glaucoma	_____ Diverticulosis	_____ Arthritis
_____ Cataracts	_____ Bowel Trouble	_____ Psoriasis
_____ Ear Infections	_____ Hepatitis	_____ Gout
_____ Sinus Trouble	_____ Jaundice	_____ Rash
_____ Deafness	_____ Liver Trouble	_____ Cancer
_____ Thyroid Trouble	_____ Gall Bladder Trouble	_____ Anemia
_____ Emphysema	_____ Hernia	_____ Bleeding
_____ Pneumonia	_____ Hemorrhoids	_____ Diabetes
_____ Asthma	_____ GYN Problems	_____ Endocrine
_____ Tuberculosis	_____ Breast Problems	_____ Fainting
_____ Lung Problems	_____ Venereal Disease	_____ Tumor
_____ High Blood Pressure	_____ Varicose Veins	_____ Prostate
_____ Heart Attack	_____ Phlebitis	_____ Colitis
_____ Hardening of Arteries	_____ Mental Problems	_____ Kidney
_____ Heart Murmur	_____ Nervousness	_____ Blood in Urine
_____ Rheumatic Fever	_____ Head Injury	_____ Kidney Stones
_____ Heart Condition	_____ Stroke	_____ Headaches

Do you smoke? _____ Do you drink alcoholic beverages? _____

Sentef Medical Centers, PLLC
Family & Occupational Medicine

9380 Bradmore Lane #104
Ooltewah, TN 37363
(423) 760-4630
Fax: (423) 760-4631

Surgical History (Please list any hospitalizations, operations, and serious injuries **within the last year**)

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

Preventative Health Screening
Date of last Physical:_____
Date of last X-ray:_____
Date of last Colonoscopy:_____
Date of last DEXA scan for osteoporosis screening:_____
Date of last Mammogram for breast cancer screening:_____
Date of last Pap Smear:_____Abnormal? Y N
Date of last Flu vaccination:_____
Date of last Measles vaccination:_____
Date of last Polio vaccination:_____
Date of last Tetanus vaccination:_____
Date of last Mumps vaccination:_____

Family History (List any medical problems in the following. If you know the age at diagnosis, please include)
Are you adopted?_____

Mother: _____ Father: _____

Brother: _____ Sister: _____

Aunt: _____ Uncle: _____

Paternal Grandmother: _____ Paternal Grandfather: _____

Maternal Grandmother: _____ Maternal Grandfather: _____

Other family member not already mentioned: _____

Additional info you would like to provide about you?

_____

_____

_____

_____

_____

_____

Preferred Pharmacy: _____ Zip: _____ Phone: (_____) _____-_____

Sentef Medical Centers, PLLC
Family & Occupational Medicine

9380 Bradmore Lane #104
Ooltewah, TN 37363
(423) 760-4630
Fax: (423) 760-4631

Prescription Policy

Sentef Medical Centers participates with electronic prescribing directly to your local pharmacy and/or mail order service. Our goal is to assist our patients with prescription requests in an efficient and timely manner. Due to the volume of prescription requests, we have created the following guidelines to help meet these needs.

1. It is the patient's responsibility to notify the office in a timely manner when refills are necessary. Approval of your refill may take up to 72 hours or 4 business days, so do not wait until you are completely out of a medication to call. If you use a mail order pharmacy, please contact us 14 days before your medication is due to run out.
2. Medication refills will only be addressed during regular office hours (Monday-Friday 9:00 A.M.-5:30 P.M.). Please notify our office on the next business day if you find yourself out of medication after hours. NO prescriptions will be filled on Saturday, Sunday or Holidays or by Providers who are on-call to address emergency situations.
3. Prescription refills require close monitoring by our Providers to ensure safety and effectiveness. Your Provider will prescribe the appropriate number of prescription refills to last you until your next schedules appointment. Generally, when you are down to zero refills, it is time to schedule an appointment. We prefer you request any refills of your medications at the beginning of your office visit. Depending on the type of medication you are prescribed, your Provider may require that you be seen in office every 90 days regardless of your amount of medication.
4. Patients requesting new prescriptions, changes to existing prescriptions or antibiotics, must be seen for an office visit.
5. Refills can only be authorized on medication prescribed by Providers from our office. We will not refill medications prescribed by Providers that are not affiliated with and not part of Sentef Medical Centers group.
6. Some medications require prior authorization. Depending on your insurance, the process may require several steps by your Provider and the Pharmacy. The Providers and Pharmacies are familiar with this process and will handle the prior authorization as quickly as possible. Only the pharmacy is notified of the approval status and neither the Provider nor the Pharmacy can guarantee that your insurance will approve the medication. Please check with your pharmacy or your insurance company for updates.

7. It is important to keep your scheduled appointment for refills when you are due to receive them. We cannot call in medications for refills if you miss your scheduled appointment. Repeated no-shows and cancellations will result in denial of refills.
8. Some medications require patients to do a urine drug screen every 90 days. We cannot refill your medication if you are non-compliant and past your 90 day in-office appointment. As a policy we allow patients to do an office visit and 2 telehealth appointments for refills IF it falls within 90 days. We do not allow 2 telehealth appointments for refills that go past 90 days if you are prescribed a controlled substance and require urine drug screens.
9. We reserve the right to require an office visit at any time for refills at the discretion of the Provider and/or Management for the care of the patient, their medication management or other medical reasons.
10. We reserve the right to deny refills and charge an administrative fee if there are multiple requests for prescriptions requested outside of an office visit. The Provider, at their discretion may require a telehealth call or an office visit to do refills if the patient did not address the need for refills on the last appointment.

Patient Signature_____Date_____

Sentef Medical Centers, PLLC
Family & Occupational Medicine

9380 Bradmore Lane #104
Ooltewah, TN 37363
(423) 760-4630
Fax: (423) 760-4631

Consent to Receive Text Messages and Emails

By signing below, I authorize Sentef Medical Center to contact me via SMS Text Message and/or Email for health related notifications, including appointment reminders, balances and statements.
I understand message/data rates may apply to messages sent by Sentef Medical Center under my cell phone plan.

I know that I am under no obligation to authorize Sentef Medical Center to send me text messages and Emails. I may opt out or receiving these communications at any time.
I understand that Text and Email messages are not substitute for professional or medical attention.

By signing below, I agree to all terms and conditions of use for the text messaging service.

Yes, sign me up for SMS Text Messaging. [ ]
Phone Number:
(_____)_____
Yes, sign me up for Email Messaging. [ ]
Email Address:_____

Name:_____

Date of Birth :_____/_____/_____

Signature:_____Date:_____/_____/_____

PATIENT HEALTH QUESTIONNAIRE (PHQ-9)

NAME:_____ DATE:_____

Over the last 2 *weeks*, how often have you been bothered by any of the following problems?
(use "✓" to indicate your answer)

	Not at all	Several days	More than half the days	Nearly every day
1. Little interest or pleasure in doing things	0	1	2	3
2. Feeling down, depressed, or hopeless	0	1	2	3
3. Trouble falling or staying asleep, or sleeping too much	0	1	2	3
4. Feeling tired or having little energy	0	1	2	3
5. Poor appetite or overeating	0	1	2	3
6. Feeling bad about yourself—or that you are a failure or have let yourself or your family down	0	1	2	3
7. Trouble concentrating on things, such as reading the newspaper or watching television	0	1	2	3
8. Moving or speaking so slowly that other people could have noticed. Or the opposite—being so figety or restless that you have been moving around a lot more than usual	0	1	2	3
9. Thoughts that you would be better off dead, or of hurting yourself	0	1	2	3
add columns		+	+	

(Healthcare professional: For interpretation of TOTAL, please refer to accompanying scoring card). TOTAL:

10. If you checked off *any problems*, how *difficult* have these problems made it for you to do your work, take care of things at home, or get along with other people?	Not difficult at all _____ Somewhat difficult _____ Very difficult _____ Extremely difficult _____