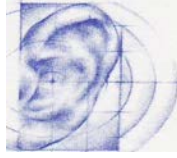


# WELCOME

ear medical group otology/neurotology



Ear Medical Group would like to welcome you to our unique practice. We have three Board Certified Otolologists/Neurotologists, four physician assistants, an Allergy Department, a full-service Hearing and Balance Center, and a Hearing Aid Center.

## **Your First Visit**

Enclosed you will find our New Patient paperwork. Please fill this out in its entirety and bring it with you on the day of your appointment. We kindly ask that you do not mail your paperwork back to our office. You may use blue or black ink, or a no. 2 pencil to complete the two scantrons that are included for your past medical history and review of systems. Please note that the past medical history scantron is double-sided.

Please bring your insurance card and your picture ID to your appointment, as we will need a copy for insurance verification. Our friendly office staff will ask your permission to take a photo of you for our medical record. This helps us to identify patients when they do not respond to their name being called.

*Due to the highly specialized nature of our practice, you may experience a **longer-than-normal** wait time and visit to our office. Depending on your symptoms, various tests may need to be performed prior to your visit with the physician.* Sometimes, to ease with patient flow, we perform these tests after you have seen the doctor. Because the balance nerve is located in the ear, a hearing test will be performed if you are feeling imbalance or dizziness (even if you do not feel you have problems with your hearing). If you have had any similar hearing or balance testing within the recent months, please bring copies of your results with you. However, you may need to have the testing repeated, as we perform in-depth testing using state-of-the-art equipment.

*In addition, it is very important to have a companion or a loved one with a familiar voice attend the appointment with you. This is someone that you are used to communicating with on a regular basis. You will receive a lot of information and it is good to have a loved one there to help absorb some of that information as well.*

*It is also recommended to bring a sweater to our office, as the temperatures can vary and may be cooler for some patients.*

## **Your follow-up visit**

To help eliminate your wait time and avoid frustration, please do not arrive earlier than the time you were given. Each department sees patients by appointment time. If you are going to be late, please call the office to notify someone as soon as possible.

As a courtesy, we provide an appointment reminder call one to two days prior to your scheduled appointment.

If you should have any questions before your visit or after you have seen us, please feel free to contact us at (210) 614-6070.

\*\*\*The Texas Center for Athletes Building provides a parking lot for their patients. The rate for parking is \$1.00 per hour. The maximum fee is \$4.00 per day. There is a charge for a lost ticket. If your stay is 30 minutes or less, parking is free. We do not validate tickets.

**ATTENTION ALL PATIENTS WITH AN HMO  
PLAN**

**PLEASE BE AWARE OF THE FOLLOWING:**

**PATIENTS ARE RESPONSIBLE FOR  
OBTAINING THE REFERRAL FROM THEIR  
PRIMARY PHYSICIAN; OTHERWISE, THE  
PATIENT WILL BE RESPONSIBLE FOR THE  
BILL AT THE TIME OF OFFICE VISIT.**

Race and ethnicity categories in the U.S. are defined by the Office of Management and Budget (OMB). The minimum race categories and the exact wording for the OMB standards for collecting data on race and ethnicity are:

The minimum race categories are:

1. American Indian or Alaska Native
2. Asian
3. Black or African American
4. Native Hawaiian or Other Pacific Islander
5. White

The minimum ethnicity categories are:

1. Hispanic or Latino
2. Not Hispanic or Latino

**Ear Medical Group has decided to go above the minimum for collecting data on race, which is as follows:**

- 1. Asian**
- 2. Caucasian/White**
- 3. Black/African American**
- 4. American Indian or Alaska Native**
- 5. Native American**
- 6. Other**

**We will continue to use the minimum standards for collecting data on ethnicity:**

- 1. Hispanic or Latino**
- 2. Non Hispanic or Latino**

**\*\*Please refer to this for Ear Medical Group's *Patient Registration and Medical Questionnaire***

## PATIENT REGISTRATION & MEDICAL QUESTIONNAIRE

Date \_\_\_\_\_

Name \_\_\_\_\_ Social Security # \_\_\_\_\_

Sex \_\_\_\_\_ Age \_\_\_\_\_ Date of Birth \_\_\_\_\_ Marital Status \_\_\_\_\_

Address \_\_\_\_\_ City, State, Zip \_\_\_\_\_

Primary phone # ( ) \_\_\_\_\_ (hm, wk, cell) Secondary # ( ) \_\_\_\_\_ (hm, wk, cell)

E-mail address \_\_\_\_\_ Race **and** Ethnicity \_\_\_\_\_/\_\_\_\_\_

Preferred Language \_\_\_\_\_ Occupation/Employer \_\_\_\_\_

Spouse (Parent/Guardian if under 18) \_\_\_\_\_ DOB \_\_\_\_\_ Wk# \_\_\_\_\_

### EMERGENCY CONTACTS

Name \_\_\_\_\_ Relation \_\_\_\_\_ Phone # \_\_\_\_\_

Reason for visit \_\_\_\_\_

Referred by \_\_\_\_\_ Is referral from a physician? \_\_\_\_ Yes \_\_\_\_ No  
(first and last name)

Address/phone of referral source \_\_\_\_\_

Family Doctor \_\_\_\_\_ Address/phone # \_\_\_\_\_  
(first and last name)

Pharmacy information: \_\_\_\_\_

Allergies to Medications	Type of Reaction (i.e. hives, anaphylaxis, etc.)	Severity (Critical, Severe, Moderate, or Mild)

Current Medications	Dose	Frequency

CT/MRI of Head	Location	Date	Name of Ordering Physician

Flu Vaccination                       Yes     No                      Date Received: \_\_\_\_\_  
Pneumonia Vaccination             Yes     No                      Date Received: \_\_\_\_\_

**SUBSCRIBER INFORMATION**

**PRIMARY INSURANCE** \_\_\_\_\_

Subscriber's Name \_\_\_\_\_ Relation to patient \_\_\_\_\_  
Subscriber's Address \_\_\_\_\_ Phone # \_\_\_\_\_  
Subscriber's Employer \_\_\_\_\_ Phone # \_\_\_\_\_  
Date of birth of subscriber \_\_\_\_\_ Group # \_\_\_\_\_ ID # \_\_\_\_\_  
SS# of subscriber: \_\_\_\_\_

**SECONDARY INSURANCE** \_\_\_\_\_

Subscriber's Name \_\_\_\_\_ Relation to patient \_\_\_\_\_  
Subscriber's Address \_\_\_\_\_ Phone # \_\_\_\_\_  
Subscriber's Employer \_\_\_\_\_ Phone # \_\_\_\_\_  
Date of birth of subscriber \_\_\_\_\_ Group # \_\_\_\_\_ ID # \_\_\_\_\_  
SS# of subscriber: \_\_\_\_\_

**RESPONSIBLE PARTY** \_\_\_\_\_

Address: \_\_\_\_\_  
Home Phone Number: \_\_\_\_\_ Work Phone Number: \_\_\_\_\_  
SS#: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

**PLEASE NOTE**

**PAYMENT IS REQUIRED AT TIME OF SERVICE.  
THERE WILL BE A \$25.00 FEE FOR RETURNED CHECKS.  
FOR YOUR CONVENIENCE, WE ACCEPT ALL MAJOR CREDIT CARDS.**

I understand that I am financially responsible for all charges and guarantee payment of this account.

I hereby authorize EAR MEDICAL GROUP to release any information required in the course of my examination or treatment for insurance claims. Furthermore, I authorize payment directly to EAR MEDICAL GROUP for medical and/or surgical benefits, which may otherwise be payable to me for their services.

I authorize any physician, hospital, laboratory, or x-ray facility to release to any physician of EAR MEDICAL GROUP any and all medical information, hospital records, laboratory studies or x-rays that may be requested. A copy of this authorization is as binding as the original.

Patient/Parent/Guardian name (please print) \_\_\_\_\_

Date \_\_\_\_\_ Signature \_\_\_\_\_

# Billing and Insurance

## Financial Policy

**“Self Pay”** - patients are responsible for payment of all charges at the time of service. We may require you to post a deposit on your account prior to being seen by a provider. The Group accepts cash, checks, credit cards and money orders.

We do offer a discount program for uninsured patients on a cash pay basis, and will be happy to discuss any special considerations in the handling of your account.

**Insurance** - We have the ability to verify your healthcare insurance coverage to include on-line methods with different insurance carriers. If you do not produce an insurance card or if your coverage is not active at the time of your visit, you will have the option to either reschedule your appointment, or to pay a “good faith estimate” of charges for all expected services before you will be seen by the physicians/providers.

Most insurance policies have a timely filing period of 60 or 90 days after which claims cannot be submitted for payment. You must insure that you have provided our office with the correct insurance information at the time of service. Any claims denied due to incorrectly provided insurance information will be your responsibility.

Insurance is a contract between you and your insurance company. We are **not** a party to this contract. However, we are preferred providers for most major health insurance plans and for your convenience, we will be happy to electronically file your primary and secondary insurance claims directly from this office. Most insurance policies have a timely filing period of 60 or 90 days after which claims cannot be submitted for payment. You must insure that you have provided our office with the correct insurance information at the time of service. Any claims denied due to incorrectly provided insurance will be your responsibility.

Co-Payments, fees and deductibles are due at the time of service. Failure to pay your co-payment at the time of service will result in an additional \$20.00 charge to your account. You are responsible for any charges not covered or reimbursed by your insurance policy. We will not become involved in disputes between you and your insurance company regarding deductibles, co-payments, covered charges, secondary insurance, "usual and customary" charges, etc. other than to supply factual information as necessary. **You are responsible for the timely payment of your portion of your account with Ear Medical Group.**

**Outstanding Balances** - All past due balances are expected to be paid in full prior to any future appointments unless you have a previously established payment plan. Ear Medical Group will not get involved in disputes between family members regarding responsibility for payment on an outstanding balance

**Billing Statements** – Ear Medical Group mails patient account statements monthly. We greatly appreciate your timely attention to those statements. If you believe that there is an error on your account or if you believe that another insurance company should be responsible for payment, it is your responsibility to notify us as soon as possible. We will not be able to assist you once the "timely filing" period of your insurance company has expired.

**Returned Checks** - A fee of \$25.00 may be charged to your account for any/all/each returned checks. All future payments must be made by way of cash or credit card.

**Cancellation Policy** - We require 24-hour notice for any appointment cancellations. Repeated cancellations or no shows for appointments could result in discharge from the practice.

**Referrals** - In order to expedite your care, Ear Medical Group has Referral Coordinators to assist you.

**Other Fees** – \$35.00 for any correspondence request not covered by your insurance policy

Please contact our Revenue Cycle Manager and billing office during normal business hours if you have any questions about our Patient Accounts policies.

Thank you in advance for your understanding.

X \_\_\_\_\_

**GUARANTEE OF PAYMENT**

\_\_\_\_\_ I understand that I am totally responsible for payment of all fees and services rendered, irrespective of insurance coverage or other responsibilities.

**NOTE: The guarantor of each account is ultimately responsible for payment in full of the account. You are expected to provide timely and accurate information regarding guarantor and insurance coverage.**

\_\_\_\_\_ I have been advised that if my health insurance carrier/HMO/Medicaid/Medicare plan claims that the services I received today are not considered reasonable and medically necessary for my care, I will be responsible for payment of these services.

\_\_\_\_\_ I understand that if I am participating in an HMO plan, my primary care physician (PCP) must authorize the services that I requested and received today. I have been advised that if I did not notify my PCP in advance for a referral authorization, my HMO plan may deny payment for services and thus, I will become responsible for payment of all services.

\_\_\_\_\_ I have been provided with an overview of the billing process and have read the copy of the "Understanding Your Financial Responsibilities" handout.

**ASSIGNMENT**

\_\_\_\_\_ I request that payment of authorized Medicare benefits be made on my behalf to Ear Medical Group for any service furnished to me by these providers.

\_\_\_\_\_ The signature below authorizes payment of mandated medigap benefits to Ear Medical Group.

Medigap - \_\_\_\_\_ Policy Number - \_\_\_\_\_ Group Number - \_\_\_\_\_.

\_\_\_\_\_ I assign the benefits from my insurance carriers to this clinic for the medical/surgical benefits I am entitled.

**RELEASE OF INFORMATION**

\_\_\_\_\_ I authorize the Ear Medical Group to release to my insurance carrier(s) any information needed to determine benefits or benefits payable for related services.

\_\_\_\_\_ I have read and agree with understanding my financial responsibilities and the payment policy, assignment, and release of information paragraph stated which apply to me.

**X** \_\_\_\_\_  
Patient

\_\_\_\_\_  
Date

\_\_\_\_\_  
Person signing on behalf of patient

\_\_\_\_\_  
Relationship to patient

# **CANCELLATION/NO-SHOW POLICY**

**PLEASE READ CAREFULLY.  
THIS POLICY IS STRICTLY ENFORCED!**

Our goal is to provide quality medical care in a timely manner. In order to do so, we have had to implement a no-show/cancellation policy. This policy enables us to better utilize available appointments for our patients in need of medical care.

## **Cancellation of an Appointment:**

In order to be respectful of the medical needs of other patients, please be courteous and call Ear Medical Group at (210) 614-6070 promptly if you are unable to attend an appointment. This time will be reallocated to someone who is in urgent need of treatment. If it is necessary to cancel your scheduled appointment, we require that you call ***at least 24 hours in advance***. Appointments are in high demand, and your early cancellation will give another person the possibility to have access to timely medical care.

## **Late Cancellations:**

Late cancellations will be considered as a “no-show”.

## **No-Show Policy:**

A “no-show” is someone who misses an appointment without cancelling it in an adequate manner. “No-shows” inconvenience those individuals who need access to medical care in a timely manner. A failure to present at the time of a scheduled appointment will be recorded in the patient’s charge as a “no-show”. The following are Ear Medical Group’s “no-show” fees:

1. Office Visit No-Show : \$25.00
2. Vestibular Testing No-Show: \$100.00
3. Allergy SLIT No-Show: \$170.00
4. Allergy Testing No-Show: \$50.00

**The “no-show” fees will not be covered by your insurance or workman’s compensation, but will have to be paid by you personally before you will be able to schedule another appointment.**

In the event you have three “no-shows”/cancellations, all remaining appointments may be cancelled and you will be referred back your primary care/referring physician for future medical care.

Patient Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Staff Signature: \_\_\_\_\_ Date: \_\_\_\_\_



# NOTICE OF HEALTH INFORMATION PRIVACY PRACTICES

*This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please see the receptionist to request a copy.*

## Understanding Your Health Record/Information

Each time you visit a hospital, physician or other healthcare provider, a record of your visit is made. Typically, this record contains your symptoms, examination and test results, diagnoses, treatment and a plan for future care or treatment. This information, often referred to as your health or medical record, serves as a:

- basis for planning your care and treatment
- means of communication among the many health professionals who contribute to your care
- legal document describing the care you received
- means by which you or a third-party payer can verify that services billed were actually provided
- tool in educating health professionals
- source of data for medical research
- source of information for public health officials charged with improving the health of the nation
- source of data for facility planning and marketing
- tool with which we can assess and continually work to improve the care we render and the outcomes we achieve

Understanding what is in your record and how your health information is used helps you to:

- ensure its accuracy
- better understand who, what, when, where and why others may access your health information
- make more informed decisions when authorizing disclosure to others

## Your Health Information Rights

Although your health record is the physical property of the healthcare practitioner or facility that compiled it, the information belongs to you. You have the right to:

- request a restriction on certain uses and disclosures of your information as provided by 45 CFR 164.522. Requests for restrictions on disclosures to your health plan for health care items or services paid out of pocket must be accepted.
- obtain a paper copy of the notice of information practices upon request
- inspect and obtain a copy of your health record as provided for in 45 CFR 164.524 and HB 300 (paper or electronic).
- amend your health record as provided in 45 CFR 164.528
- obtain an accounting of disclosures of your health information as provided in 45 CFR 164.528
- request communications of your health information by alternative means or at alternative locations
- revoke your authorization to use or disclose health information except to the extent that action has already been taken
- receive a notice of a breach of "unsecured" protected health information

## Our Responsibilities

This organization is required to:

- maintain the privacy of your health information
- provide you with a notice as to our legal duties and privacy practices with respect to information we collect and maintain about you
- abide by the terms of this notice
- notify you if we are unable to agree to a requested restriction
- accommodate reasonable requests you may have to communicate health information by alternative means or at alternative locations
- notify you of a breach of "unsecured" protected health information

We reserve the right to change our practices and to make the new provisions effective for all protected health information (PHI) we maintain. Should our information practices change, we will mail a revised notice to the address you have supplied us.

We will not use or disclose or sell your health information without your written authorization, except as described in this notice.

## To Report a Problem

If you have questions and would like additional information, you may contact the Privacy Officer at this office.

If you believe your privacy rights have been violated, you can file a complaint with this office or with the secretary of Health and Human Services. There will be no retaliation for filing a complaint.

## Examples of Disclosures for Treatment, Payment and Health Operations

**Treatment:** Information obtained by a nurse, physician or other member of your healthcare team will be recorded in your record and used to determine the course of treatment that should work best for you. Your physician will document in your record his or her expectations of the members of your healthcare team. Members of your healthcare team will then record the actions they took and their observations. In that way, the physician will know how you are responding to treatment. We will also provide subsequent healthcare providers with copies of various reports that should assist them in treating you.

**Payment:** A bill may be sent to you or a third-party payer. This information on or accompanying the bill may include information that identifies you, as well as your diagnosis, procedures and supplies used.

## Health Operations:

**1. Risk Management** - Members of the medical staff or the risk or quality improvement staff may use information in your health record to assess the care and outcomes in your case and others like it. This information will then be used in an effort to continually improve the quality and effectiveness of the healthcare and service we provide.

**2. Business Associates** - There are some services provided in our organization through contacts

with business associates. Examples include radiology, laboratory, copy services, transcription services, billing services, etc. When these services are contracted, we may disclose your health information to our business associate so that they can perform the job we have asked them to do and bill you or your third-party payer for services rendered. To protect your health information, however, we require the business associate to appropriately safeguard your information.

**3. Notification** - We may use or disclose information to notify or assist in notifying a family member, personal representative, or another person responsible for your care, of your location and general condition.

**4. Communication With Family** - Health professionals, using their best judgment, may disclose to a family member, other relative, close personal friend or any other person you identify, health information relevant to that person's involvement in your care or payment related to your care.

**5. Research** - We may disclose information to researchers when their research has been approved by an institutional review board that has reviewed the research proposal and established protocols to ensure the privacy of your health information.

**6. Funeral Directors** - We may disclose health information to funeral directors consistent with applicable law to carry out their duties.

**7. Organ Procurement Organizations** - Consistent with applicable law, we may disclose health information to organ procurement organizations or other entities engaged in the procurement, banking or transplantation of organs for the purpose of tissue donation and transplant.

**8. Marketing** - We may contact you to provide appointment reminders or face-to-face information about treatment alternatives or other health-related benefits and services that may be of interest to you.

**9. Food and Drug Administration (FDA)** - We may disclose to the FDA health information relative to adverse events with respect to food, supplements, product and product defects, recalls, repairs or replacement.

**10. Workers' Compensation** - We may disclose health information to the extent authorized by and to the extent necessary to comply with laws relating to workers' compensation or other similar programs established by law.

**11. Public Health** - As required by law, we may disclose your health information to public health or legal authorities charged with preventing or controlling disease, injury or disability.

**12. Law Enforcement** - We may disclose health information for law enforcement purposes as required by law or in response to a valid subpoena.

**13. Schools** - We may disclose childhood immunization records to schools.

Federal law makes provision for your health information to be released to an appropriate health oversight agency, public health authority or attorney, provided that a work force member or business associate believes in good faith that we have engaged in unlawful conduct or have otherwise violated professional or clinical standards and are potentially endangering one or more patients, workers or the public.

*This notice is effective as of Oct 21, 2014 and will remain in effect until revised.*

**NOTICE OF HEALTH INFORMATION PRACTICES  
ACKNOWLEDGEMENT FORM**

**Ear Medical Group**

*(Practice Name)*

*The attached notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please sign this cover sheet acknowledging receipt of the policy and return it to the receptionist. Review the policy carefully and let us know if you have any questions or requests.*

By my signature below, I acknowledge that I have received the Notice of Health Information Practices of **Ear Medical Group**. I understand that the organization reserves the right to change their notice and practices and prior to implementation will mail a copy of any revised notice to the address I have provided. I understand that I have the right to request restrictions as to how my health information may be used or disclosed and that the organization is not required to agree to the restrictions requested. I understand that I may revoke this consent in writing, except to the extent that the organization has already taken action in reliance thereon.

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Name of Patient

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Signature of Patient

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Date