



**STEPHENS CITY**  
**FAMILY MEDICINE, LLC**

**Dr. Jennifer Carter**  
**Dr. Chris Craig**  
**Dr. Joel Grant**  
**Raleigh McClure, FNP-BC**  
**Jordan Pacilla, FNP-C**  
**Kali Tichenor, FNP-C**

160 Warrior Drive • Stephens City, VA 22655  
office: 540-868-4100 • fax: 540-868-0888

[www.scfammed.com](http://www.scfammed.com)

Dear Patient,

Thank you for contacting Stephens City Family Medicine and requesting an adult welcome packet for **patients ages 18 and older**.

Our office is conveniently located in Sherando Towne Centre near Miller's Hardware, Walgreens, First Bank, and Children of America. We strive to provide high-quality, comprehensive care for the entire family.

If you would like to establish care with our practice, please complete a welcome packet for each family member and return it to our office. Our team includes six providers: Drs. Carter, Craig, and Grant, along with Nurse Practitioners Raleigh McClure, Jordan Pacilla, and Kali Tichenor. Together, they are dedicated to ensuring you receive appropriate and timely medical care.

We currently participate with the following insurance plans: Anthem, Aetna, Cigna, Humana Military, Medicaid, Sentara (HMO Medicaid), Medicare, Peak Health (Valley Health), Sentara Health Plans, UnitedHealthcare, and Virginia Health Network. We are not in-network with Anthem HealthKeepers. It is your responsibility to verify that we participate with your specific insurance plan. Please contact your insurance company using the member services number on the back of your insurance card to confirm coverage.

If you are currently taking chronic pain medications, please note that we do not accept new pain management patients. Patients requiring ongoing pain management must remain under the care of a pain management specialist.

Please read and complete the entire welcome packet carefully. All forms must be fully completed, including both sides, and signed before we can schedule an appointment. A separate packet is required for each patient. Once completed, you may return the packet by dropping it off at our office, faxing it, or mailing it to us. After review by a provider, our office will contact you to schedule your initial visit. Initial appointments may be scheduled up to one month out. Please note that an initial visit is required before scheduling any acute (sick) visits. Once established, we can typically accommodate acute visits on the same day or the following day. Due to the time reserved for initial appointments, we require at least 24 hours' notice for rescheduling. After three reschedules, we will no longer be able to offer an appointment. If you miss your initial appointment without prior notice, we will be unable to reschedule, and you will not be established as a patient.

If you have any questions, please feel free to contact our office.

**Sincerely,**  
Monica Hott  
Office Manager

Hours:  
By Appointments Only  
Monday- Friday: 7:00 am- 5:00pm  
Closed for lunch 12:00pm – 1:30pm

Welcome Packet for adult patients 18 years and older

## **FINANCIAL POLICY**

*This form requires an electronic signature and will be obtained at your first appointment.*

**Payment Responsibility:** Patients or their legal representative are ultimately responsible for all charges for services rendered. Payment is expected at time of service for all co-pays as well as any prior balance. We will **NOT** bill any co-pays as we are contractually required by insurance carriers to collect co-pays at the time of service. Claims will be submitted to your insurance carrier(s) and you are responsible for any deductible, coinsurance, and/or non-covered services. Per contractual obligations we cannot waive co-pays, coinsurance or deductibles. Statements are generated on a 28 day cycle. Balances are due from the patient/legal representative in full upon receipt of statement unless other arrangements have been made. Patients with an outstanding balance for more than 90 days may be referred to an outside collection agency and will be responsible for collection/attorney's fees in addition to the balance owed.

\*For Physical Exams/Annual Wellness Visits for which you require additional services for health problem(s) beyond the scope of the physical/wellness exam, an additional charge will be incurred, and you will be asked to pay any co-pays or patient responsibility amounts.

**Self-pay:** If you are uninsured or have an insurance we do not participate with, you are responsible for remitting payment in full at the time of service. A deposit for services will be required at check-in and the difference for charges incurred will be settled at check-out.

- New Patients: \$225 deposit
- Established Patients: \$140 deposit

**Liability/Motor Vehicle Accident:** We will file Motor Vehicle Accident (MVA) claims to health insurance carriers only for reimbursement. In the event the claim is not paid in full by the health insurance carrier, it is the patient's responsibility to pay the claim within 30 days. Per the patient's request, a receipt can be provided to the patient for direct reimbursement from the car accident carrier or legal representative.

**Late Arrivals, Cancellations and No-Shows:** The following fees are not covered by your insurance.

- If an appointment is not cancelled at least 24 hours in advance you will be charged a \$25 fee;
- If you fail to show to an appointment, you will be charged a \$50 fee;
- If you arrive late to an appointment, we have the right to reschedule the appointment. If you continue to arrive late to appointments, you will be charged a \$50 fee.

**Insurance Authorization and Assignment:** I authorize and give permission to Stephens City Family Medicine, LLC to release billing and medical information, to include the transcript of my medical records to my insurance carrier(s) upon their request, for the purpose of determining benefits payable under the contract. I assign to Stephens City Family Medicine, LLC any and all benefits incurred for the services provided by them. I request that payment of authorized insurance benefits be made on my behalf to Stephens City Family Medicine, LLC for any services furnished to me.

I request that payment of authorized Medicare Benefits be made on my behalf to the provider for any services rendered to me by the physician. I authorize any holder of medical information about me to be released to the Centers for Medicare and Medicaid Services, and its agents, any information needed to determine these benefits payable for related services.

# Authorization for Disclosure of Protected Health Information

I Authorize The Use / Disclosure Of Health Information About Me As Described Below

Patient Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_  
(Please Print)

## Contacts:

Name	Relationship to Patient
Home Phone #	Mobile Phone #

Name	Relationship to Patient
Home Phone #	Mobile Phone #

Name	Relationship to Patient
Home Phone #	Mobile Phone #

- 1) I understand that this authorization will expire one (1) year from today's date.
- 2) I understand that I may revoke this authorization (except to the extent that action was already taken in reliance on this signed authorization) at any time by notifying Stephens City Family Medicine, LLC in writing.
- 3) I understand that I can refuse to sign this authorization and that my refusal will not affect my ability to obtain treatment, payment or my eligibility for benefits (if applicable)
- 4) I may inspect or copy any information used or disclosed under this agreement.
- 5) I understand that, if the person or organization that receives the information is not a health care provider or plan covered by federal privacy regulations, the information described above may be re-disclosed and would no longer be protected by these regulations.

The receptionist will input the above information upon completion and obtain an electronic signature from the patient or legal guardian.

## Notice Of Deemed Consent To HIV Blood Testing

I have been informed by this notice that a law was enacted in Virginia in 1989 and 1993 which authorizes the hospital to test me for Human Immunodeficiency Virus (HIV) and Hepatitis B or C antibodies when any health care provider is exposed to my body fluids in a manner which may transmit HI and Hepatitis B or C. Pursuant to this law, in the event of such an exposure, I am deemed to have consented to such testing, and to have consented to the release of the test results to the health care provider who may have been exposed.

\_\_\_\_\_  
Patient's Signature

\_\_\_\_\_  
Signature of Witness

IF PATIENT IS UNABLE TO SIGN OR IS A  
MINOR, COMPLETE THE FOLLOWING:

\_\_\_\_\_  
Signature of closest relative or guardian

\_\_\_\_\_  
Signature of Witness

\_\_\_\_\_  
Relationship to Patient



**CONFIDENTIAL PATIENT INFORMATION**

Stephens City Family Medicine  
160 Warrior Drive, Stephens City, VA 22655  
540-868-4100

Today's Date: \_\_\_/\_\_\_/\_\_\_

New Patient \_\_\_ Established Patient \_\_\_

**PLEASE PRINT CLEARLY**

**PATIENT INFORMATION:**

Name: \_\_\_\_\_ Birth Date: \_\_\_/\_\_\_/\_\_\_ Social Security #: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Cell Phone: \_\_\_\_\_ Cell Phone Carrier: \_\_\_\_\_

E-mail: \_\_\_\_\_

Male \_\_\_ Female \_\_\_ Marital Status: Single \_\_\_ Married \_\_\_ Divorced \_\_\_ Widowed \_\_\_

Mailing Address: \_\_\_\_\_  
Street City State Zip Code

Race: American Indian \_\_\_ Asian \_\_\_ African American \_\_\_ Native Hawaiian or Pacific Islander \_\_\_ White \_\_\_ Declined \_\_\_

Ethnicity: Hispanic or Latino \_\_\_ Not Hispanic or Latino \_\_\_ Declined \_\_\_

Preferred Language: \_\_\_\_\_

Place of Employment: \_\_\_\_\_ Address: \_\_\_\_\_ How Long: \_\_\_\_\_  
(Patient) Company Name Company Address

Nearest Relative not living with you: Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Spouse Name: \_\_\_\_\_ Birth Date: \_\_\_/\_\_\_/\_\_\_ Social Security#: \_\_\_\_\_

Place of Employment: \_\_\_\_\_ Address: \_\_\_\_\_ How Long: \_\_\_\_\_  
(Spouse) Company Name Company Address

**RESPONSIBLE PERSON'S INFORMATION (This section only needs to be filled out if patient is a minor, under age 18):**

Name: \_\_\_\_\_ Birth Date: \_\_\_/\_\_\_/\_\_\_ Social Security #: \_\_\_\_\_

Mailing Address: \_\_\_\_\_  
Street City State Zip Code

Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Place of Employment: \_\_\_\_\_ Address: \_\_\_\_\_ How Long: \_\_\_\_\_  
Company Name Company Address

Place of Employment: \_\_\_\_\_ Address: \_\_\_\_\_ How Long: \_\_\_\_\_  
(Other Parent) Company Name Company Address

**INSURANCE INFORMATION:**

Insurance Company: \_\_\_\_\_ Policy Name Under: \_\_\_\_\_ Birth Date: \_\_\_/\_\_\_/\_\_\_

Policy #: \_\_\_\_\_ Group Name or #: \_\_\_\_\_

Secondary Insurance Company: \_\_\_\_\_ Policy Name Under: \_\_\_\_\_

Policy #: \_\_\_\_\_ Group Name or #: \_\_\_\_\_

**PATIENT AND RESPONSIBLE PARTY AUTHORIZATION**

I authorize Stephens City Family Medicine for \_\_\_\_\_ (patient) to apply for benefits on my behalf for the covered services rendered and request that payments from the above named insurance company(ies) be made directly to Stephens City Family Medicine for the treated person named. I certify that the information reported with regard to my insurance coverage is correct and further authorize the release of any necessary information, including medical information for this or any related claim to the above named agent. I permit a copy of this authorization to be used in place of the original. IN ALL CASES, PROFESSIONAL FEES ARE THE PATIENT, SPOUSE, GUARDIAN AND/OR PARENTS' RESPONSIBILITY. Finance Charge (no charges if paid in 30 days of billing date) may be computed by a "Periodic Rate" of 1 1/2% per month, which is an ANNUAL PERCENTAGE RATE of 18% applied to the previous balance without deducting current payments and/or credits appearing on any given bill. Patient or responsible party(ies) further agree to pay any and all collection fees incurred and legal expenses, including but not limited to Collection Agency and attorney fees, all court related costs, service and filing fees, interrogatory and garnishment fees as well as any interest that may be adjudicated for the collection of past due debts.

Print Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_/\_\_\_/\_\_\_

Signature from Stephens City Family Medicine: \_\_\_\_\_ Date: \_\_\_/\_\_\_/\_\_\_



# STEPHENS CITY

## FAMILY MEDICINE, LLC

**Adult Patients 18 years and older**

160 Warrior Drive • Stephens City, VA 22655  
Phone: 540-868-4100 • Fax: 540-868-0888

**All sections of this form must be completed. If a section is not applicable, please indicate "N/A."**

Name: \_\_\_\_\_ Birthdate: \_\_\_\_\_ Today's date: \_\_\_\_\_

Briefly, why are you coming in to be seen? \_\_\_\_\_

Who do you see for your medical care now? \_\_\_\_\_

Why are you changing practices (if applicable)? \_\_\_\_\_

Medical Problems

*(Include significant past medical problems. Attach list if needed.)*

Medication	Dose	Frequency

*(Include prescriptions, supplements, vitamins, etc. Attach list if needed.)*

Preferred Pharmacies	
Local	
Mail away	

Allergies	Reaction

Surgeries	Dates

Other Providers	Specialty

Social History	
Marital status	
Children	
Occupation	
Smoked tobacco	
Smokeless tobacco	
Recreational Drugs	
Alcohol	

Family History	Age at death
Mother	
Father	
Siblings	
Maternal GM	
Maternal GF	
Paternal GM	
Paternal GF	

By signing below, I certify all information is true and correct to the best of my knowledge.

Patient signature: \_\_\_\_\_

Today's date: \_\_\_\_\_



## **Cancellation Policy and No-Show Policy**

Effective June 2, 2017

We understand that there are times when you must miss an appointment due to emergencies or obligations for work or family. However, when you do not call to cancel an appointment, you may be preventing another patient from getting much needed medical care. Conversely, the situation may arise where another patient fails to cancel and we are unable to schedule you for a visit, due to a seemingly “full” appointment book.

**If an appointment is not cancelled at least 24 hours in advance you will be charged a twenty-five-dollar (\$25) fee; this will not be covered by your insurance.**

**If you fail to show to an appointment you will be charged a fifty-dollar (\$50) fee; this will not be covered by your insurance.**

We understand that delays can happen, however we must try to keep the other patients and doctors on time.

**If a patient arrives late to an appointment we have the right to reschedule the appointment. If a patient continues to arrive late to appointments then a fifty-dollar (\$50) fee will be charged; this will not be covered by your insurance.**

By signing this cancellation policy and no-show policy, you are indicating that you understand and agree to the terms of service explained above. You are also indicating that you have given your permission to be charged and will be responsible for paying the charge in full within thirty days if any of the above stipulations apply to you.

Name of Patient: \_\_\_\_\_ DOB: \_\_\_\_\_

Patient or Legal Guardian Signature: \_\_\_\_\_

Date: \_\_\_\_\_

If you are under the age of 30 we want a copy of your immunization record. Please complete so we can request your immunizations only.



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**AUTHORIZATION TO DISCLOSE PROTECTED  
HEALTH INFORMATION TO STEPHENS CITY FAMILY MEDICINE.**

**Directions:** Type or Print all requested information with exception of signatures on page 2.

Individual's Name: \_\_\_\_\_ Individual's ID Number: \_\_\_\_\_

Street Address: \_\_\_\_\_ Individual's Date of Birth: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Phone: \_\_\_\_\_

I authorize the name or person/organization listed below to disclose the above-named individual's health information as described below to:

**Stephens City Family Medicine, LLC, 160 Warrior Drive, Stephen's City, VA 22655**

\_\_\_\_\_  
Name of Person/Organization authorized to release the protected health information.

\_\_\_\_\_  
Street Address

\_\_\_\_\_  
City, State, ZIP

Phone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_

Immunization Record Only

Other: \_\_\_\_\_

I understand that this information may include, when applicable, information relating to sexually transmitted disease, Human Immunodeficiency Virus (HIV Infection, Acquired Immune Deficiency Syndrome or AIDS Related Complex) and any other communicable disease. It may also include information about behavioral or mental health services, and referral and/or treatment for alcohol and drug abuse.

**This disclosure and use is for the following purpose(s):\***

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(\*Note: The statement “at the request of the individual” is sufficient when the individual initiates an Authorization and does not, or chooses not to, state the purpose.) I understand that if I give permission, I have the right to change my mind and revoke it. This must be in writing to Stephen’s City Family Medicine, LLC that maintains the individual’s records that I authorized on Page 1 of this form. I also understand that any uses or disclosures already made with my permission cannot be taken back. If this authorization is needed as a condition to obtain health care coverage and I revoke it, then I understand that the above person/organization who would have received the information may have the right to contest health care coverage claims. Unless otherwise revoked, this authorization will expire on the following date, event or condition. (If I fail to specify an expiration date, event or condition, this authorization will expire one year from the signature date.)

**Date, Event or Condition** \_\_\_\_\_

I understand that authorizing the disclosure of this health information is voluntary. I also understand that I may refuse to sign this authorization and that my refusal to sign will not affect my ability to obtain treatment, payment for services, or eligibility for benefits unless the information is necessary to demonstrate that I meet eligibility or enrollment criteria. By signing this Authorization, I understand that any disclosure of information carries with it the potential for an unauthorized re-disclosure and the information may not be protected by federal privacy rules. I further understand I may request a copy of this signed Authorization. I may inspect or copy any information used or disclosed under this agreement. I understand that if the person or organization that receives the information is not a health care provider or plan covered by federal privacy regulations, the information described above may be disclosed and would no longer be protected by these regulations.

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**Patient’s Signature or Patient’s Representative**

**Date**

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**Printed Name of Patient’s Representative**

**Relationship to Patient**

**Our Privacy Officer can be contacted as follows:**

**Monica Hott  
Stephens City Family Medicine  
160 Warrior Drive  
Stephens City, VA 22655  
540-868-4100 • 540-868-0888 fax**

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**Stephens City Family Medicine Use Only**

**This authorization was revoked:**

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**Signature**

**Date**