

**Dear New Patient:** 

APPOINTMENT SCHEDULED:

**CHECK IN TIME:** 

WITH DOCTOR:

Everett

PHONE: 425-259-3122 (for all offices)

**EVERETT OFFICE** 

43<sup>rd</sup> & Hoyt Medical Bldg. 4225 Hoyt Ave, Suite A

**MONROE OFFICE Evergreen Health Services** 

14701 – 179<sup>th</sup> SE, Monroe

(Main hospital entrance 2<sup>nd</sup> floor)

**ANACORTES** 

Island Hospital Center for Aesthetic Service

2511 M Avenue, Ste C

**FRIDAY HARBOR** 

Peace Island Med Ctr 1117 Spring St Friday Harbor

Anacortes

**ENDOSCOPY CENTER** 

Providence Regional Mill Creek 12800 Bothell – Everett Hwy. # 200 (also known as 19<sup>th</sup> Ave SE or Hwy 527) Everett

WHIDBEY ISLAND OFFICE

Whidbey Community Physicians 275 SE Cabot Dr. #101 Oak Harbor WA

WOODLANDS OFFICE

Woodlands Technology Bldg 1909 -214<sup>th</sup> St. SE # 211 Bothell (Canyon Park)

In an effort to make you more at ease on your first visit to our office, we have enclosed a packet of information and forms for you to read, fill out at your leisure at home, and bring with you to your appointment. Here is a checklist of the forms that are enclosed and short explanation of each:

- Registration Form please remember to also bring all of your insurance cards. We will need to scan a copy of the front and the back of the actual card(s). If your insurance plan requires a copayment we will collect it at the time of your visit. If your insurance plan requires a referral it is your responsibility to obtain one from your primary care physician, prior to this office visit. If you have difficulty obtaining the referral from your PCP please call our referral coordinator at (425) 259-3122, to see if she can assist you in any way.
- The Financial Policy this is your acknowledgement that you understand our billing procedures for submitting your claims to your insurance company. It is also a reminder that ultimately you are the responsible party. Please be assured that we will do everything that we can to make sure that your insurance pays your claims, if it is within your policy limits.
- Friends and Family Release List the family members, friends, or caregivers that you wish to have access to your private healthcare information. We are required by law to have your signature on this verbal disclosure form.
- Medical History Form it is extremely important to complete the form as fully as possible. This will enable us to care for you appropriately. If you require additional room, please write on a plain sheet of white paper and attach it to the History Form.
- Medications Form please fill out this form for all the medications that you are currently taking. Please include all information about these medications such as the dosage and how often you take them. You should also include information about any herbal or over the counter medications, vitamins, minerals etc. that you take on a regular basis.
- Information Pamphlet this tells you about our providers.
- General Information this tells you more about our office policies and procedures.
- Directions and map to the office which is highlighted above. We regularly see patients at many different locations. Please be sure that you note the correct office location for your appointment.

It is our hope that you will find this material informative, and that by completing these forms in advance of your appointment your time in our office will be better spent. Again, thank you for taking the time to have all of your forms ready when you arrive for your appointment. We look forward to participating in your medical care.

# WESTERN WASHINGTON MEDICAL GROUP Department of GI

			ACCOUN	VT#		-	NEW	-	_ UPDATE	
PATIENT LAST NAM	IE		FIRST NAME	(legal)		MI	PREFERR	ED OR NIC	KNAME	
DATE OF BIRTH		SEX M F	RACE			100-100 OH:0.	SECURITY #			
MAILING ADDRESS			ETHNICHT	APT#	CITY	PREFE	CRED EAROC	STATE	ZIP CODE	4 DIGIT
STREET ADDRESS				APT#	CITY			STATE	ZIP CODE	4 DIGIT
HOME PHONE			WORK PHON	E		EXT	CELL PHO	NE		
REFERRING DOCTOR	<b>R</b>					L STATUS	DIVORCED	(L. (1-1-1)	OTHER	W== 1112
PRIMARY CARE DOC	TOR								SEPARATED	
PHARMACY NAME, PI	ONE NUMBER AN	ID LOCATION					L ADDRESS		OL. FROM ED	
PATIENT EMPLOY	ER (IF NOT E	MPLOYED ARE Y	OU RETIRED_	OR DISAB	LED	) loccupa	TION			
MPLOYER NAME						OCCUPA	(II)			
TREET ADDRESS				CITY			STATE		ZIP CODE	4 DIGIT
RIMARYINSURA									T	
SURANCE COMPAN	YNAME			RELATION TO	SUBSCRIBI	ER .			COPAY	
JBSCRIBER'S NAME				SUBSCRIBERS	EMPLOYER	2			L	
IBSCRIBERS DATE O	F BIRTH	SUBSCRIBER'S SE	X FEMALE	SUBSCRIBERS	ID#			GROUP N	UMBER	
CONDARY INSU	RANCE			Table					Charles Waller	
SURANCE COMPANY	NAME			RELATION TO S	UBSCRIBE	R			COPAY	
BSCRIBER'S NAME				SUBSCRIBERS I	EMPLOYER	8				
BSCRIBER'S DATE O	BIRTH	SUBSCRIBERS SEX	FEMALE	SUBSCRIBERS	ID#			GROUP N	UMBER	
EMERGENCY CO ( NOT LIVING WI	1	NAME				RELATION	ISHIP	PHONE NU	JMBER- HOMEA	WORK/CELL
SPONSIBLE PAR			WHO IS RESPON	ISIBLE FOR THE F	REMAINING					1000
_ SELF elf do not fill in right field.)	SOCIAL SECURI	TY# 		LAST NAME			FIRST NAME			МІ
_ SPOUSE _ PARENT	STREET ADDRES	SS			CITY		STATE	ZIP CODE		4 DIGIT
GUARDIAN	HOME PHONE			WORK OR CELL	PHONE		EXT	DATE OF E	BIRTH	SEX M F
KERS COMP CLAIM	ľ	OATE OF INJURY		EMPLOYER					STATE OR SEL	F INSURED?
the patient or guardian gree to pay all bills at ti s, I authorize my insurar al condition on my voic	ie time of service, u ice claim to be paid	inless prior arrangeme directly to the clinic. I	ents have been mad	e. I authorize the pi	hysician and	clinic to re	lease any info	emation to a	process Insurance	nt, e
			5	INITIALS			OICEMAIL#			
NT SIGNATURE						-	DATE			
ice use only	***************************************	s. code_				cct#				initiais



### **2014 FRIENDS AND FAMILY RELEASE**

The name(s) listed below are family members or friends to whom I wish to grant access to my health care information. I will rely on the professional judgment of my provider and his/her designee to share such information, as they deem necessary and appropriate. I understand that information is limited to verbal discussions and that **no paper copies of my Personal Healthcare Information (PHI) will be provided without my signature** to release information from my chart. I, the patient, may be asked to sign a Release of Record to release WWMG to share information if my provider and his/her designee deem it necessary.

The consent will be considered valid until such time that I revoke it. I reserve the right to revoke it at any time. It will be my responsibility to keep this information current, as I recognize that relationships and friendships change over time.

Name: Ro	elationship:			Phone:	
Name: Ro	elationship:			Phone:	
Name: Ro					
Patient's Personal Phone Information	on: NOT	E! T	his is	DIFFERENT than the abo	ve info.
Please provide us with <b>YOUR</b> best, most current phermanent medical record unless/until you change new form.	ione conta <u>it</u> . You ca	ct info n chan	rmatior ge this	n. This information will become information simply by asking to	part of your complete a
Please note: by approving the option to leave a de information and specifics related to referrals.	etailed me	essage	you are	e allowing us to leave sensitive	health
First phone number:	Cell	Work	Home	OK to leave detailed message: Y	N
Second phone number:	Cell	Work	Home	OK to leave detailed message: Y	N
Third phone number:	Cell	Work	Home	OK to leave detailed message: Y	N
XPATIENT OR GUARDIAN SIGNATURE		REL	ATIONSH	HIP TO PATIENT	
XPRINTED name of person signing		DAT	Έ		



#### FINANCIAL AGREEMENT

We consider all patients as "private" unless their insurance is one whom with we have a contractual agreement. We will bill your insurance as a courtesy but the balance for "private" patients is due and payable within 30 days. Many insurance plans cover a certain percentage only of the fees charged. The insurance normally only covers the "usual and customary" fees. Your insurance, as a result, may cover less than you thought they might or you may have a deductible to meet first. You may have scheduled a visit that is not covered by your insurance; it is the patient's responsibility to check their benefits prior to being seen.

Please be familiar with the benefits provided by your health plan.

If your insurance requires a referral or if we need insurance authorization prior to your visit, it is YOUR responsibility to see that your health plan requirements are met. If your insurance information or other documents needed are not provided at or prior to your first visit, any charges incurred will be your responsibility.

<u>Co-pays are due at time of service</u>, if you are unable to pay your co-pay at time of service there will be an additional **\$15.00 fee** charged to your account.

A No-show fee for procedures of \$250.00 will be charged if not cancelled a minimum of 5 business days prior to the procedure.

Should the account be referred over to our collection agency the undersigned, or their agent, will be responsible for payments of interest on the unpaid balance of 1% per month from the date of the service, collection fees, reasonable attorney fees and court costs.

We charge \$35.00 for any NSF checks (per RCW 62A-3-515 & 520)

With my signature, I acknowledge that I have read the above statement and agree to pay any charges within 30 days of receipt of statement unless other arrangements (such as contractual insurance) have been made. I authorize the physician to release my information required to process my insurance claims and authorize my insurance company to make payment directly to my physician.

#### I HAVE READ THE FINANCIAL AGREEMENT. I UNDERSTAND AND AGREE TO THIS POLICY.

Printed Name	DOB	
Signature	Date	



# Office Appointment Late Cancellation and No Show Policies

Late cancellations or no-shows cause unnecessary longer wait time for patients who need to be seen in the office. In order to provide quality medical care in a timely manner, we have to implement a no show/cancellation policy. The policy enables us to better utilize available appointments for our patients in need of medical care.

To cancel and/or reschedule an office appointment, patients must call 425-259-3122 during business hours (Monday through Friday 8:30am to 5:00pm, closed 12:00pm to 1:00pm for lunch).

<u>Advance cancellations</u>: If an office appointment is canceled or rescheduled *48 hours before* the scheduled time, it is considered an advance cancellation and there will be no cancellation or reschedule fees.

<u>Late cancellations</u>: If an office appointment is canceled or rescheduled *within 48 hours of* the scheduled time, it is considered a late cancellation. The patient will be charged a late cancellation fee of \$50.

**No Show**: if patient fails to present at the time of a scheduled appointment without any prior notice, it is considered a "no show". The patient will be charged a "no show" fee of \$100.

Insurance companies will not be billed for this fee, which is the sole responsibility of the patient. However the patient will not be charged if there was a true medical emergency and the patient was in the ER or hospitalized at the time of scheduled appointment.

<u>Payment schedule</u>: From the date of the no-show or late cancellation the patient has 60 days to make the payment for the no-show or late cancellation fee.

- During the 60 days before payment is made by the patient, the patient must make a \$100.00 deposit to reschedule a non-emergent office appointment. The deposit will not be refunded if the patient has another late cancellation or no show. We will continue to provide emergency gastroenterology care and prescription renewals for 60 days without a deposit.
- At the end of the 60 days, if the payment is still not received, a termination of care letter will be sent to the patient advising the patient of discharge from practice. Emergency gastroenterology care will be provided for an addition 30 days from the date of discharge letter.

• The patient may be admitted back to the practice if the fee is paid after the 60-day "grace period". However the patient must make a \$100 deposit for the first office appointment (this requirement is only for those who did not pay fees within 60 days and was discharged). If the patient cannot afford to or unwilling to make the deposit, the patient cannot be admitted back to the practice.

Each patient will be tracked for the number of no shows and late cancellations. If the number of either or the combination of late cancellations and no-shows exceed three (3) occurrences within any consecutive 12 months, the patient will be discharged from the practice and no further appointments will be scheduled.

Signature	Date	_ <del></del>
Print Name	DOB:	



# **Endoscopy Procedure Late Cancellation and No Show Policies**

A late cancellation or "no show" is someone who misses a procedure appointment without canceling it <u>5 business days in advance</u> or someone who fails to present at the time of a scheduled procedure without notice. The patient will be charged \$250.00 for either late cancellations or no shows. The procedure cannot be re-scheduled until the \$250.00 charge is paid by the patient. Insurance companies will not be billed for this fee.

This agreement applies to endoscopy procedures performed by our providers at WWMG Endoscopy Center, Providence Medical Center, Evergreen Health Monroe, Whidbey General Hospital, and/or Island Hospital.

By my signature, I certify that I have read and understand the policy.		
Signature	Date	
Print Name	DOB:	

DATE			
PATIENT NAME:		DATE OF BIRTH	
PHARMACY NAME	PH	IARMACY PHONE #	
LOCATION	РН	ARMACY FAX#	
*	tions including over the counter medications, vitamina aking.    Ibuprofen/Advil/Aleve	s antacids, herbal prepara Arthritis medication	
DATE STARTED	NAME OF MEDICATION, DOSE	# of times per day	PRESCRIBED BY
	EXAMPLE		
9/10/2009	NEXIUM 40 MG	1 x per day	Dr. XYZ
			×
1000			
		5	,
			·
		1	



# PLEASE USE BLACK INK ONLY

## Please Print

# MEDICAL QUESTIONNAIRE

Name	Date of Birth	Age:
Referring physician:	Primary care pl	hysician:
Why are you here?		
What makes the problem be	tter or worse? What medication ha	ve you tried?
GI Review of Systems: CHECK	ANY OF THE FOLLOWING YOU HAVE HAD,	IF IN DOUBT PUT A QUESTION MARK
Difficulty swallowing	Stomach surgery	Constipation
Painful swallowing	Liver problems	Diarrhea
Food sticking	Alcohol abuse	Colon cancer
Heartburn	Viral hepatitis	Crohn's disease
Hiatal Hernia	IV drug abuse	Ulcerative colitis
Ulcers	Jaundice	Bloody bowel movement
Gastritis	Gallstones	Black bowel movement
Helicobactor pylori	Weight loss (last 6 mo)	Hard stools
Nausea/vomiting	Colon polyps	Soft stools
	Hemorroids	
Other symptoms or com	nplaints:	
Have you recently had a co	lonoscopy performed for colon car	ncer screening? Yes No
Year	Next surveillance due	780-16
nesses: CHECK ANY OF THE FOLLO	WING YOU HAVE HAD, IF IN DOUBT PUT	A QUESTION MARK
Diabetes mellitus	Heart disease	Serious accident
Cancer	Asthma	Stroke
Hypertension	Emphysema	Rheumatic fever
HIV/AIDS	Chronic cough	PTSD
Kidney stones	Thyroid disease	Gout
<b>Endometriosis</b>	Other	
geries: CHECK ANY OF THE FOLLO	WING YOU HAVE HAD, IF IN DOUBT PUT	A QUESTION MARK
Tonsils	Gallbladder	Hernia
Appendectomy	Heart surgery	Hemorrhoid
Hysterectomy	Other surgery	***
G or LATEX ALLERGIES: PLEAS	E LIST ANY DRUG (including LATEX) ALL	ERGIES THAT YOU MAY HAVE

### PLEASE ANSWER ALL QUESTIONS

# HAVE YOU HAD ANY OF THE FOLLOWING DURING THE PAST ONE YEAR? Check all the apply to you. If it does NOT apply to you please leave blank.

CONSTITUTIONAL	GASTROINTESTINAL	ENDOCRINE
Headache	Frequent Heartburn	Polyuria
Fever	Abdominal Pain	Cold/Heat Intolerance
Weight Loss	Jaundice	Weight Changes
Weight Gain	Blood in Stool	Difficulty or Delayed Healing
Fatigue	Black Tarry Stools	
Increased Appetite	Painful Bowel Movements	PSYCHOLOGICAL
Decreased Appetite	Constipation	Depression
	Diarrhea	Anxiety
		Unusual Stress
SKIN	GENITOURINARY (Female)	
Rash	Burning with Urination	
Skin Changes	Hematuria	
Dry Skin	Incontinence	
Pigmentation	Vaginal Discharge	€
Moles	Vaginal Itching	
	Menstrual Problems	
	Painful Intercourse	
nurc .	CENTOURINADY (MAIL)	
EYES Change in Visual Activity	GENITOURINARY (Male) Pain/Burning with Urination	8
Blurred Vision	Hematuria	
Diplopia (Double Vision)	Weak Stream	
=	=	5¥5
Halos Around Lights	Nocturia	
Irritation/Pruritis	Testicular Pain or Swelling	
Drainage	Erectile Dysfunction	
Discharge		
ENT	MUSCULOSKELETAL	
Difficulty Hearing	Joint Pain	
Ringing in Ears	Joint Stiffness	
Ear Ache	Joint Swelling	74
Attacks of Vertigo	Muscle Pain	
Frequent Sinus Infection	Muscle Weakness	
Rhinorrhea	Back Pain	₽
Nose Bleeds	Neck Pain	
Sore Throat		
Voice/Vocalization Changes	NEUROLOGICAL	
Difficulty Chewing or Swallowing	Headaches	
	Dizziness	
CARDIOVASCULAR	Syncope	
Chest Pain/Pressure	Seizures	
Palpitations	Numbness	
Dyspnea (Shortness of Breath)	Tingling	
Sycope	Weakness	
Edema	Difficulty Walking	
Leg Cramps/Calf Pain	Memory Disturbance	
RESPIRATORY	Speech Changes	
Cough	Tremor	
Hemoptysis (Coughing up Blood)	HEMATOLOGIC/LYMPHATIC	18
=	Anemia	4.
Pleuritic Chest Pain	Easy Bruising/Bleeding	
Wheezing  Ovspnea (Shortness of Breath)	Lymph node Enlargement	
II DAZOUGA (ZUOLIUGZZ OL REGATU)	1 1 Cymph noue chlaigement	

Cigarettes	Yes	No	Packs per day	•
Cigars		No	Amount per day	
Chew (snuff)		No	Amount per day	
# of years using			144	
Alcohol		No	Drinks per day Drinks per week	HAMAN TO THE TAXABLE
Alcohol problem			current in the past	
Coffee		No	Cups per day	
Tea	Yes	_		
Diet candies	Yes			
Mints	Yes			
Chocolate			Amount per day	
	Yes	NO	Amount per day	
Sodas or carbonated drinks	Yes	No	Amount and type	
Dairy products	Yes			
Please give amou				V. de al manufactura
A specific diet	Yes	No	Tuna	
SOCIAL HISTORY				
Education (circle)	High	School	Vocational College	
Type of work	Self		Employed	d? Yes No
Sp	pouse		Employed	d? Yes No
Birthplace			Religion	
Marital status (circle	∍)	Single	Married Divorced Widowed Do	omestic partner
Is your sexual partne	er (circ	:le)	Male Female	
FAMILY HISTORY		•	yone in your family has had the following:	
		No	•	ther cancer
Colon polyps	Yes 1	No	Liver Disease Yes No Ac	id'l details
		No		her diseases
		Vo	Stomach cancer Yes No	· · · · · · · · · · · · · · · · · · ·
Father: Alive	•		teased Mother: Alive	Deceased
Illnesses:			Illnesses:	
A	rs: F	łow many	? Illnesses:	
Brothers and Sister		low many	) Illnesses	
Brothers and Sister	L.		IIII103363.	
Children: Sons		-	) Illia	
Children: Sons Daughte	ers H	low many	) Illia	



#### PLEASE KEEP THIS PAMPHLET FOR FUTURE REFERENCE

Thank you for choosing our office to provide you with your specialized medical needs. Your concerns are very important to us and we want to assure you that it is our intent to give you the best possible care for your medical condition. In an effort to assist you with questions that you may have once you return home, we are providing you with this informative tool. Please refer to this sheet prior to calling our office, except in the case of an emergency.

#### OFFICE HOURS and GENERAL INFORMATION

- Our office hours are 8:00 5:00 Monday through Friday. We are closed for the following holidays: New Years Day, President's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day and the Friday following, and Christmas Day.
- If you are in need of medical advice after hours dial (425) 259-3122 and our answering service will
  pick up your call. They also cover calls during the noon hour. The answering service will take your
  message and contact the physician that is on call for the day. Please be aware that after hour
  calls may not be returned by the physician that you normally see in the office.
- FOR ALL LIFE THREATENING EMERGENCIES CALL 911.

#### SCHEDULING APPOINTMENTS

- To call our office to make an appointment or inquire about an existing appointment call (425) 259-3122. You may be asked to leave a voice message for the scheduling staff. They will make every effort to return your call by the end of the day.
- When arriving for an appointment you will be asked to arrive 15 minutes early for a new patient visit. If you have not been seen in the office in over one year, please arrive at least 10-15 minutes early to update your paperwork.

#### PRESCRIPTION REFILLS

- Prescription refills need to be handled through your pharmacy Monday through Thursday, it is best
  not to wait until Friday, as we do not refill prescriptions after hours or on the weekends. Your
  pharmacy will either call or fax us with the proper information needed to authorize your refill. If your
  medication requires a written prescription each time, you will need to call our office and leave a
  message with our Medical Assistants.
- \* ALL REFILLS REQUIRE 48 HOURS NOTICE\* (It takes time for your pharmacy to contact our office, our staff to discuss your request with the physician, and for us to call your pharmacy back or to have a script written and signed).

#### PHONE MESSAGES AND TEST RESULTS

- For urgent calls please dial (425) 259-3122 and make sure that you convey the urgency of your call
  to the receptionist.
- It generally takes at least 3-5 business days for any lab, x-ray or procedure reports to arrive in our office. The results will then go to the Physician for review, and then a call placed to the patient with the results. Unless the results are abnormal (in which case you can expect a call from a Physician) you will likely receive a call back from the Medical Assistant telling you that your test was normal. The entire process can take one to two weeks for some tests.
- To leave a message for the Medical Assistants (MA), for a non-urgent issue, please ask the
  receptionist to allow you to leave a voice mail message. They do make an effort to return all calls
  the same day, if at all possible. Please do not make multiple phone calls as this may mean that
  several different MA's are looking for the same chart. This will delay your return call, as well as those
  of other patients.

#### **BILLING**

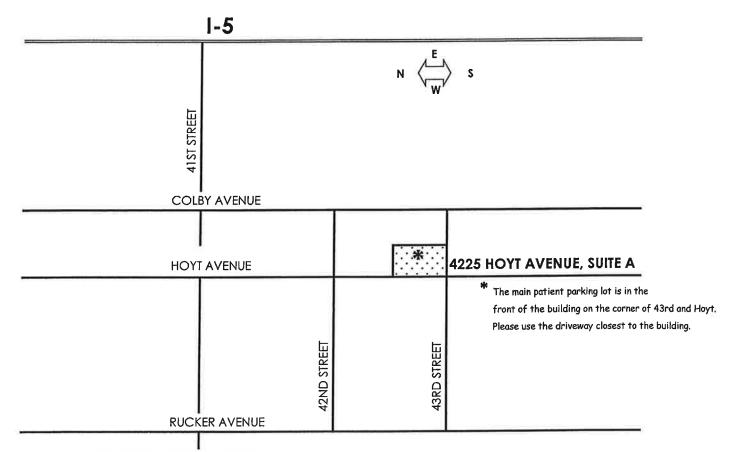
- To contact our patient accounts (billing) office please dial (425) 259-0832.
- All co-payments are required at the time of service, for every visit, some carriers now require a copayment on all facility fees as well as office visits.
- Our billing office staff will make every effort to ensure that your insurance requirements are met prior to services being rendered; however, ultimately it is your responsibility to verify that the appropriate referrals and authorizations are obtained. It is in your best interest to inform us of any change to your insurance plan or Primary Care Physician as soon as possible. Your insurance may also require pre-authorization and/or pre-certification for procedures (note these are considered "surgical" procedure codes), even if you don't need an actual referral for an office visit. The scheduling and referral staff will assist you in obtaining this pre-authorization, as well. Please note that unless your procedure is being performed at the hospital you will need to get pre-authorization for Western Washington Medical Group Endoscopy Center, as well as for the physician who performs the procedure.



Gaurav Aggarwal, MD Sujoy Ghorai, MD Friedrich Loura, MD

#### DEPARTMENT OF GASTROENTEROLOGY 4225 HOYT AVENUE, SUITE A EVERETT, WA. 98203-2318 (425) 259-3122 (425) 252-9860 fax

Laura Larson, PA-C W. Michael McDonnell, MD James Z. Mu, MD Edward A. Slosberg, MD Jerome R. Waldbaum, MD



## **4225 HOYT AVENUE, SUITE A**

#### FROM THE NORTH:

I-5 southbound take exit # 192 to 41st Street. Bear right onto 41st Street. Continue WEST to Colby Ave. Turn left onto Colby. Go two blocks to 43rd street and take a right. Go one block and take a right onto Hoyt Avenue. Western Washington Medical Group - GI Dept. is on the NE corner of 43rd and Hoyt.

#### **FROM THE SOUTH:**

I-5 northbound take exit # 192 to 41st Street. Stay in the left lane on the off ramp.

Turn left, heading WEST onto 41st Street, Continue west to Colby Avenue.

Turn left onto Colby. Go two blocks to 43rd street and take a right. Go one block and take a right onto Hoyt Avenue. Western Washington Medical Group - GI Dept. is on the NE corner of 43rd and Hoyt.