



Third Coast Family Practice

Craig Matheson, D.O.

Dear Prospective Patient:

Thank you for choosing Third Coast Family Practice (TCFP) for your Primary Care. Craig Matheson, D.O. and Laura Hall, D.N.P. see our patients as a team and collaborate on our patients' care. Our team also includes Fran Smith, a nurse care manager, who assists patients in between office visits with goals and care.

We are a Patient Centered Medical Home, which means you agree to be an active participant in your healthcare (see enclosed Agreement). **At this time, we will not be accepting new patients with Medicare nor Medicaid** as their primary insurance. We also do not accept patients seeking narcotics for chronic pain management.

Our practice contracts with Priority Health, BCBS, BCN, United Health Care, ASR, Tricare West, Veteran's Choice and the Multiplan Network. Some of these contracts have "narrow networks" that may not include our practice. We recommend that you contact your insurance company to designate Dr. Matheson as your Primary Care Provider and understand how this will affect your insurance benefits. If you do not have insurance and are self-pay, our Payment Policy outlines accommodation for this.

Establishing Your New Chart:

You will find four forms attached to this letter we ask you to thoroughly read, and complete to establish your chart.

- Brief History Form
- Demographics and Release of Information forms
- Provider List: A form where you list past/present providers from whom we can request medical records.
- Payment Policy

Obtaining Your Medical History:

Before your first appointment, we would like to learn more about your medical history by obtaining your chart from every physician you have seen in the past ten years. This information would include the documentation of any surgeries, emergency room visits, hospitalizations and office visit notes. Please sign the release of information form and copy as necessary and present one to all previous health care providers, to allow them to send us your records. Or if you would prefer, you can give us the signed release of information form with the completed Provider List; we will then fax it to everyone on your list and follow-up until all the records are received. If you are accepted as a new patient, but the information on this application varies significantly from your medical records or insurance information, we reserve the right to decline you as a patient.

Please note: NO MEDICATION REFILLS WILL BE PRESCRIBED UNTIL YOU ARE SEEN BY THE DOCTOR. Please plan accordingly for prescription refills.

The Day of Your Appointment:

When you come in for your appointment, please bring all current medications with you in their original containers so that we can accurately enter these medications into your chart.

We look forward to meeting you, and providing you with thorough, compassionate care.

Sincerely,

Craig Matheson, D.O., and
Laura Hall, D.N.P., NP-C., R.N.



Third Coast Family Practice

Craig Matheson, D.O.

Name: _____ Date of Birth _____

SS#: _____ Marital Status: _____

Address _____ City _____ State _____ Zip _____

Phone# _____ Cell Phone# _____ Work# _____

Preferred method of contact: home phone; cell phone; text message; patient portal

Emergency contact name _____ relationship _____ Phone# _____

Email Address: _____

Primary Insurance: _____ Policy # _____

Secondary Insurance: _____ Policy # _____

In whose name is your insurance policy if someone other than yourself?

Insured's name _____ DOB _____ SS# _____

Please provide a copy of your insurance card(s) and your driver's license to the receptionist.

Authorizations: For each question check Yes or No, then sign below Yes No

- I have access to the Notice of Privacy Practice from Third Coast Family Practice (posted). ____ ____
- I authorize Third Coast Family Practice to leave messages regarding appointments/results. ____ ____
- I authorize Third Coast Family Practice providers to examine me and render medical treatment deemed necessary for evaluations, management and treatment of my medical conditions. ____ ____
- I authorize the providers to submit claims to my insurance company and be paid for these services. ____ ____
- I understand I am financially responsible according to the Payment Policy that I have read and signed. ____ ____
- Our office subscribes to a pharmacy service that allows us to see what medications are covered by your insurance. In addition, this service gives us access to your prescription history. ____ ____
- Do we have your permission to see this information? ____ ____
- What is the name of your preferred Pharmacy? _____

Are there persons with whom we can discuss medical information, test results, or appointment information?
If yes, identify their names, birth date, and your relationship to him/her. Yes No

Name _____ DOB _____ Relationship _____ Phone Number _____

Name _____ DOB _____ Relationship _____ Phone Number _____

Name _____ DOB _____ Relationship _____ Phone Number _____

Patient's signature: _____ **Date:** _____

New Patient Health History Form

PLEASE NOTE: We are NOT accepting new Medicare nor Medicaid Patients at this time

Name: _____ DOB: _____

Race: _____ or Decline to specify

Primary Language: English _____ Spanish _____ Other: _____

Gender Identity:

Male ___ Female ___ Trans-male ___ Trans-female ___ Not listed ___

What was your gender assigned at birth? Male ___ Female ___

Sexual Orientation:

Do you consider yourself: heterosexual ___ bisexual ___ gay ___ lesbian ___ not listed ___

Medication **allergies** please list medication and reaction:

List of **current medications** with dosage and frequency per day: List on back of this sheet.

Medical History: Do you have or have you ever had the following? (Please circle all that apply)

| | | | |
|--------------|------------------------|------------------|----------------------------------|
| Arthritis | Artificial joints | Asthma | Adult immunization dates: |
| Cancer | COPD | Diabetes | Last Tetanus: _____ |
| Glaucoma | Heart disease | High cholesterol | Last pneumonia shot: _____ |
| Hypertension | Stroke | Pacemaker | Last Flu shot: _____ |
| Seizures | Implants(breast/other) | Tuberculosis | |
| | Thyroid disease | | |

Social History:

Tobacco use: yes ___ no ___ amount ___ how long _____ type _____

Alcohol use: yes ___ no ___ amount ___ how often _____ type _____

Street drug use: yes ___ no ___ type/amount/dates used _____

Family History:

Adopted: yes/no _____ Father: alive- yes/no _____ Mother: alive- yes/no _____

Father health status: _____

Mother health status: _____

Siblings: # brothers _____ # sisters: _____ Health status: _____

Children # sons _____ # daughters _____ Health status: _____

Gynecological(womens)History:

Date that last period began: _____ Date last period ended: _____

Last PAP smear: _____ Last mammogram: _____

#Pregnancies: _____; # live births: _____; # miscarriages _____; #stillbirths _____

#Abortions: _____

List of Surgeries

Type of Surgery& Hospital or town where performed: _____ Date _____

Type of Surgery& Hospital or town where performed: _____ Date _____

Type of Surgery& Hospital or town where performed: _____ Date _____

Payment Policy

1. Insurance: As a courtesy to our patients, all insurance companies will be billed as long as acceptable insurance information is provided. Please contact your insurance company with any questions you may have regarding your coverage and to verify that our services are In-Network for your policy. A list of insurances with which we participate can be found on our website. Your insurance company may need you to supply certain information directly to them. It is your responsibility to comply with their request. Please be aware that the balance of your claim is your responsibility whether or not your insurance company pays your claim. If your insurance company does not pay your claim within 45 days, the balance will automatically be billed to you.
2. Co-Payments and Deductibles: All co-payments and deductibles must be paid at the time of service. Copayments not paid within 2 weeks of an office visit may incur a \$10 service charge.
3. Non-covered Services: Please be aware that some and perhaps all, of the services you receive may be non-covered or not considered reasonable or necessary by Medicare or other insurers. Patients are responsible for non-covered charges.
4. Self Pay Patient Accommodations:
 - A 15% discount will be granted if payment in full is received on the day of service.
 - At your 1st new patient visit, a minimum deposit of \$100 or the actual charges, whichever is less, is expected prior to being seen.
 - If you cannot pay in full, you will need to set up a payment agreement.
5. Proof of Insurance: Patients are required to provide a copy of their current insurance card and a photo ID for our records. Patients agree to keep this information current.
6. Patient Balances: Monthly statements will be mailed to you. Payment is expected within 30 days. If you cannot pay in full, you will need to set up a payment plan. If your account is over 90 days past due, you will receive a letter stating that you have 15 days to pay your account in full or the account will be turned over to an outside collection agency. A 32% collection fee will be added to the balance of the account. Please be aware that an unpaid balance can lead to dismissal of you and your immediate family members from this practice. If this occurs, you will be notified by mail that you have 30 days to find alternative medical care. During that 30 day period, our physician will refill your prescriptions and treat you on an emergency basis.
7. Fees: The following fees will be assessed:
 - FORMS- A \$10 fee is required for completing forms in between office visits.
 - LETTER – A \$25 fee is charged for letters written at patient's request by the provider.
 - COPAY SURCHARGE- A \$10 fee for failure to remit copay.
 - LATE PAYMENT- \$5 fee for each 30 day period in which balance is not paid in full.
 - CHECKS RETURNED FOR NSF: \$25.00
 - COLLECTIONS- 32% fee added to accounts sent to collections.

Our practice is committed to providing the best treatment to our patients. Our prices are representative of the usual and customary charges for our area. Thank you for understanding our payment policy. Please let us know if you have questions or concerns.

I have read and understand the payment policy, and agree to abide by its guidelines:

Signature of Patient or Responsible Party

Date



Authorization for Release of Medical Information

I Hereby Request:

To Release Records To:

Third Coast Family Practice
Craig Matheson, D.O.
821 West U.S. 10
Scottville, MI 49454
PHONE: 231-757-2500
FAX: 231-757-9284

To release the medical records of the person listed below:

Full Name of Patient _____

Date of Birth _____

Reason For Release:

- Transferring care
- Coordination of Care
- Other _____

This authorization is subject to the following limitations:

_____ Confined to records regarding treatment for: _____
 Medical condition or injury/date

_____ Confined to records from _____ to _____
 Date Date

_____ No limitations on dates, history of illness, or diagnostic and/or therapeutic information. Include any treatment for alcohol and/or drug abuse, AIDS and ARC (AIDS related complex), and psychiatric treatment. All records, or a minimum of the past ten years are requested.

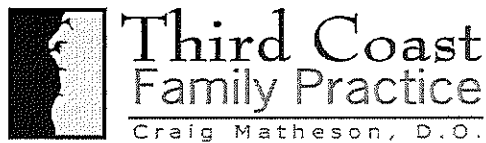
This authorization must be signed by the patient if the patient is 18 yrs or older. For children under age 18, this authorization must be signed by custodial parent/legal guardian. Release is good for one year from the date signed.

Signature: _____

Relationship to patient: _____ Date: _____

Witness: _____

FAXED _____



Since 2011, Third Coast Family Practice has maintained designation as a **PATIENT CENTERED MEDICAL HOME**. This national model for delivering care recognizes that the best health care is the result of a **Patient-Provider Partnership**. That means that You and your Third Coast Team work together to keep you healthy, share information, use appropriate preventative services, and successfully manage illnesses. By working together, we mean:

As your Medical Home, we trust you to:

- Ask questions, share your preferences, and be part of your care.
- Provide timely updates to changes in your personal information and insurance.
- Be honest about your medical history, symptoms, and how you take your medications. Tell us of any vitamins, supplements, or illegal drugs you use. Tell us promptly of any changes in your health or well being.
- Call us first before using Urgent Care or the Emergency Department.
- If your memory isn't good, bring an advocate with you to appointments.
- Take all your medicine and follow your medical provider's advice. Tell us if cost or some other reason is preventing you from following treatment recommendations.
- Make healthy decisions about your daily habits and lifestyle.
- Be sure to tell us about treatments, medicines or testing provided by other doctors.
- Be timely and keep your scheduled appointments. Come prepared with questions and reschedule in advance if necessary.
- Call your Medical Home FIRST with all medical problems, unless it is a medical emergency.
- End every visit with a clear understanding of your doctor's expectations, treatment goals, prescriptions needed and future plans.

As your Medical Home, you can trust us to:

- Explain diseases, treatments, and results in an easy to understand way.
- Assist you in making healthy decisions about lifestyle and health care matters.
- Keep treatments, discussions and records private.
- Provide 24 hour access to medical care and same day appointments for urgent medical needs.
- Provide considerate, respectful, and high quality medical care. Send you to trusted experts when needed and coordinate your care with them.
- Respect your cultural, spiritual and personal values, and preferences.
- Respect your time. If the physician is running late, you will be notified and given the opportunity to reschedule.
- End every visit with clear instructions about expectations, treatment goals, prescriptions needed and future plans.

I have read and understand this Partnership Agreement, and agree to abide by its guidelines:

Signature of Patient or Responsible Party

Date



**Third Coast
Family Practice**
Craig Matheson, D.O.

RE: Emergency Room Visits v On-Call Provider by Telephone

Dear New Patient,

Doctors, hospital and insurance companies are working together to encourage patients to seek the most appropriate level of care for their needs. You may not always know when it is better to go to a hospital emergency department, or when you should contact us first. The purpose of this letter is to provide you with some information that we hope will help you navigate that decision.

Whenever you need health care, we encourage you to call our office first (231-757-2500). If the office is open we can help by either scheduling you to be seen that day, or by providing triage and treatment recommendations over the phone. This year we extended our business hours and have increased access to Same Day appointments:

| | |
|-------------------------------|--|
| Mondays & Tuesdays | 7:30 am – 6:30 pm |
| Wednesdays | 7:30 – 11 am and Noon – 7:30 pm |
| Thursdays | 7:30 am – 4 pm |
| Fridays | 8:15 am – 4 pm |

If the office is closed, a recorded message will give you instructions including how to speak with us by telephone after hours so that we can make a decision together about whether or not you need to go to the Emergency Department.

The only time we would not want you to call us first, is if the circumstances require a call to 911 so that an ambulance can attend to you immediately. Examples of this type of circumstance would be: symptoms of a stroke or heart attack, loss of consciousness, trauma resulting in uncontrolled bleeding or inability to walk.

I hope this information helps you to make good choices about when it is necessary to go to the hospital for care. If we can be of any further assistance, please do not hesitate to contact us.

Sincerely,

Craig K. Matheson, DO, PLLC

Laura E. Hall, DNP, NP-C