

### Patient Agreement

Please initial each line and sign at the end of this form:

- \_\_\_\_\_ I authorize medical and health care treatment by Karen Weese Bell, M.D. and Associates.
- \_\_\_\_\_ I understand that all refills, referrals and letters require an appointment and will not be handled by phone.
- \_\_\_\_\_ If I provide incorrect insurance information and a claim is rejected, I agree to a \$30.00 fee for the extra time and expense of re-submitting my claim.
- \_\_\_\_\_ I agree to a \$30.00 fee for any bounced checks.
- \_\_\_\_\_ Cancellations or failure to show for an appointment with less than 24 hours' notice will result in a \$50.00 fee. Exceptions can be made for inclement weather or situations that make it impossible to be present.
- \_\_\_\_\_ I understand that I am responsible for all charges incurred for treatments rendered, even if my insurance company determines that services are non-covered or excluded. **Charges may be up to \$300 per visit.**
- \_\_\_\_\_ I understand that insurance reimbursement may not be available depending on what my policy covers. I understand that I may be responsible for additional charges depending on insurance reimbursement.
- \_\_\_\_\_ I agree that if this account is sent to collections, that in addition to any amount left owing to Dr. Karen MD, I will be responsible for interest at the rate of 18% annually on any past due balance, calculated from the date of service, plus court costs and reasonable attorneys' fees, with or without suit, incurred in collecting any past due balance, and a collection fee equal to 40% of the past due balance.
- \_\_\_\_\_ Dr. Karen & Associates notifies their patients about the results of all tests that are ordered, regardless of whether the findings are normal or abnormal. Occasionally, the results do not get sent to the office. If you have undergone routine medical testing and have not received the results within 14 business days, please call the office to ensure that the results of all completed tests are reported back to you.
- \_\_\_\_\_ I acknowledge that I have reviewed a copy of the Notice of Health Information Privacy Practices, and have taken a copy if desired.
- \_\_\_\_\_ I authorize Dr. Karen & Associates to release my medical information to any physician or health care practitioner to whom I am being referred for care and to any payer of my care including my insurance company or managed care program upon their specific request. This also extends to records regarding my child, if applicable.
- \_\_\_\_\_ Dr. Karen & Associates respects your privacy and will only release information required to further your treatment, assist in obtaining payment, managing their own internal operations, or as specifically authorized by you.
- \_\_\_\_\_ I am aware that no practice of medicine is an exact science, and acknowledge that there are and can be no guarantees as to accuracy or outcomes of any diagnoses or treatments I receive.
- \_\_\_\_\_ I may revoke these authorizations in writing at any time. Such revocation will not affect my financial responsibility to pay for services rendered. I also certify that I am here to receive health care and for no other purpose.
- \_\_\_\_\_ Unless other arrangements are made I understand I will receive all billing statements electronically.
- \_\_\_\_\_ I acknowledge that if I have not been seen in 24 months I may need to re-establish as a new patient if openings are available.

Patient signature \_\_\_\_\_ Date: \_\_\_\_\_  
(or Guardian's signature, if patient is a minor)



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## **ELECTRONIC COMMUNICATIONS AGREEMENT FOR PERSONAL HEALTH INFORMATION**

Karen Weese Bell, M.D. (“Private Practice”) and \_\_\_\_\_ (“Patient”) herein enter into this Electronic Communications Agreement for Personal Health Information (“PHI Agreement”) regarding the use of email or other electronic communications/transmissions:

1. Emails, text messages, and other forms of electronic communications (including Skype or FaceTime) may be utilized for communications between the Private Practice and the Patient, and these communications may include references to the Patient’s Personal Health Information (“PHI”). The Patient authorizes the Private Practice to utilize the referenced electronic communication methods despite acknowledging that such electronic communication methods lack any guaranty of privacy. The Private Practice will engage in good faith reasonable efforts to protect the Patient’s privacy while engaging in such communication methods.
  2. The Patient agrees to provide accurate mobile telephone number, email address and Skype contact information to the Private Practice, and to immediately inform the Private Practice of any changes to the Patient’s electronic contact information. The Patient authorizes the Private Practice to respond to any and all electronic communications that appear to be from the Patient whether or not such communications arrive from the electronic contact information the Patient provides the Private Practice.
  3. Under no circumstances shall the Patient utilize electronic communications to contact the Private Practice regarding an immediate emergency or time-sensitive situation: the Patient must call 9-1-1 and/or immediately seek emergency medical attention.
  4. The Private Practice values and appreciates the Patient’s privacy and takes commercially reasonable security measures to protect the Patient’s privacy. The Private Practice shall comply with HIPAA/HITECH with respect to all electronic communications.
  5. The Patient acknowledges that electronic communications and related portable data communication and storage devices are prone to technical failures, are not 100% guaranteed to protect privacy, and can be hacked or the subject of theft or other events that may result in the loss of the Patient’s information or data (including PHI). The Patient nevertheless authorizes the Private Practice to communicate with the Patient utilizing electronic communication solutions as requested and authorized by the Patient. The Patient shall hold harmless the Private Practice and its owners, officers, directors, agents, and employees from and against any and all demands, claims, and damages to persons or property, losses and liabilities, including reasonable attorney's fees, arising out of or caused by electronic communication (whether encrypted or not) losses or disclosures caused by technical failures, privacy leaks, hacks, thefts, or other events not directly caused by the Private Practice.
  6. The Private Practice will obtain the Patient’s express written or electronic consent if the Private Practice is required or requested to forward the Patient’s identifiable PHI to any third party, other than as authorized and specified in the Private Practice’s Notice of Privacy Practices, or as authorized or mandated by applicable law. The
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Patient hereby consents to the communication of such information as necessary to coordinate care and achieve scheduling with the Patient and all parties responsible for providing or overseeing care. The Patient identifies the following individuals or entities as authorized to receive Patient PHI from the Private Practice in connection with authorized consulting, education, and all other aspects of supporting the Patient's care, and the Private Practice may share Patient PHI with such parties without additional written or electronic consent from the Patient.

7. The Patient acknowledges that the Patient's failure to comply with the terms of this PHI Agreement may result in the Private Practice terminating the use of electronic communication methods with the Patient, and may result in the termination of the Patient's agreement for the Private Practice services.

8. The Patient hereby consents to engaging in electronic and after-hours communications referenced above with reference to and communicating the Patient's PHI, including communication with the parties identified in paragraph 6 above.

9. The Patient understands that all electronic communication methods and platforms, while convenient and useful in expediting communication, are prone to technical failures and on occasion may be the subject of unintended privacy breaches. Response times to electronic communication and authentication of communication sources involve inherent uncertainties. The Patient nevertheless authorizes the Private Practice to communicate with the Patient regarding PHI via electronic communication methods and platforms referenced in this PHI Agreement, and with those parties designated by the Patient as authorized to receive PHI. The Private Practice will otherwise endeavor to engage in reasonable privacy security efforts to achieve compliance with applicable laws regarding the confidentiality of the Patient's PHI and HIPAA/HITECH compliance. The Patient has received a Notice Of Privacy Practices and acknowledges receipt of same pursuant to the attached acknowledgement.

10. The Patient has the right to request from the Private Practice a copy of the Patient's PHI and an explanation or summary of the Patient's PHI. The following services performed by the Private Practice shall not be the subject of additional charges to the Patient: maintaining PHI storage systems, recouping capital or expenses for PHI data access, PHI storage and infrastructure, or retrieval of PHI electronic information. However, the Patient's Private Practice fees may include skilled technical staff time spent to create and copy PHI; compiling, extracting, scanning and burning PHI to media and distributing the media with media costs charged to the Patient; and the Private Practice administrative staff time spent preparing additional explanations or summaries of PHI. If the Patient requests that the Patient's PHI be provided on a paper copy or portable media (such as compact disc (CD) or universal serial bus (USB) flash drive), the Private Practice's actual supply costs for such equipment may be charged to the Patient and Patient agrees to pay the Private Practice such costs.

11. This PHI Agreement will remain in effect until either the Patient or the Private Practice provides written notice to the other party revoking this PHI Agreement or otherwise revoking consent to electronic communications between the parties. Such revocation will occur thirty (30) calendar days after written notice of such revocation.

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Revocation of this PHI Agreement will preclude the Private Practice from providing treatment information in an electronic format other than as authorized or mandated by applicable law or by the Patient. A photocopy or digital copy of the signed original of this PHI Agreement may be used by the Patient or the Private Practice for all present and future purposes.

SIGNED BY: for each participating patient over the age of 21, a signature is required below

**KAREN WEESE BELL, M.D.:**

**Signature:**

\_\_\_\_\_

**Printed Name:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**PATIENT:**

**Signature:**

\_\_\_\_\_

**Printed Name:** \_\_\_\_\_

**Relationship to Patient:** \_\_\_\_\_

**Signature:**

\_\_\_\_\_

**Printed Name:** \_\_\_\_\_

**Relationship to Patient:** \_\_\_\_\_

**Signature:**

\_\_\_\_\_

**Printed Name:** \_\_\_\_\_

**Relationship to Patient:** \_\_\_\_\_

**Signature:**

\_\_\_\_\_

**Printed Name:** \_\_\_\_\_

**Relationship to Patient:** \_\_\_\_\_



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### New Patient Questionnaire

Dr. Karen MD & Associates

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

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Place of birth: \_\_\_\_\_

Phone #: \_\_\_\_\_ Email: \_\_\_\_\_

DOB: \_\_\_\_\_

Emergency Contact Person: \_\_\_\_\_

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

Address: \_\_\_\_\_

Insurance provider: \_\_\_\_\_ Guarantor: \_\_\_\_\_

Group #: \_\_\_\_\_

Claim address on card: \_\_\_\_\_

Employer: \_\_\_\_\_

ID #: \_\_\_\_\_

Guarantor's DOB: \_\_\_\_\_

Allergies (include all medication, environmental and food allergies/intolerances and what reaction you have to each substance): \_\_\_\_\_

\_\_\_\_\_

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

Branch/Location: \_\_\_\_\_

Phone #: \_\_\_\_\_

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Medications, Vitamins, Supplements, Herbs (State dosage and Frequency)

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List any health problems

here: \_\_\_\_\_

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Have you ever had any of the following symptoms chronically or within the past six months (circle any that apply):

fatigue ... lightheadedness ... fever ... chills ... night sweats ... blurry or double vision... headaches ... neck pain ... hearing loss ... tinnitus ... sore throat ... runny nose ... trouble swallowing ... chest pain or pressure ... shortness of breath ... chronic cough ... abdominal pain ... acid reflux ... constipation ... diarrhea ... black or bloody stool ... joint pain ... muscle pain ... vertigo ... tingling sensations ... numbness ... weakness ... pelvic pain ... pain with urination ... urinary incontinence ... frequent urination ... trouble starting or stopping your stream ... prostate problems ... pain with sex and/or vaginal dryness ... changes in hair or nails ... depression ... anxiety ... mood swings

Further Details or Other Symptoms:

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Please include all regular usage, including frequency and amount, both now and past use.

Tobacco: \_\_\_\_\_

Alcohol: \_\_\_\_\_

Marijuana: \_\_\_\_\_

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

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Exercise, including length of time and frequency:

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Any dietary restrictions? \_\_\_\_\_

What did you have for breakfast? \_\_\_\_\_

Lunch (if last lunch yesterday, give yesterday's lunch)? \_\_\_\_\_

Dinner yesterday? \_\_\_\_\_

Are you:

\_\_\_ Married?

\_\_\_ Partnered?

\_\_\_ Single?

Are you sexually active? \_\_\_\_\_ Partners men, women, or both? \_\_\_\_\_

What kind of work do you do? \_\_\_\_\_

Do you enjoy your work? \_\_\_\_\_

Do you have a spiritual practice? \_\_\_\_\_ Religion? \_\_\_\_\_

Do you feel safe at home? \_\_\_\_\_ Has anyone ever hurt you at home? \_\_\_\_\_

If so, what were the circumstances?

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Family Medical History:

Mother: \_\_\_\_\_

Father: \_\_\_\_\_

Maternal grandfather: \_\_\_\_\_

Maternal grandmother: \_\_\_\_\_

Paternal grandfather: \_\_\_\_\_

Paternal grandmother: \_\_\_\_\_

Sisters/Brothers: \_\_\_\_\_



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Give the date of your last study, if you remember:

Colonoscopy: \_\_\_\_\_ Pneumonia shot: \_\_\_\_\_ Mammogram: \_\_\_\_\_  
Flu shot: \_\_\_\_\_ Pap smear: \_\_\_\_\_ Hepatitis B series: \_\_\_\_\_  
Stool blood test: \_\_\_\_\_ Hepatitis A series: \_\_\_\_\_ Tetanus shot: \_\_\_\_\_

Do you feel you have a purpose in life or a spiritual path? If so, what is it?

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What do you do for fun?

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What are some of your health goals over the next year or two?

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(For women):

Last menstrual period: \_\_\_\_\_

Postmenopausal? \_\_\_\_\_

Number of pregnancies: \_\_\_\_\_

Miscarriages: \_\_\_\_\_

Deliveries: \_\_\_\_\_

Living children: \_\_\_\_\_

Abortions: \_\_\_\_\_





### Welcome New Patients!

We are very pleased to have you join us at Dr Karen MD & Associates! Our practice is unique compared to many. We are a micro-practice; this means that we streamline and minimize administration by having minimal staff and use technology to our advantage. We do this so that we can spend our time and attention where it should be focused – on delivering quality relationship-based primary care to you. The following instructions are guidelines and clinic policies. **Please read through this and keep it handy as it contains important information for you to know ahead of time.** In order to deliver the relationship-based care to you, we need you to be a proactive partner.

#### Non-urgent Communication – Voicemails, emails, and patient portal messages\*

**\*Important NOTE:** Please remember that we will have clinical discussions ONLY at an office visit. We do not perform the practice of medicine over the phone, via patient portal, or via email. Questions about scheduling and administrative issues can be done via phone or email. All clinical discussions must happen within an office visit as per office policy. This is done to protect you as a patient and us as clinicians. The best kind of medicine happens face-to-face and we want to deliver the best care possible. Thank you in advance for respecting this office policy!

- **Main office line: 970-300-3323** – This is the main office line with voicemail. You can leave a message with your non-urgent request or query on this line. Messages are checked once daily. Phone calls are returned within 1 business day.
- **Email** – Emails are checked and responded to within 1 business day. Office email: [contact@drkarenmd.com](mailto:contact@drkarenmd.com). Please remember that email is not secure.
- **Patient Portal** – This is where you will receive secure messages from us regarding your test results. Please remember that we will use this portal to communicate with you about your test results, so make sure to activate your account! The invitation should come through your email, but you can also go to the practice website and click on the circle on the homepage that says “Patient Portal”. Unless your test results are completely normal and require no discussion, we will ask you to book an appt to discuss them in person. Any other clinical discussions must happen at an office visit.

#### Urgent Communication – Urgent phone line with voicemail

If your issue is of a serious and urgent nature and cannot wait, please call the **Urgent/After-hours number: 970-305-3597** and leave a detailed voicemail. We will return your call as soon as possible. Please use your best judgment and do not use this number for non-urgent issues.

- **Urgent medical needs:** If, for some reason, you cannot reach me, please do not wait if it is truly urgent. There are many good urgent cares in this area that can promptly address urgent medical needs.
- **Life threatening emergencies:** Please call 911 right away and go directly to the emergency department.

#### Scheduling Appointments

The easiest way to do this is online through the scheduling system on the website, [www.DrKarenMD.com](http://www.DrKarenMD.com).

#### Payment Policy

Please bring your insurance card and co-payment to each appointment so that we can bill your primary insurance carrier. Please understand what your insurance does and does not cover. If you provide incorrect insurance information and a claim is rejected, then you will be charged a \$30.00 fee for the extra expense of re-submitting the claim. Please note that we are sending billing statements to you electronically; you will not receive a paper statement.

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### **Cancellations/No-Shows:**

No-shows and cancellations less than 24 hours will be charged \$50. Exceptions will be made for inclement weather or situations that make it impossible to be present.

### **Medication Refills, Letters, and Referrals**

All medication refills, letters, forms, and referrals are taken care of at the time of your office visit and **not in between visits**. Please DO NOT have your pharmacist call the office or send a fax asking for a refill. When you are running low on your medication it is a reminder that you are due for an office visit. We prescribe enough medication to last until your next office visit. Here are some answers to commonly asked questions about this policy:

- ***How much medication can I get at the time of my appointment?***

If you have no issues and you are stable on your medication you can usually get a year supply (such as for thyroid replacement and birth control). If you have ongoing medical issues that are stable we'll want to see you every 3-12 months and will give you anywhere from 3-12 months worth of refills, depending on the issue, how long you have had it, and what we are working on. If you have issues that are not under good control, the interval for follow up will be shorter, and the refill interval will also be shorter. Make sure you ask for ALL of your refills at the time of your office visit.

- ***Why can't I just call when I'm on my last pill like at other doctor's offices?***

The average office is inundated with requests between appointments. Because of this, they need to hire lots of staff to handle the sheer volume. Over thirty percent of the phone calls to the average office are related to medication refill requests alone. Another 20% of calls are second calls in the same day from the same person who did not get their call returned. It is also hard on the pharmacists if you wait till the last minute to ask for a refill. It is best to schedule an appointment while you still have a two week's supply left.

- ***What if I know you wrote me a longer supply than the pharmacist says I have left?***

Tell the pharmacist to pull the original prescription and make sure that the pharmacist entered it in the computer correctly.

- ***But I forget about these things until I'm on my last pill. What can I do to help me remember?***

Here are some tips:

- When you only have 2 week's worth of pills left – schedule an appointment ahead of time.
- Make sure your prescriptions all come due at the same time. Your pharmacist can often help with this. Try to get them renewed on the same cycle such as every 3, 6, 9 or 12 months. You will have them all in sequence and it becomes easy to remember the renewal date on all of them.
- Ask each time you go to the pharmacy to make sure you know when you will run out.
- Keep a list in your wallet so you will know if you need refills when you come to your appointments.

- ***What if I'm in a pinch? Are there exceptions?***

Pharmacists will usually give you a 3-day supply to tide you over in an emergency. We make exceptions for situations in which you have had an emergency.

Thank you in advance for being proactive and for helping us have an efficient and streamlined medical practice. We look forward to our therapeutic partnership!

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## Notice of Health Information Practices Summary

**Your Medical Record** Each time you visit a hospital or physician, a record is made of your visit. This information, commonly known as a medical record, contains your symptoms, examination and test results, diagnosis, treatment, and a plan for future care. The confidentiality of your medical record is protected under the State-specific and Federal law.

**Your Health Information Rights** Your medical record is the physical property of the physician or healthcare facility that compiled it, but the information belongs to you. Therefore, you have rights regarding the use and disclosure of your health information.

**Our Responsibilities** *Dr. Karen MD* is required by the Federal Privacy Rule to maintain the privacy of your medical record and to provide you with a notice of our legal duties and privacy practices.

**Uses and Disclosures for Treatment, Payment, and Health Care Operations** *Dr. Karen MD* will use your health information in order to treat you. We will provide other providers or hospitals with copies of your medical record to assist them in treating you, should that become necessary. We will also use and disclose health information about you to make appointments with you. *Dr. Karen MD* will use your health information for payment. The information on a bill may include information that identifies you, as well as your diagnosis, procedures, and supplies used. *Dr. Karen MD* will use your health information for regular health operations to assess the quality of your care. *Dr. Karen MD* will disclose your health information to business associates, such as a medical transcription or billing service; so that they can perform the job we have asked them to do.

**Uses and Disclosures that We May Make Unless You Object** You have the right to object to certain situations in which *Dr. Karen MD* may disclose information from your medical record.

**Disclosures Permitted without Consent** *Dr. Karen MD* is required by state and Federal law to disclose health information from your medical record under specific circumstances.

**Uses and Disclosures Specifically Authorized by You** *Dr. Karen MD* expects to make other uses and disclosures of your protected health information only on the basis of specific written authorization forms signed by you.

**To Report a Problem** You have the right, under Federal law, to report a problem or file a complaint about how your personal health information is being handled. You can do this directly with *Dr. Karen MD* or to the Secretary of Health and Human Services in Washington, D.C.

*Dr. Karen MD* will use and disclose your personal health information to treat you, to receive payment for the care we provide, and for other health care operations. Health care operations generally include those activities we perform to improve the quality of care.

We have prepared a detailed *Notice of Privacy Practice* to help you better understand our policies in regards to your personal health information. The terms of the notice may change with time and we will always post the current notice at our office and have copies available for distribution.

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## Confidentiality Policy

**Purpose:** To protect the confidentiality of patient care, personnel and business functions of Dr. Karen MD in compliance with applicable state and federal laws.

**Policy:** This policy applies to all employees and anyone else who is provided access to confidential information maintained by Dr. Karen MD.

The practice is committed to safeguarding the confidentiality of all information concerning our patients; our employees; and our financial information. All patient care, financial, and personnel information shall be restricted to employees on a need-to-know basis. All non-employees of Dr. Karen MD or other organizations who have signed a confidential disclosure agreement, will also have specific limits to what confidential information they shall have access to in order to provide services required by the practice. Each employee is responsible to report any suspected breaches of this policy to the Office Manager or the Physician Owners.

**Procedure:** Any employee of the practice will be subject to disciplinary action if she/ he:

- 1) Accesses confidential information other than on a need-to-know basis
- 2) Fails to keep all records of the practice confidential
- 3) Fails to prevent disclosure of confidential information to any unauthorized third party
- 4) Fails to report any suspected breaches of this policy to the Office Manager or the Physician Owner

Any authorized third party who fails to keep the records of the practice confidential and/or fails to prevent their unauthorized disclosure may be denied access to said records and/or subject to legal action for breaching the Confidential Disclosure Agreement.

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