

PATIENT INFORMATION

Name: _____ Date of Birth: _____ Age: _____

Address: _____ City: _____ State: _____ Zip: _____

Home #: _____ Work #: _____ Cell #: _____

Email: _____ Social Security #: _____

Sex: Male Female Marital Status: Married Single Divorced Widowed

Race: African American Asian Pacific Caucasian Hispanic Native American Other: _____

Occupation: _____ Employer: _____

Employer's Address: _____

Emergency Contact Name: _____ Phone #: _____

Primary Care Physician Name	Address	Phone #	Fax #

Date of Last Eye Exam	Name of Previous Eye Care Provider

REASON FOR TODAY'S VISIT

Cataract Evaluation Routine Eye Exam Surgery to reduce your dependency on glasses/contacts

Other: _____

Please let us know about your history and family history of eye related problems and indicate whom below.

Diabetes _____

Glaucoma _____

Age Related Macular Degeneration _____

HOW WERE YOU REFERRED TO US

Friend/Family/Acquaintance, Name: _____

Were you referred by a doctor? Name: _____ Specialty _____

Address	City, State, Zip	Phone #	Fax#

TV, Channel _____ Radio, Station _____ Magazine _____ Internet Paper

Other: _____

ATTENTION ALL PATIENTS:

Payment is due at the time of service.

Method of payment: Cash Check Credit Card: MC/Visa/AMEX/Discover Care Credit Alphaeon Credit

PATIENT AUTHORIZATION – ASSIGNMENT OF MEDICARE AND INSURANCE BENEFITS AND ACKNOWLEDGEMENT OF OUR NOTICE OF PRIVACY PRACTICES

I request that payment of authorized Medicare, Medigap or any other insurance be made on my behalf to the Key-Whitman Eye Center, Key-Whitman Surgery Center or Key-Whitman Optical Center for any services furnished to me by a physician of the group. I authorize any holder of medical information about me to release to the Centers for Medicare and Medicaid Services (CMS) and other insurers and its agents any information needed to determine these benefits payable for related services. In Medicare assignment cases, or insured contracts, the provider agrees to accept the charge determination of the Medicare carrier or insurance. I am responsible for the deductible, co-insurance, or if the insurer does not pay. I am also responsible for all non-covered services such as, but not limited to, the refraction fee and elective OPTOS retinal photography fee. I understand that I am responsible for my bill in the event Medicare or my insurer denies my claim. I authorize release of my medical records to my primary care physician or other physicians associated with the continuity of my care.

My signature below further verifies that I have not joined an HMO or other entity which my designated insurance (Medicare or Insurance card) benefits have been relinquished.

I authorize Key-Whitman Eye Center, Key-Whitman Surgery Center and Key-Whitman Optical Center, its assignees, and third party collection agents to utilize all contact information I have provided to communicate with me. This includes, but is not limited to, home telephone, cellular telephone, and employment telephone. I hereby grant permission and consent to Key-Whitman Eye Center, Key-Whitman Surgery Center and Key-Whitman Optical Center, its assignees, and third party collection agents to place calls to my home telephone, cellular telephone, and employment telephone; leave messages (whether voice or text); and utilize pre-recorded/artificial voice messages and/or automatic dialing devices in connection with any communication to me. Additionally, I understand that some procedures/services performed by the physician(s) may not be covered by my insurance plan. If services are not covered, I understand and agree to be financially responsible for payment for such services.

I hereby acknowledge that I have received or have been given the opportunity to receive a copy of Key-Whitman Eye Center, Key-Whitman Surgery Center and Key-Whitman Optical Center Notice of Privacy Practices. By signing below I am only giving acknowledgment that I have had the opportunity to receive the Notice of our Privacy Practices.

Signature _____ Date _____

NOTICE CONCERNING COMPLAINTS:

Complaints about physicians as well as other licensees and registrants of the Texas State Board of Medical Examiners, including physician assistants and acupuncturists, may be reported for investigation at the following address: Texas State Board of Medical Examiners, Attention: Investigations, 1812 Centre Creek Dr., Suite 300, P.O. Box 149134, Austin, TX 78714-9134, 1-800-201-9353.

Complaints regarding Key-Whitman Surgery Center may be registered with the Department of State Health Services Facility Licensing Group, 1100 West 49th St., Austin, TX 78756, 1-888-973-0022.

TDI's Consumer Protection Program helps consumers with insurance questions and problems. The program can be reached toll-free at (800) 252-3439. In addition, the TDI Web Site offers a wealth of information, including a complete listing of licensed agency, agencies and insurers, and records of enforcement and disciplinary actions by TDI as the regulator of the insurance industry.

Consumers with questions and/or complaints about their own insurance claims, agents and/or insurance companies should call the consumer protection line at TDI and can file complaints with TDI. TDI can investigate individual concerns and answers questions. We encourage consumers to also file complaints with the Office of the Attorney General, but please understand that this agency cannot advise you about your specific situation or explain the law. We are prohibited by law from providing these services to private individuals.

The Office of Public Insurance Counsel (OPIC) represents the interests of Texas consumers in matters such as insurance rates and rules. OPIC is required by law to represent all consumers as a group. Individual complaints that suggest a widespread pattern of practices, or which indicate that a large number of consumers are affected, may lead to action by the agency. Therefore, consumers may wish to complain to the OPIC as well.

Patient Record of Disclosure

The HIPAA privacy rule gives individuals the right to request a restriction on notes and disclosure of their protected health information (PHI). The individual is also granted the right to request confidential communications, or that a communication be made by alternative means.

I wish to be contacted in the following manner: (check all that apply)

By my home telephone, my number is: _____

It is ok to leave me a message with detailed information.

It is NOT ok to leave me a message with detailed information.

It is ok to contact me at work and my number is: _____

It is ok to leave me a message at work with detailed information.

It is NOT ok to leave me a message at work with detailed information.

It is ok to leave a call back number only at my work number.

I authorize you to discuss my medical history and release any and all medical information to the following individuals: (fill in all that apply)

My spouse, whose name is: _____ phone _____

My parent, whose name is: _____ phone _____

No one other than myself

Fill in any other name you desire: _____

Patient Signature: _____

Printed Name: _____

Date of Birth: _____

Name of legal guardian/caretaker: _____



11442 North Central Expressway, Dallas, TX 75243
3060 Communications, Suite 205, Plano, TX 75093 910
N. Davis Dr., Suite 400, Arlington, TX 76012 400 W.
Arbrook Blvd., Arlington, Texas 76014
214-220-3937 or 1-800-442-5330

INFORMATION ABOUT REFRACTIONS & WHY THEY ARE TYPICALLY NOT COVERED BY INSURANCE

Federal insurance programs, like Medicare and Medicaid, and even private insurance contracts cover most medical and surgical eye exams, but they typically do not cover the eye service called “refraction”.

What is Refraction?

Refraction is a testing procedure that measures how much optical (focusing) error an eye has. Certain eye measurements are taken using a variety of instruments. Based on these measurements, a series of trial lenses are placed in front of your eyes, and you are asked to compare one lens with another to determine which lens combination offers you better vision. This leads to a determination of how well you see.

When Does Insurance NOT Pay for a Refraction?

Most health insurance was not designed to pay for non-emergency or routine procedures. Thus, Medicare, Medicaid, HMOs, and most private policies will not pay for refraction. Almost all insurance payors consider a refraction merely to obtain a prescription to improve vision as a routine procedure and will not reimburse it.

When DOES Private Insurance Pay for Refraction?

Most health insurance will pay for medical examinations. If you have a sudden eye problem or visually threatening medical or surgical eye condition, refraction will be performed as part of your eye evaluation. Refraction in this instance is necessary to learn your eye’s best vision capability at the time of the examination. That “best vision” becomes a baseline for checking for any changes that may occur as your eye condition is treated. It is a necessary part of the exam for both medical and legal purposes. In this case, it is possible that the refraction may be covered by your insurance. However, Medicare will not cover refraction under any circumstances.

Who Has Made This Distinction for Insurance Coverage?

It is our government (for Medicare and Medicaid) or your own insurance company that determines exactly which clinical services are covered by their policies, and not your individual physician. Therefore if you have any questions or concerns regarding your coverage, you will need to address these with your specific insurance carrier.

What is Our Policy?

We are dedicated to providing our patients with the very best medical and surgical eye care in the region. Therefore, refraction will be performed when medically necessary (typically this includes all new patients, those presenting with decreased vision and on a yearly basis thereafter). Additionally, we are happy to perform refraction during any visit at your request. However, please keep in mind that most of the time this service will not be covered, and you will be responsible for this charge. We appreciate your understanding in this matter.

Our fee for the refraction is \$55.00, and is collected at the time of your visit, in addition to any co-payments or deductible amounts due for the medical portion of your examination.

I have been informed, I have read the above and I understand the above policy regarding refractions.

Signature _____

Date _____

Witness _____

Date _____

NAME _____ OCCUPATION _____ RACE _____ DATE _____
DOB _____ AGE _____ HEIGHT _____ WEIGHT _____ (as stated by pt) SEX Male Female

MEDICAL HISTORY:

- Anemia
- Anxiety
- Arthritis
- Asthma
- Back/Neck Problems
- Bleeding Disorder
- Bronchitis
- Cancer
- Chest pain
- Chicken Pox
- Congestive Heart Failure
- COPD
- Depression
- Diabetes
- Emphysema
- ENT Problems
- GI Problems
- Glaucoma
- Gyn Problems
- HIV
- Hard of Hearing
- Heart Attack
- Heart Disease
- Heart Murmur
- Hepatitis Type _____
- High blood pressure
- High Cholesterol
- Kidney/Bladder/Urinary Problems
- Liver Disease
- Measles
- Mumps
- Psychiatric Problems
- Pacemaker
- Palpitations
- Prostate Problems
- Restless Leg Syndrome
- Retina Problems
- Shingles
- Seizures
- Sinus Problems
- Sleep Apnea
- Stroke
- Thyroid Problems
- Ulcers
- Other _____

HISTORY OF HEAD OR EYE TRAUMA (please describe) _____

SURGICAL HISTORY: (list all prior surgeries to the best recollection)

Complications with anesthesia? Yes No If yes, what is the complication? _____

FAMILY HISTORY OF OCULAR DISEASE:

- Macular Degeneration Whom: _____
- Glaucoma Whom: _____
- Diabetes Whom: _____

DRUG ALLERGIES: No known allergies Latex allergy Sulfa allergy Adhesive tape
 Medication allergy _____ Reaction _____

PHARMACY NAME _____ **Location** _____ **Phone** _____

MEDICATIONS: If you need to add more medications, please add to the back of this form.

Drug Name	Dosage	Times per day

SOCIAL HISTORY:

Do you drink alcohol? Yes No Drinks per week? _____
 Do you smoke? Yes No PPD _____ Years _____
 Previous smoker? Yes No When did you quit? _____ PPD _____ Years _____



Name: _____

Date: _____

Healthcare Provider Form

Primary Care Physician, Internist or Family Doctor

Name	Phone
Group or Association	Fax or Direct Messaging Address
Address	Condition(s) under management

Endocrinologist

Name	Phone
Group or Association	Fax or Direct Messaging Address
Address	Condition(s) under management

Rheumatologist

Name	Phone
Group or Association	Fax or Direct Messaging Address
Address	Condition(s) under management

Other Physician

Name	Phone
Group or Association	Fax or Direct Messaging Address
Address	Condition(s) under management

Referring Doctor

Name	Phone
Group or Association	Fax or Direct Messaging Address
Address	Condition(s) under management



Acknowledgment of Information

Patients Rights and Responsibilities

I have been given copies of the Patient Rights and Patient Responsibilities of Key-Whitman Surgery Center. I fully intend to uphold my responsibilities as a patient of this facility, and expect my rights as a patient to be upheld.

Advanced Directives

I have been made fully aware of this facility's policy regarding advanced directives. I have also been made aware of and given information on how to receive information regarding advanced directives.

Disclosure of Ownership

I have been made fully aware that the physician performing my procedure may have an ownership interest in this facility. A schedule of typical fees of services provided by this facility is available upon request. These procedures are performed at hospitals and other outpatient facilities in the community. I have the right to choose where to receive services, including a facility where my physician does or does not have an ownership interest. I have chosen to be treated at this facility.

Assignment of Insurance Benefits

Medicare/ Medicare/Other Insurance

I hereby assign benefits to be paid, on my behalf, to Key-Whitman Surgery Center. I understand and agree to be financially responsible for charges not paid within a reasonable time by insurance or other third party payer. I certify the information given with regard to insurance coverage is correct.

Notification:

I have received the Patient Rights, Advanced Directives and Disclosure of Ownership information prior to the date of my procedure at the Key-Whitman Surgery Center.

Signature of Patient or Legal Guardian

Date

Witness

Date

KEY-WHITMAN SURGERY CENTER

PATIENT'S RIGHTS

1. Patients undergoing surgical procedures in the Key-Whitman Surgery Center have the right to be treated with all due respect, consideration, and dignity. Patients shall be provided appropriate privacy.
2. The patient has the right to be free from all forms of abuse or harassment.
3. Patients have the right to confidentiality. Confidentiality of records of all treatment/procedures performed in the Key-Whitman Surgery Center is the right of each patient. Except as required by law, no patient's medical information will be disclosed to any source without prior legal authorization for approval or refusal from the patient or the patient's legal guardian.
4. Patients have the right to expect proper information. To the best of the knowledge of the Key-Whitman Surgery Center medical staff, all information concerning the patient's diagnosis, treatment, and prognosis will be provided to the patient. When concern for a patient's health makes it inadvisable to give such information to the patient, such information is made available to an individual designated by the patient or to a legally authorized individual.
5. Key-Whitman Surgery Center patients are given the opportunity and are encouraged to participate actively in the decision-making process concerning their need for medical and surgical care. Language barriers are dealt with on case by case basis through interpreters provided for the patient, language line, and resources available.
6. Patients have the right to expect all procedures and treatments be explained, and the informed consent provided for each surgical procedure be explained prior to being signed by the patient, or patient's legal guardian, and witnessed. Patients are given ample time for discussion and/or questions of the medical staff regarding their treatment. Postoperative instructions are provided, and complication and/or consequences if pre-op and post-op instructions are not followed completely, are discussed with each patient and/or his legal guardian.
7. Patients have a right to request information regarding advanced directives or present their own advanced directive. The patient has a right to the Key-Whitman Surgery Center policy regarding advanced directives. It is our policy that the advanced directive will be taken to the Medical Director and after discussion, the Medical Director will explain that we do not follow advanced directives in our surgery center. A copy of the directive will be placed in the patient's chart, but it will be ignored. A patient receiving treatment here will always be given emergency, life saving measures if necessary and/or transferred to a hospital with the advanced directive.
8. All patients of the Key-Whitman Surgery Center have the right to address their physician and/or Key-Whitman Surgery Center administrator should any problems or questions arise relating to the medical-nursing care provided and/or subsequent billing for services rendered, without compromise to the patient's future access to care. Each concern so expressed will receive a response and consideration will be given to appropriate corrective action channeled through the Quality Management Committee, Patient Safety Committee, and/or the Board of Directors as needed. Grievances will be addressed within 30 days.
9. Patients have a right to be treated regardless of race, color, creed, gender or national origin. Requirements for patients' use of the Key-Whitman Surgery Center are based solely on the medical needs of the patient without regard to race, color, creed, or national origin. All persons having occasion either to refer patients for admission or recommend the Key-Whitman Surgery Center must do so without regard or the patient's race, color, creed, gender or national origin.
10. Patients have the right to change providers if qualified providers are available. The patient must make request known immediately so an arrangement for rescheduling can be made if necessary.
11. Patients have a right to file any complaints with the Department of State Health Services Facility Licensing Group, 1100 West 49th Street, Austin, Texas 78756 1-800-973-0022. They also file complaints with Medicare by using the website for the Ombudsman: <http://www.medicare.gov/Ombudsman/resources.asp> or they may simply call 1-800-Medicare for help. In addition, our patients may also contact AAAHC to report any grievances, as we are accredited through this agency: AAAHC 5250 Old Orchard Road, Suite 200, Skokie, IL 60077, 1-847-853-6060

KEY-WHITMAN SURGERY CENTER

PATIENT RESPONSIBILITIES

The patient and/or his family members have the following responsibilities to the Key-Whitman Surgery Center in order to assure the best possible results of surgical intervention:

1. The patient has the responsibility to provide accurate and complete information about present chief complaints, allergies and reactions, illnesses, hospitalizations, medications and dosages, and other matters relating to their health. This includes presenting advanced directives to staff prior to surgery or treatment.
2. The patient has the responsibility to report unexpected changes in condition to the responsible practitioner. Also, the patient should express concern regarding inability to comply with a planned course of treatment, and every effort should be made to adapt the treatment plan to the patient's specific needs and limitations.
3. The patient is responsible for requesting additional information or voicing any concern either prior to the day of surgery or while in the preoperative area prior to anesthesia.
4. The patient is responsible for requesting any information regarding their physician's credentials and/or malpractice coverage. Physicians with no malpractice coverage are not granted privileges in this facility.
5. The patient is responsible for reporting clear comprehension of a contemplated course of action and what is expected of him/her and is responsible for following the treatment plan that is developed with the health care provider.
6. The patient is responsible for keeping appointments and, when unable to do so for any reason, notifying us at 214-754-0000 or 800-442-5330 or 214-220-EYES.
7. The patient is responsible for their own actions if refusing treatment or not following the practitioner's instructions. Noncompliance with the proposed course of treatment may lead to further complications or illness.
8. The patient is responsible for following all preoperative instructions, and for leaving valuables at home and is responsible for providing a responsible adult to transport him or her home from the facility after surgery/treatment.
9. The patient is responsible for being respectful and considerate of the rights of other patients and Key-Whitman Surgery Center personnel and for assisting in the control of noise and distractions, as well as being respectful of property of others, including the facility.
10. The patient is responsible for adhering to and assisting in the enforcement of the no smoking policy throughout the building.
11. Patients can access all services available using our website, www.keywhitman.com or merely by asking for the information. It is the patient's responsibility to ask any questions on information they need clarified.
12. Fees for services will be addressed with each patient before surgery. It is the patient's responsibility to make payment prior to surgery for what is owed out of pocket. The patient is responsible for all expenses not covered by the insurance company, which will be completely assessed after insurance is billed.
13. Patients have the responsibility to inquire about any questions they have after hours at our emergency number located on all post-op instructions and also accessible by the regular phone number.

Date: ___/___/___

SPEED II Questionnaire

Name: _____, _____
 (Last) (First)

Date of Birth: ___/___/___ Sex: M F (circle one)

(Office Use Only)
Total SPEED Score: _____
(Frequency + Severity)

Report the **FREQUENCY** of any dry eye symptoms you are experiencing using the grid below.
 Please check (✓) one box per line.

SYMPTOMS	Never (0)	Sometimes (1)	Often (2)	Constant (3)
1. Dryness, Grittiness or Scratchiness				
2. Soreness or Irritation				
3. Burning or Watering				
4. Eye Fatigue				

Report the **SEVERITY** of any dry eye symptoms you are experiencing using the grid below.
 Please check (✓) one box per line.

SYMPTOMS	No Problem (0)	Tolerable (1)	Uncomfortable (2)	Bothersome (3)	Intolerable (4)
5. Dryness, Grittiness or Scratchiness					
6. Soreness or Irritation					
7. Burning or Watering					
8. Eye Fatigue					

9. Please mark if you have experienced any of the above symptoms:
 ___ Today ___ Within the past 72 hrs ___ Within the past 3 months

10. Do you have fluctuating vision problems that improve if you blink?
 ___ Never ___ Sometimes ___ Frequently ___ A Lot or Always

11. Do your symptoms affect your daily activities?
 ___ Yes ___ No

12. Which activities seem to make your symptoms worst?
 ___ Reading ___ Computer Use ___ Close-Up Work ___ Watching TV
 ___ Outdoor Activities ___ Other

13. How long can you do the activity before your eyes start bothering you? _____

Eye drops and/or ointments used: Y N Today? Y N Past 4 hrs? Y N How long are they effective?

Name of drops / ointments / gels: _____

Any moisturizers, lotions or facial creams today? Y N

Any make-up today? Y N

Any history of blepharitis or stye? Y N

Are you a CL's Wearer? SCL's RGP's _____ How long have you been suffering with Dry Eye Symptoms?