

SPOKANE VALLEY EAR, NOSE & THROAT AND FACIAL PLASTICS

FINANCIAL POLICY

Thank you for choosing Spokane Valley Ear, Nose & Throat and Facial Plastics for your healthcare needs. The following information is being provided to assist you in understanding our financial policies. If you have any questions, always feel free to contact our billing office at (509) 928-6044 and we will be happy to help you.

ACCOUNT RESPONSIBILITY You are responsible for all charges incurred on your account. It is your responsibility to make sure that the information we have is current and accurate and to know what your insurance contract benefits will cover and pay.

INSURANCE BILLING If you have medical insurance, we will be happy to bill your insurance carrier(s) for you. **OFFICE VISITS AND PROCEDURES PERFORMED IN THE OFFICE ARE CONSIDERED SEPARATE BY MOST INSURANCE COMPANIES AND MAY GO TOWARD YOUR DEDUCTIBLE.** You will also need to check amounts of copays, deductibles and if referrals are required. If your insurance requires a referral, it is **your** responsibility to make sure that referral is in place prior to your appointment. **Insurance cards, DSHS Provider One cards and copays are always due at the time of service. If these are not presented, we may have to reschedule your appointment.** Any unpaid balance after insurance pays is the patient's responsibility.

SURGERY POLICY If you are having surgery and/or a procedure in the office or at a facility, as a courtesy we will check with your insurance for authorization needed and for **estimated** co-insurance/deductible amounts. Our billing department will notify you before surgery if we need to collect a co-ins/deductible amount prior to your surgery. If you are not able to pay the co-insurance/deductible estimate before surgery, we will be happy to reschedule your surgery to a more convenient time.

PAYMENT TERMS *Balances are due in full within 30 days of receiving statement*, unless arrangements have been made. All delinquent accounts will be turned over to our Collection Agency after 90 days. An interest charge of 1% will be added monthly to unpaid balances at 60 days.

NO INSURANCE If you have no insurance, payment in full is expected at time of service, unless arrangements have been made prior to your visit.

PAYMENT METHODS We accept cash, personal checks, Visa, Mastercard, American Express, and Discover.

NSF CHECKS A \$35.00 service charge will be assessed on all NSF checks.

LAB CHARGES All blood work, cultures and biopsies will be charged by an independent lab.

INSURANCE & FMLA PAPERWORK Forms submitted to us for completion such as insurance forms or FMLA are subject to a \$30.00 fee to cover administrative costs.

I have read and understand each of the above items.

PATIENT NAME: _____

SIGNATURE: _____ **DATE:** _____ revised 01/30/15

SPOKANE VALLEY EAR, NOSE & THROAT (SVENT)
Notice of Privacy Practices

By signing this form, you acknowledge that you have been informed that Spokane Valley Ear, Nose & Throat and Facial Plastics (SVENT) provides information about how we may use and disclose your protected health information (PHI). We encourage you to read the "Notice of Privacy Practices" posted in our lobby. If you would like a paper copy, please ask the receptionist.

Spokane Valley Ear, Nose & Throat and Facial Plastics may use the following methods of communication regarding information related to my personal health, treatment or payment for treatment. I acknowledge I am responsible for updating this information as necessary. This request supersedes any prior request for methods of communication I may have made.

Please check all that apply:

Can we leave a message on your answering machine/voicemail? **Yes** **No**

Can we leave a message for you at your work number? **Yes** **No**

Can we discuss your medical condition with family or friends who call the office?

Yes **No** If yes, whom may we speak to? _____

This section to be completed by Minors aged 13-18

For Minors Ages 13-18

I DO I DO NOT authorize my parent / guardian to view or access **ALL** my medical records, including any sensitive information. (Including reproductive care, sexually transmitted diseases, HIV/AIDS, drug and/or alcohol abuse and mental health)

This authorization will remain in effect until the age of 18 or until revoked by you.

Minor Signature if applicable _____ Date _____

Questions and/or concerns about our Privacy Notice or Practices should be directed to the Privacy Officer, Karen Caudill at 509-340-8316.

Patient's Printed Name: _____ Patient's Date of Birth: _____

Signature _____ Date _____
(Patient/Parent/Guardian) (Mo/Day/Yr)

Spokane Valley Ear, Nose & Throat and Facial Plastic Surgery

Name: _____ DOB: _____ Age: _____

Referring Physician: _____

Reason for Your Visit: _____

How Long Have You Had Symptoms? : _____

Past Medical History

Circle which of the following you have or had: Please Specify.

Diabetes/Thyroid /Endocrine problems _____

Heart /Vascular problems _____

Lung problems/Asthma /Pneumonia _____

Kidney or Urinary problems _____

Liver problems or Viral Hepatitis _____

Bleeding or clotting problems _____

Cancer or any tumors _____

Neurologic/Brain problems/Headaches _____

Depression/Anxiety/Psychiatric _____

HIV or AIDS _____

Osteoarthritis or Joint problems _____

Rheumatoid Arthritis/Lupus/Autoimmune _____

Hearing or Vertigo disorders _____

Gastroesophageal Reflux /Esophageal _____

Speech or Swallowing disorders _____

Sinus/Nasal/Eye/Facial problems _____

Skin disorders _____

Sleep Disorders/Apnea/CPAP _____

Past Surgical History List all surgeries you have had:

Family History

Indicate which of the following run in your family:

Father Mother Sibling Other

Cancer or Benign tumors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Hearing loss	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Allergies or Asthma	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Bleeding or clotting disorders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Heart or lung problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Diabetes, thyroid, endocrine problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Lupus, Multiple Sclerosis, autoimmune	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Neurologic or genetic conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____

Social History

Occupation /What you do for work: _____

Who do you live with?: _____

Tobacco/Smoking: Never Previous; When did you quit? _____ Yes; How often? _____

Alcohol Consumption: Daily 1-4 times/week Less than 1 time/week Never

Recreational Drugs: Heroin or Opioids Cocaine Marijuana Never Other _____

Medications: (Include dosage, frequency and list all herbal, over-the-counter & topical treatments)

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____
11. _____

Drug Allergies: List drug and reaction: None Known

Please circle if you have ever had any of the following:

Constitutional Symptoms

Recent Headaches..... No Yes
 Recent weight change..... No Yes
 Recent Fever..... No Yes
 Recent Fatigue..... No Yes

Eyes

Eye disease or injury..... No Yes
 Wear glasses/contacts..... No Yes
 Blurred/double vision..... No Yes
 Glaucoma..... No Yes

Ears/Nose/Mouth/Throat

Hearing Loss/ringing..... No Yes
 Earaches or drainage..... No Yes
 Chronic sinus problems..... No Yes
 Nose bleeds..... No Yes
 Mouth sores..... No Yes
 Bleeding gums..... No Yes
 Bad breath or taste..... No Yes
 Sore throat/voice change..... No Yes
 Swollen glands in neck..... No Yes

Cardiovascular

Heart trouble/Disease..... No Yes
 Chest pain..... No Yes
 Palpitations..... No Yes
 Shortness of breath..... No Yes
 Swelling of feet/ankles..... No Yes
 High blood pressure..... No Yes

Respiratory

Chronic/frequent cough..... No Yes
 Spitting up blood..... No Yes
 Asthma..... No Yes
 Wheezing..... No Yes
 Sleep Apnea..... No Yes

Gastrointestinal

Loss of appetite..... No Yes
 Nausea/vomiting..... No Yes
 Rectal bleeding..... No Yes
 Abdominal pain..... No Yes
 Ulcer..... No Yes

Psychiatric

Nervousness..... No Yes
 Depression..... No Yes
 Insomnia..... No Yes

Genitourinary

Frequent Urination..... No Yes
 Incontinence..... No Yes
 Blood In urine..... No Yes

Musculoskeletal

Joint pain..... No Yes
 Weakness of muscles..... No Yes
 Muscle pain/cramps..... No Yes
 Difficulty Walking..... No Yes
 Arthritis..... No Yes

Neurological

Frequent Headaches..... No Yes
 Recurring headaches..... No Yes
 Seizures/Convulsions..... No Yes
 Numbness/Tingling..... No Yes
 Tremors..... No Yes
 Paralysis..... No Yes
 Stroke..... No Yes
 Head Injury..... No Yes
 Memory loss..... No Yes

Endocrine

Glandular/hormone..... No Yes
 Thyroid disease..... No Yes
 Diabetes..... No Yes
 Excessive thirst..... No Yes
 Heat/cold intolerance..... No Yes

Hematologic/Lymphatic

Slow to heal..... No Yes
 Easy bruising/bleeding..... No Yes
 Anemia..... No Yes
 Hepatitis..... No Yes
 HIV..... No Yes

Allergic/immunologic – Have you ever had a bad reaction to any of the following:

Antibiotics..... No Yes
 Penicillin..... No Yes
 Morphine/Demerol/Codeine..... No Yes
 Aspirin..... No Yes
 Tetanus or other serum..... No Yes
 Iodine..... No Yes
 Shell fish..... No Yes
 Narcotics..... No Yes
 Anesthesia..... No Yes
 Acute Infections..... No Yes
 Latex..... No Yes
 Other _____

Cancer/Other _____

Signature _____

Patient/Guardian

Last updated 04/28/15

OFFICE USE ONLY

**Spokane Valley Ear, Nose & Throat
Evaluation & Management Form**

and Facial Plastic Surgery

Chief Complaint: _____

History of Present Illness: _____

Location: _____

Quality: _____

Severity: _____

Duration: _____

Timing: _____

Context: _____

Modifying Factors: _____

Associated S/Sx: _____

Vitals: Ht _____ Wt _____ T _____ BP _____ HR _____ RR _____

Constitutional: well developed well nourished nl communication & voice quality, no hoarseness or other dysphonia

Head & Face: symmetric appearance, no major scars, no skin lesions, no rash, no mass nl palpation, no fractures, no sinus tenderness parotid & submandibular salivary glands nl size, nontender, without masses
 nl facial strength & tone _____

Eyes: EOMs intact without diplopia, nl primary gaze alignment PERRLA conjunctiva not dry, no cobblestoning

Ears: auricles nl morphology, no lesions, no mass, nontender, no erythema EACs patent, nl caliber
 TMs intact, nl mobility to pneumatic otoscopy Weber midline, AC>BC bilateral nl SRT /detects finger rub

Nose: no external deviation, no sig asymmetry, no lesions, no mass septum relatively midline inferior & middle turbinates nl size, nl mucosa, no lesions nasal mucosa nl, no polyps, nl secretions, no purulence, no lesions

Oral Cavity: lips without lesions, teeth intact with class I occlusion, gingiva without lesions oral vestibule, buccal mucosa, hard palate, & tongue without lesions, no ulcers, no leukoplakia, no erythroplakia, no mass

Oropharynx: soft palate & uvula without lesions, no mass, nl elevation lingual tonsils nl size, BOT without lesion or mass
 pharyngeal tonsils symmetric, no erythema, no exudates, no hypertrophy, no lesions
 posterior pharyngeal wall mucosa nl hydration, no cobblestoning, no lesions

Nasopharynx: adenoids without enlargement, tori /Eustachian tube orifice /posterior choanal area unobstructed

Larynx: VC mobile, no edema, glottis /epiglottis /false cords without lesions _____

Hypopharynx: pyriform sinuses symmetric, no pooling of secretions _____

Neck: no masses, trachea midline, no crepitus, no fluctuance thyroid without enlargement, nontender, no mass or dominant nodule _____

Lymphatic: no cervical LAN, no supraclavicular LAN _____

Respiratory: symmetric chest expansion, nl effort, no intercostal retraction lungs clear to auscultation all fields, no rales, no ronchi, no wheezing _____

Cardiovascular: RRR, no murmurs carotid pulses symmetric, no bruits, peripheral pulses symmetric

Neurologic: CN II-XII intact bilaterally _____

Psychiatric: oriented to time, place, person nl mood & affect, no depression, no anxiety, no agitation

Other Notes:

