



NEW PATIENT INFORMATION

THE CHARIS CLINIC PLLC

Welcome to Charis Family Clinic!

Below we have listed information that we hope will smooth your initial visit with us and provide you with important information about our practice. Please also see "Frequently Asked Questions" on www.charisclinic.com for more information that may benefit you.

To **Schedule an Appointment** with our office, please log onto www.charisclinic.com's main page.

As a **New Patient** to our practice, each patient will need to complete the following forms:

- Patient Registration Form
- Signed Acknowledgement of Notice of Receipt of Privacy Practices (with review of or Notice of Privacy Practices online or in printed form)
- Signed Authorization to Leave Health Information by Alternate Means
- Signed Clinic Financial, Payment & Other Policies Form
- Health History Form (Adult or Pediatric, as applicable)
- Medication List

You may click on the appropriate form online, download it and print it for completion prior to your first visit.

We ask that you arrive 15-20 minutes early for your first appointment in order allow enough time for the registration process.

1. You must also bring your **insurance card, driver's license, and credit card** for payment. If you have not received an insurance card, you will need to bring the ID number, Group number, Claim address and phone number for your insurance company or plan. If you are unable to provide the necessary information, we will ask that you pay the cash fee, or if you choose, you may reschedule your appointment. Please bring medications or supplements you are taking in their original containers.
2. It is our policy NOT to prescribe any scheduled medications (such as narcotics and benzodiazepines/tranquilizers) on the first appointment. We do not prescribe scheduled medications until we receive ALL medical documents, in order to consider the best treatment approach for and with our clients.

3. All **Minors** must be accompanied by a parent on their first visit. Please bring the minor's immunization record to the first visit.
4. As a courtesy, we will **File Insurance Claims** for those insurance plans with which we have an agreement. All co-pays and deductibles are due at the time of service. Please see our *Financial, Payment, and Other Policies* for further information about our billing guidelines. If we do not participate in your health plan, or if you have no health insurance plan, then cash fees are due at the time of service.
5. We request that any **Medication Refills** be phoned in to your Pharmacy. The Pharmacy will then in turn contact us for authorization if necessary. Please allow 48-72 hours for any refill authorization. We do not refill medications on the weekend.
6. It is the policy of Charis Family Clinic to return all patient phone calls the same business day. However, calls left after 3pm may not be returned until the following business day. If you have "Caller-ID" of any kind, it will be necessary to unblock your phone in order to receive callbacks from our office.