



New Patient Welcome Packet
Adult



Greetings,

Welcome to Orchid Health! Our Health Clinics were founded on the belief that our state's rural communities deserve to have extremely high quality healthcare that is local, comprehensive, and takes the time to address what matters most to you.

Your care team will include your:

Primary Care Provider (PCP): Your PCP will help you think through important health decisions and may connect you with another member of the care team to make sure that you are getting the best care.

Medical Assistant (MA): Your Medical Assistant will often be the first person you talk with when you have a health concern and will work closely with your PCP to help support ongoing care both in and out of the clinic as needed.

RN Care Coordinator (RN): Your RN Care Coordinator will help you design a personalized Care Plan, including identifying your personal health goals, upcoming healthcare maintenance items and coordinating your care with internal and external care providers, including connecting you with important community resources.

Behavioral Health Consultant (BHC): Our Behavioral Health Consultant is available to help with any mental, emotional, or behavioral health needs that you may have. This may include making lifestyle changes, dealing with sadness or loneliness, or problems at home or school.

Enclosed are our patient registration forms. Please complete these forms to the best of your knowledge. Included is a *Medical Records Release Form*, which allows us to request your past medical records prior to your first visit. We ask that you complete this form and drop it off at our clinic as soon as possible. Additionally, a *Controlled Substance Agreement* must be signed before the prescription of controlled substances by Orchid Health providers.

In order for us to best serve you:

1. Please check in at the clinic 15 minutes prior to your scheduled appointment time.
2. Please bring your insurance card and your ID with you to your visit.
3. Please bring the bottles of any current medications you are taking.
4. If you need to cancel or reschedule your visit please provide us with 24 hours notice.

Oakridge: Clinic Phone # 541-782-8304

- We are located on Highway 58, right near the Pharmacy.
- Our hours of operation are: Monday, Tuesday, and Wednesday from 8am to 7pm and Thursday and Friday from 8am to 5pm. For after hours support, call our main clinic phone #.

Estacada: Clinic Phone # 503-630-8550

- We are located on the High School Campus, just to the right of the Estacada High School.
- Our hours of operation are: Monday and Tuesday from 8am to 7pm and Wednesday, Thursday, and Friday from 8am to 5pm. For after hours support, call our main clinic phone #.

FAQ - Frequently Asked Questions!

How do I make an appointment?

- Most people call our office to schedule an appointment.
- You can also request an appointment through our Patient Portal.

What is the Patient Portal?

- The Portal allows you to send messages directly to your Provider, instead of calling. It also allows you to see any lab and imaging results as soon as we receive them.
- You can find the portal link on our website: www.orchidhealth.org (upper right corner).
- Ask any of our staff for help. We can send you an email link or set you up when you come in.

What days and hours are you open?

- *Oakridge*: Monday, Tuesday, and Wednesday 8-7, Thursday and Friday 8-5
- *Estacada*: Monday and Tuesday from 8-7, Wednesday, Thursday, and Friday from 8-5

What if I need to reach someone after the office is closed?

- Easy! Use the same phone number you normally call and listen for the option to reach our After Hours Nurse Service.

How do I get my Prescription Refilled?

- The best FIRST step is to call your pharmacy and ask them for a refill - they will then contact us directly if needed.
- If you are having any difficulty, please call us so we can resolve it for you. (Or use the Patient Portal!)
- Any "controlled medication RX" needs to be given during an appointment. (This would include things like pain medication, certain anxiety or sleep medication, etc).

Can I have my blood tests drawn at Orchid?

- Yes, we draw labs for the patients who have *established* with us (even if ordered by others).

Do you do X-RAYS at Orchid?

- No, sorry, at this time, we do not have an X-RAY machine at any of our sites - but we can give you an order to do your test somewhere else.

How can I get my lab or X-RAY/imaging results?

- If you have a follow up appointment scheduled, then your provider is probably planning to review your lab results at that time, but we will call you with anything really important so nothing gets overlooked.

What if I am worried about paying for my visit or labs?

- We don't want money to stand in the way of your health care, so please talk to us about your concerns.
- Ask about our Sliding Fee Discount, too!

Do you see Kids? What about Babies? What about Seniors?

- Yes, Yes, and Yes!

ORCHID HEALTH REGISTRATION FORM

(Please print)

Legal Name: _____ Today's Date: _____
First - Middle - Last

Preferred name/name that you go by: _____

Legal Sex: Male/Female/Other Date of Birth (mm/dd/yy): _____ Social Security Number: _____

Mailing Address: _____ City: _____ State: _____ ZIP Code: _____

Home Phone: _____ Mobile Phone: _____ Consent to text? Yes No

Email: _____ Preferred communication method: _____

Preferred Language: _____

Race: (You can choose more than one if appropriate) White Black or African American Asian

American Indian or Alaska Native Native Hawaiian or other Pacific Islander Hispanic or Latino Origin

Ethnicity: Not Hispanic/Latino Hispanic/Latino Other _____

Emergency Contact Name: _____ Relationship: _____ Phone Number: _____

INSURANCE INFORMATION

(please bring your insurance card to our receptionist)

Please indicate primary insurance name: _____

Insurance ID #: _____ Group Number: _____

Name of SUBSCRIBER: _____ SSN: _____ Date of Birth: _____

Patient's relationship to subscriber: Self Spouse Child Other

Name of secondary insurance (if applicable): _____

Insurance ID #: _____ Group Number: _____

Name of SUBSCRIBER: _____ SSN: _____ Date of Birth: _____

Patient's relationship to subscriber: Self Spouse Child Other

PERSON Financially Responsible for Bills and Payment:

Relationship to patient: _____ Name: _____ DOB: _____

Mailing Address: _____ ZIP Code: _____ City: _____ State: _____

Best Phone Number: _____

CONSENT FORM

Consent for Treatment: I consent to medical treatment of medical services performed or prescribed by the attending or consulting medical providers at Orchid Health, and I agree to the performance of treatments or procedures which are considered necessary, routine, or advisable. An example of some treatments performed at Orchid:

- Routine physical exams, including sports physicals
- Early detection, diagnosis and treatment of illness and injury treatment of minor injuries
- Assessment and management of chronic health conditions
- Age appropriate reproductive health
- Routine lab tests and Immunizations
- Health education, counseling, and wellness promotion
- Prescription medications if appropriate
- Behavioral health services
- Referral for health care services not provided by Orchid Health

Authorization of Payment: I assign and authorize direct payment to Orchid Health of all insurance and plan benefits that are payable for service(s) I receive. I also authorize the release of any medical records necessary to allow the insurance company to pay for these services, within the guidelines of the HIPAA (Privacy) Laws. I fully understand that in the event my insurance company or financially responsible party does not pay for the services I receive, I will be financially responsible for payment. If I do not have an active insurance, I agree to pay for services at the time they are received.

Notice of Privacy Practices: I acknowledge receipt of Orchid Health's Notice of Privacy Practices. This notice can be found on our website under patient forms, is available at the clinic upon check-in, and is otherwise available to me at any time upon request.

Patient Rights and Responsibilities: I acknowledge receipt of Orchid Health's Patient Rights and Responsibilities. These can be found on our website under patient forms, is available at the clinic upon check-in, and is otherwise available to me at any time upon request.

Consent to Access Historical Prescription/Pharmacy Records, and to Reach out to local Hospital Networks to Access Health History Information: I authorize the release of my historical health information, as accurate information is necessary for the provision of accurate and quality medical care.

Consent to Call: I consent to receive calls from Orchid Health for my protected healthcare and other services at the phone number(s) provided to the practice, including my wireless number. I understand I may be charged for such calls by my wireless carrier and that such calls may be generated by an automated dialing system.

Patient or Authorized Representative Name (Please print) _____

If authorized representative please state relationship to patient _____

Signature _____ Date _____

AUTHORIZATION TO DISCLOSE INFORMATION

Patient Name: _____ Date of Birth: _____

Authorization to Disclose Information to Others:

Without specific permission, we will **not** release any medical information to anyone other than you. In some cases you may wish for another person to have access to your medical information. Please identify those individuals and their relationship to you (i.e. spouse, parent, son, daughter, partner etc.).

I give permission to release the following information to the individuals listed below:

- All health information about me created or received by Orchid Health, including medical records, case or medical management, billing, payment, claims and enrollment, mental health, developmental disabilities, AIDS/HIV testing information or test results, substance abuse and alcohol treatment, and genetic testing.
- All health information **except for:** mental health, developmental disabilities, AIDS/HIV testing information or test results, substance abuse and alcohol treatment, and genetic testing.

Name	Relationship	Phone Number

Permission for non-guardian to consent for child's medical treatment (if patient is under 15 y/o):

- I give permission for the above listed individual(s) to provide consent for treatment on my behalf and to accompany my child to their medical appointments.

Personal Communication Methods:

As our patient, we may need to communicate with you outside of our clinic. To assure your privacy, we would like you to indicate whether it is OK or not to leave medical information (such as normal lab results) on a voicemail if we are unable to reach you.

Home Phone # _____

- Do NOT leave messages
 May leave call back numbers only
 May leave messages with details

Mobile Phone # _____

- Do NOT leave messages
 May leave call back numbers only
 May leave messages with details

TERM: This authorization will remain in effect for a period of **one year**. I can revoke this authorization in writing (at any time) as described in the Orchid Health Notice of Privacy Practices.

Signature _____ Date _____

Relationship to Patient: _____

MEDICAL RECORDS RELEASE

Patient Name _____ Former Name (if any) _____

Current Address _____ D.O.B. _____
_____ S.S.# _____
City, State, Zip

Best Contact Phone _____

I Authorize Information Released FROM: (please print)

Clinic/Doctor's Name: _____

Address: _____

City, State, Zip: _____

Please Send My Records TO: (fax preferred)

Orchid Health Wade Creek

535 NE 6th Ave.

Estacada, OR 97023

Fax: (503) 630-8551

Phone: (503) 630-8550

Orchid Health Oakridge

47815 Highway 58

Oakridge, OR 97463

Fax: (541) 782-5823

Phone: (541) 782-8304

Purpose of Release

- Establishing New PCP
- Sharing Health Information (from Consultant/Specialist)
- Personal Use
- Legal

Type of Information To Be Released- Initial **ALL** that apply

___ **Complete** Medical Records ___ Include Mental Health Records ___ Include Confidential Records/HIV or other

___ Include Records relating to Drug or Alcohol Treatment: _____

___ Other (specify): _____

This authorization will expire one year from the date of the signature below.

I understand that I can change my mind about this authorization at any time by writing to the health care provider or to Orchid Health, but that any information already transferred will remain in our Confidential Medical Record System.

I also understand that:

- I am not required to sign this authorization and that my health care or payment for care will not be affected by my refusal.
- Federal privacy regulations will no longer apply to the information disclosed, and that Orchid Health may redisclose the information if it is relevant for consultation, or if you request we transfer your records to another location.
- I am allowed to receive a copy of this Authorization.

Signature _____ Date _____

Relationship to Patient: _____

New Patient Controlled Substances Policy Acknowledgement

For your protection, Orchid Health follows state and local prescribing guidelines for safely prescribing controlled substance medications (opiates, benzodiazepines and stimulants):

- Controlled substance medications will not be prescribed at your first clinic visit.
- Your previous medical records *must be received and reviewed* prior to the prescription of controlled substances.
- Medical records must be sent directly from your previous clinic to Orchid Health electronically or via fax (hand carried copies are not acceptable).
- If you currently take a daily opiate, benzodiazepine, or stimulant medication you can request a “bridge” prescription from your previous prescribing clinician until your assessment is complete.
- Orchid Health clinicians will not prescribe chronic opioid medications above 60 MED (“daily morphine equivalent dose”) for non-cancer related pain. If you are on a chronic opiate dose higher than this you will need to taper down before establishing care with Orchid Health (your previous prescriber can help you with this taper).
- To determine if chronic opiate use for non-cancer pain is appropriate, your assessment at Orchid Health will include a review of previous records and may include the administration of questionnaires regarding functional level, depression, anxiety, addiction risk and sleep quality. This information will be used to determine if continuation of chronic opiates is medically appropriate. We may determine that chronic opioid prescribing is not appropriate.
- A non-narcotic prescription trial may be required prior to any opioid medication being prescribed.
- A Controlled Substance Agreement, which allows for random urine drug screening, must be signed before the prescription of controlled substances by Orchid Health providers.

I, _____, have read the above information and acknowledge understanding of the Orchid Health New Patient Controlled Substances Policy.

Patient Signature

Date

New Patient Health History – Adult

Name _____ Date of Birth _____ Today's Date _____

Current Medical Concerns (what you would like to talk about today):

- 1. (most important) _____
- 2. _____

Please list any allergies you have to medications:

Name of Med	Reaction

Please list any medications that you currently take, including Over the Counter Medications, Herbal Supplements, or Vitamins (please write on back of page if needing additional space):

Name of Med	Dose	Directions (How often you take it)

Have you received the following immunizations (shots)? If yes, please indicate the approximate year received:

- Flu Shot No Yes Yr _____ Tetanus/Diphtheria No Yes Yr _____ Hepatitis A No Yes Yr _____
- Shingles No Yes Yr _____ Pneumonia Shot No Yes Yr _____ Hepatitis B No Yes Yr _____
- MMR No Yes Yr _____ Polio No Yes Yr _____ Other: _____ No Yes Yr _____

WOMEN: Is there a chance you are pregnant? No Yes

Have you been pregnant before? No Yes (How many times?) _____

When was your last menstrual period? _____

Have you ever had surgery? No Yes If YES, please list them (include the year if possible):

Any hospitalizations? No Yes If YES, please list them (include the year if possible):

Have you ever had any other serious injuries? No Yes If YES, please list them (include the year if possible):

Have you had any of these TESTS? If YES, please indicate when:

- Colonoscopy No Yes Year _____ Bone Density Test No Yes Year _____
- Pap Smear No Yes Year _____ Mammogram No Yes Year _____
- Heart Testing/Stress Test No Yes Year _____

PERSONAL HEALTH HISTORY

ADHD or ADD	No <input type="checkbox"/>	Yes <input type="checkbox"/>	Endometriosis	No <input type="checkbox"/>	Yes <input type="checkbox"/>
Alcoholism/Substance Abuse	No <input type="checkbox"/>	Yes <input type="checkbox"/>	Fibromyalgia	No <input type="checkbox"/>	Yes <input type="checkbox"/>
Allergies/Hay fever	No <input type="checkbox"/>	Yes <input type="checkbox"/>	Gout	No <input type="checkbox"/>	Yes <input type="checkbox"/>
Anemia	No <input type="checkbox"/>	Yes <input type="checkbox"/>	GYN Problems	No <input type="checkbox"/>	Yes <input type="checkbox"/>
Anesthesia Complications	No <input type="checkbox"/>	Yes <input type="checkbox"/>	HIV	No <input type="checkbox"/>	Yes <input type="checkbox"/>
Anxiety Disorder or Recurrent Anxiety	No <input type="checkbox"/>	Yes <input type="checkbox"/>	Heart Problems	No <input type="checkbox"/>	Yes <input type="checkbox"/>
Arthritis	No <input type="checkbox"/>	Yes <input type="checkbox"/>	Hepatitis C	No <input type="checkbox"/>	Yes <input type="checkbox"/>
Asthma	No <input type="checkbox"/>	Yes <input type="checkbox"/>	High Blood Pressure/Hypertension	No <input type="checkbox"/>	Yes <input type="checkbox"/>
Autism Spectrum Disorder	No <input type="checkbox"/>	Yes <input type="checkbox"/>	High Cholesterol	No <input type="checkbox"/>	Yes <input type="checkbox"/>
Bipolar or Schizophrenia	No <input type="checkbox"/>	Yes <input type="checkbox"/>	Kidney Stones	No <input type="checkbox"/>	Yes <input type="checkbox"/>
Birth Defects or Inherited Disease	No <input type="checkbox"/>	Yes <input type="checkbox"/>	Kidney or Bladder Problems	No <input type="checkbox"/>	Yes <input type="checkbox"/>
Blood Transfusion	No <input type="checkbox"/>	Yes <input type="checkbox"/>	Liver Disease	No <input type="checkbox"/>	Yes <input type="checkbox"/>
Cancer	No <input type="checkbox"/>	Yes <input type="checkbox"/>	Migraines	No <input type="checkbox"/>	Yes <input type="checkbox"/>
Chicken Pox	No <input type="checkbox"/>	Yes <input type="checkbox"/>	Muscle, Joint, or Bone Problems	No <input type="checkbox"/>	Yes <input type="checkbox"/>
Clotting Problems/bleed too much	No <input type="checkbox"/>	Yes <input type="checkbox"/>	Osteoporosis	No <input type="checkbox"/>	Yes <input type="checkbox"/>
Depression	No <input type="checkbox"/>	Yes <input type="checkbox"/>	Reflux/GERD	No <input type="checkbox"/>	Yes <input type="checkbox"/>
Developmental or Behavioral Disorders	No <input type="checkbox"/>	Yes <input type="checkbox"/>	Seizures/Epilepsy	No <input type="checkbox"/>	Yes <input type="checkbox"/>
Diabetes or Pre-Diabetes	No <input type="checkbox"/>	Yes <input type="checkbox"/>	Skin problems (Rashes/Changing Moles)	No <input type="checkbox"/>	Yes <input type="checkbox"/>
Diverticulitis/Diverticulosis	No <input type="checkbox"/>	Yes <input type="checkbox"/>	Stomach Ulcers or Swallowing Problems	No <input type="checkbox"/>	Yes <input type="checkbox"/>
Domestic Violence	No <input type="checkbox"/>	Yes <input type="checkbox"/>	Stroke or TIA	No <input type="checkbox"/>	Yes <input type="checkbox"/>
Ear Infections - Chronic	No <input type="checkbox"/>	Yes <input type="checkbox"/>	Thyroid Problems	No <input type="checkbox"/>	Yes <input type="checkbox"/>
Ear or Hearing Problems	No <input type="checkbox"/>	Yes <input type="checkbox"/>	Tuberculosis or Positive TB Test	No <input type="checkbox"/>	Yes <input type="checkbox"/>
Eating Disorder like Anorexia or Bulimia	No <input type="checkbox"/>	Yes <input type="checkbox"/>	Vision or Eye Problems	No <input type="checkbox"/>	Yes <input type="checkbox"/>
Eczema	No <input type="checkbox"/>	Yes <input type="checkbox"/>	Other:	No <input type="checkbox"/>	Yes <input type="checkbox"/>
Emphysema/COPD/Chronic Bronchitis	No <input type="checkbox"/>	Yes <input type="checkbox"/>			

SOCIAL HEALTH HISTORY

Please answer the following questions to help us better understand how we may best support you. The information you provide will be used by your health care team to develop a plan to help you maintain or improve your health and well-being in the areas that you choose.

What is something that makes you happy or that you're proud of?

Relationship Status: Married Divorced Single Widow(er) Other Partner

Employment Status: Working Unemployed Retired Intentionally Unemployed

What is (or has been) your usual occupation? (type of work) _____

Which of the following best describes your current living situation?

Live alone in my own home Live in a household with spouse/others Temporarily staying with a relative or friend
 Temporarily staying in a shelter or homeless Other

Do you have problems with pests, mold, or a lack of heat, water or other utilities where you live? Yes No

Is there anywhere you feel unsafe? Yes No Where? _____

If for any reason you need help with activities of daily living such as bathing, preparing meals, shopping, managing finances, etc., do you get the help that you need?

I need a lot more help I could use a little more help I get all the help I need I don't need any help

Within the past 12 months, my household or I were worried whether our food would run out before there was money to buy more. Often true Sometimes true Never true

In the past 12 months, a lack of transportation has kept me from medical appointments or from doing things needed for daily living. Often true Sometimes true Never true

Do you have someone you connect with easily if you need help, or just need to talk? Yes No

Have you fallen two or more times in the past year? Yes No

Have you completed an Advance Directive or POLST form? Yes No

During the past 4 weeks, how would you rate your health in general? Excellent Good Fair Poor

Smoking Status: Never smoked Former smoker Current every day smoker Current some day smoker

Tobacco years of use: _____ How many packs/day: _____

Do you use any other forms of Tobacco? Yes No Do you use E-cigarettes? Yes No

Would you like assistance in any of the above areas? Yes No

If Yes, please explain: _____

Is there anything else we have missed that you feel we should know about your health?