

NEW PATIENT PACKET



**ADVANCED
ADULT CLINIC**

Only the best care for your health!

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Welcome

Welcome to our clinic where your health is a priority. We aim to provide you with the compassionate, patient-centered, and evidence-based care you deserve. This packet contains information regarding the clinic provider, services, patient responsibilities, and other essential clinic policies. Also included are important medical forms and consents which you need to complete prior to your first visit.

Thank you for choosing Advanced Adult Clinic, Inc for your primary care needs. Rest assured that your well-being and healthcare information privacy is of utmost priority. We look forward to managing your health!

Our Provider

Dr. Archie P. Bella graduated with a Doctor of Medicine degree from the University of the Philippines. He then completed internship and residency training in Internal Medicine at Metropolitan Hospital in Manhattan, a New York Medical College (NYMC) affiliated institution, where he was given the “*Excellence in Medical Knowledge*” award by the NYMC consortium upon completion of his training in 2015. He immediately became board certified in the same year. He then worked as a hospitalist (dedicated in-patient physician) and during this time, he realized the shortage of good outpatient internist in the county and decided to open up his own practice despite the current challenges in the healthcare system, when a lot of practitioners are deciding to become part of a larger group. He still believes that ***at the center of medical care is the patient*** and that ***only by fostering good, consistent, respectful, and lasting patient-physician relationship, coupled with up-to-date and evidence-based medical knowledge, will there be truly a rewarding healthcare experience for both patient and provider.***

Our Services

Internal Medicine is the specialty that deals with a whole spectrum of medical issues, from the simple to the most complex. Our clinic provides preventive (also called wellness or routine check-up), diagnostic office visits, and routine chronic disease care.

****Preventive visit*** is done with the goal of preventing illnesses or detecting diseases before they become symptomatic. This is done by routine physical exams, labs, screening tests like mammogram or colonoscopy, and immunizations.

****Diagnostic office visit*** is done to address a particular problem or symptom you have or an abnormal laboratory or imaging finding that may have been found.

**Routine chronic disease care provides service to address and follow up on stable, long standing health issues you may have, such as high blood pressure, diabetes, high cholesterol, etc.*

It is important to understand the differences between preventive, diagnostic office, and routine chronic care visits, as the type of insurance coverage differs depending on which type of care you receive. For most cases, preventive services are covered at no cost to you while for diagnostic or chronic care visits, your usual co-pay or co-insurance applies. It is not uncommon to have all types of services be done at the same visit which may cause patient to incur co-pay charges. ***Please refer to your benefit plan to determine specifics regarding your coverage.***

Contacting the Clinic

You may call us at (661) 864-7292. Our office hours are Mondays thru Fridays from 9AM to 6PM. If you reach us after office hours, please follow voice prompt and leave a message with your full name and contact number and you will be contacted the following day.

The office address is at 1326 H St., Suite 1, Bakersfield CA 93301 (Fax # is (661) 489-4901; website is www.advancedadultclinic.com).

Prior to your first appointment, you will be provided our New Patient Packet and Forms through email; fax; or picked-up personally from our office. You may also download and print these packet and forms through our website.

Remember, in case of emergency, please call 911 immediately!

Your First Visit

*** Please complete the required forms and signed consents and return to us (via mail, fax or drop-off) at least one week prior to your appointment.** This allows the staff enough time to verify your insurance eligibility and to input your information into our electronic medical record system (EMR) facilitating your check-in process at day of appointment. If you are unable to do so, please arrive at least 30 minutes prior to complete the patient intake process.

* A release of Information form is included for your convenience. Please forward a copy to any medical providers whose records you wish to transfer to us for review. Please make every effort to have these records faxed over to us at (661) 489-4901 or bring these records with you to your appointment.

*** Please bring the following to your appointment:**

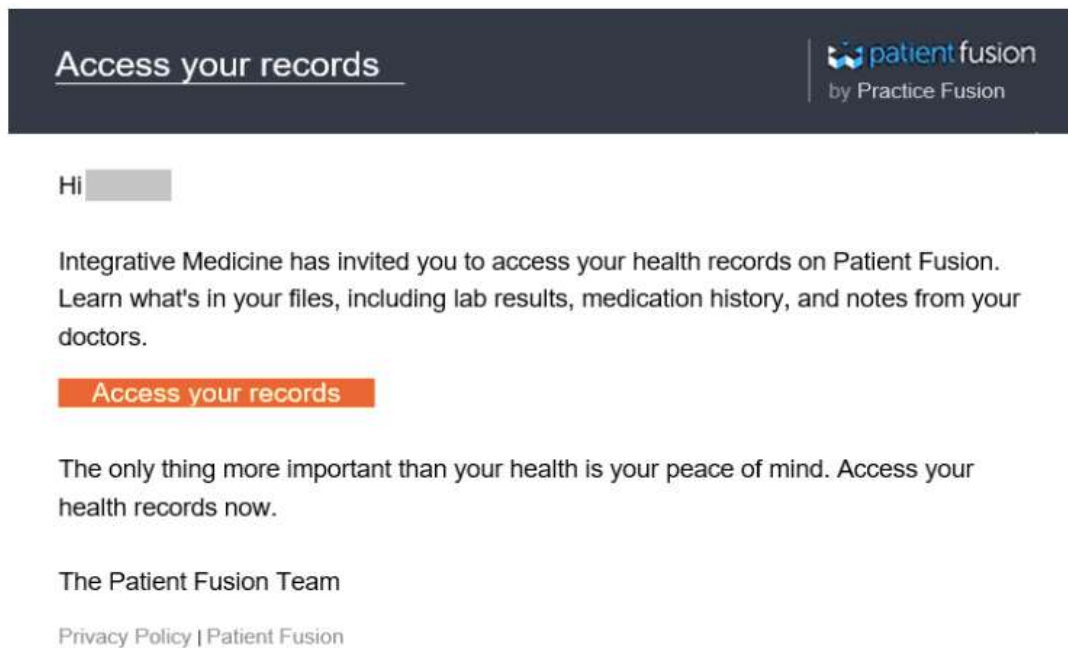
- a valid government issued ID (such as driver's license)
- insurance card
- co-pay, co-insurance, deductible payment (if you have one)
- medication bottles
- all patient forms and signed consents (if you have not forwarded earlier)
- immunization records
- diagnostic labs or imaging done in the past year

Patient portal / Subsequent visit

The practice uses an electronic medical record system known as *Practice fusion*. This EMR enables patients to access their record through a patient portal, the ***Patient fusion***. In here, you will be able to securely log in and view your diagnoses, medications, lab or imaging results, make appointment and check-in online prior to your visit.

***How does one register for *Patient fusion*?**

1. After your first visit, you will receive an invitation from our clinic via Patient fusion in the email you provide us. A sample email is shown below



2. Just click on ACCESS YOUR RECORDS and follow subsequent instructions accordingly.
3. Once registration completed, you will be able to log in and view your health record and make subsequent appointments or check-in online prior to your scheduled appointment.

*** For all subsequent visits, please do not forget to bring your valid ID, insurance ID, and payment for co-pay, co-insurance or deductible (if you have one).**

*** You are required to check-in online prior to or at the front desk at the time of your appointment. Should you choose to check-in during your visit, please arrive at least 15 minutes before your scheduled appointment.**

Rescheduling / Cancellation

* Please inform us **at least 24 hours** prior to your scheduled appointment should you wish to reschedule or cancel. This will provide us the opportunity to book other patients. Call us at (661) 864-7292 and speak with the staff to do so. For those who already have *Patient fusion* account, you may also reschedule thru the patient portal and wait for confirmation from us.

* If you miss, cancel or reschedule without notice OR with less than 24 hour notice, you will be subject to a \$25 cancellation fee which should be paid in full at time of your next scheduled appointment. Please understand that cancelling on short notice or with no notice prevents other patients from being seen during these times.

* If you miss 3 appointments in a 6 month period without prior notice, we reserve the right to discharge you from the clinic.

Patient Responsibilities

General Responsibilities

1 Provide accurate and complete personal information as requested in patient registration forms and questions about matters relating to your health.

2 Follow the treatment plan as recommended

3 Inform the clinic of any changes in health status, such as hospitalization.

4 Make informed decisions regarding treatment plans and ask questions about anything you

don't understand or need clarification.

5 Keep scheduled appointments, or always reschedule / cancel in a timely manner.

6 Follow rescheduling or cancellation policy as discussed above.

7 Accept financial obligations and understand your health insurance benefits.

8 Respect the rights of other patients and clinic staff.

Financial Responsibilities

1. It is your responsibility to determine your insurance coverage and financial obligations, such as co-pay, co-insurance and deductibles. As a courtesy to our patients, we will verify insurance coverage prior to every scheduled appointment.

-Medicare does not cover immunizations or injections. As of January 1, 2016, Medicare will enforce payment of a \$166 yearly deductible. These are not commonly paid by secondary insurance.

2. You are required to make full payment (co-pay, co-insurance, deductible if with insurance OR full clinic visit cost if self-pay) at every visit prior to being seen by the physician.

-The clinic will accept cash and credit card (VISA, Mastercard, Discover, Amex) as modes of payment. We do not accept checks at this time.

3. Understand the differences between preventive, diagnostic and chronic care visits and know what your insurance covers or does not cover and the financial obligations you have for each type of visit.

-As a courtesy, we will submit your claims and assist you to help get your claims paid. Your insurance company may need you to supply certain information directly. It is your responsibility to comply with their request. Please know that the balance of your claim is your responsibility whether or not your insurance company pays your claim

-If you have questions regarding billing, please contact our billing partner, MDBilling Associates Inc, at (661)840-8715.

4. It is your responsibility to inform us if there are any changes to your insurance coverage at any time before your visit to avoid incurring unnecessary charges. Any unpaid claims or balance caused by failure in doing so will be directly billed to you and must be paid prior to

being seen on your next appointment.

-If you are not able to make full payment at one time, please contact our clinic to discuss reasonable payment arrangements prior to scheduling your next visit.

5. In case of non-payment of bills, should collection proceedings or other legal action become necessary to collect an overdue or delinquent account, you understand that Advanced Adult Clinic, Inc has the right to disclose to an outside collection agency or attorney all relevant personal and account information necessary to collect payment for services rendered and you will be responsible for all costs of collection.

Medication Refill

* Generally, if you are running out of prescription medications (especially for chronic illnesses like hypertension), it usually means time to see the physician since appropriate number of refills are usually ordered to last until your next scheduled appointment.

* If you run out of prescription medications prior to your scheduled visit, **please contact your local pharmacy** to request refill. There are two ways the pharmacy can send us the request: 1) Electronically through our EMR, Practice fusion, which is the preferred route and the fastest way to obtain refill, AND 2) Through fax at (661)489-4901.

* Patients with chronic illnesses will not be allowed refills if not seen in the clinic for 3 or more months (unless specified by the physician). Please schedule a follow up visit since exam or lab check may be needed to verify appropriateness of some medications.

* Please be on top of your medications and always check if you are running out. Contact your pharmacy at least 3-5 days before you run out of meds.

* No prescription refills will be made after office hours, on weekends and holidays.

Controlled Drug Substances

Drug Substances are agents or medications which may have the potential for abuse. Examples are narcotics, opioid pain medications, stimulants like amphetamines, and anxiolytics like Xanax.

We prefer that patients should see a Pain Specialist for conditions requiring long-term use of narcotics and a psychiatrist for chronic anti-anxiety medications.

We are extremely selective in prescribing addictive medications of any type and will prescribe

such medications only if truly medically necessary and only for a short period of time with close supervision.

We enforce this policy strictly and make no exceptions. Unwillingness to follow our medical recommendations concerning the use of addictive medications will result in dismissal from the practice.

Additional Practice Related Fees

- \$25.00 Fee - Request to complete Life, Disability, FMLA, & various other types of independent health forms. Please note that an appointment may be required depending on the form and the type(s) of information requested.
- \$15.00 clerical processing fee plus \$0.25 per page for paper printed request of medical records. Additional postage fee if to be mailed to the patient. If request is via CD, there is a flat fee of \$15. Please note that a written request from patient is required prior to release of any record. Please allow 10-14 business days for processing of such request.