# Welcome to New England Reproductive Medicine and Surgery!

Where we are dedicated to continually providing you with the best care, in the comfort of a small practice setting.

Our general process to best assess your specific needs/issues/concerns is as follows:

1. Have an initial consultation with Dr. Clark
2. Have imaging done in our office
3. Have lab work done (if needed)
4. Follow up with a discussion about testing results and the options for moving forward
5. A. Follow up with a surgical discussion, if surgery is the chosen pathway
   B. Follow up with a fertility discussion, if fertility treatment is the chosen pathway
   C. Follow up with a return visit and/or an ultrasound as determined by you and Dr. Clark, if neither of the above treatment pathways are chosen

***Questions To Ask Your Insurance Company - Prior to Your Initial Consultation:***

**We do our best to understand your insurance as applicable to our services, however, please be advised that it is your responsibility to know and understand your insurance coverage.**

The following are some questions to ask your insurance company regarding what you will/may be having done to treat your needs/issues/concerns with us:

1. Do I need a **PCP referral or authorization** for visits with Dr. Clark? Dr. Clark is a specialist, so some insurance plans require authorization to see him unlike what they may or may not require for a general gynecologist.
   a. Dr. Clark's NPI #: 1467159795
   b. NERMAS' NPI #: 1700215670
2. Do I have coverage for? (Below are some of the possible testing and treatments that you may receive from our office)
   a. Sonohysterograms (SHG) and Pelvic Ultrasounds (GYN scan)
   b. Blood Draws and Labs
   c. Medications (such as: Lupron, Letrozole, Myfembree, Oriahnn, Orilissa)

   *If yes for any of the above:
   - **Do I need an <u>authorization</u> for these treatments/services beyond office visits?**
   - **Do I have <u>copays</u> on these services in addition to office visit copays?**
   - **Do I have <u>deductible</u> that applies to these services?**
   - **Do I have a percentage of <u>coinsurance</u> that applies to these services?**

If you have not already provided a copy of the front and back of your current insurance card and ID, please include a copy of each when you return this packet completed (files are accepted in the form of .pdf or .jpeg).

We look forward to helping you achieve your healthcare & well-being goals!

22 West Street, Suite 25 (2nd Floor), Millbury MA 01527
P: (508) 917 – 6720
F: (508) 917 – 6721
E: talktous@nermas.com

New England Reproductive Medicine and Surgery LLC

Intake Form

**Name:** _____ **Date of birth:** _____
**Address:** _____
**Preferred Pharmacy:** _____ **Address:** _____
**Primary Care Provider:** _____ **Referring Provider:** _____

**Medications/supplements: list name(s) and dosage below,** attach additional sheet if necessary.

_____
_____
_____

**Allergies: list name(s) and reactions below,** attach additional sheet if necessary.

_____
_____
_____

**Social History:** (select one) ____ Married ____ Partner ____ Single ____ Divorced
Are you safe? ____ Yes ____ No
Who do you live with? _____
What do you do for exercise? _____
What do you do for work? _____
What tobacco/nicotine products do you use? _____
Did you use tobacco/nicotine products in the past? ____ Yes; When? _____ ____ No
Do you drink alcohol? ____ Yes; How often? _____ ____ No
What other drugs do you use? _____

**Mental Health History**:
Do you/did you experience anxiety?
____ Yes; What treatments? _____ ____ No
Do you/did you experience depression?
____ Yes; What treatments? _____ ____ No
Do you/did you experience mood issues?
____ Yes; What treatments? _____ ____ No
Were you hospitalized for anxiety, depression and/or mood issues? ____ Yes ____ No

**Family History**:
Mom Alive? ____ Yes ____ No; Age at death: _____
Mom's Medical history: _____

Dad Alive? ____ Yes ____ No; Age at death: _____
Dad's Medical history: _____

Mother's Mother Alive?____ Yes ____ No; Age at death: _____
Mother's Mother's Medical history: _____

New England Reproductive Medicine and Surgery LLC

Intake Form

**Name:** _____ **Date of birth:** _____

Mother's Father Alive? ____ Yes ____ No; Age at death: _____
Mother's Father's Medical history: _____

Father's Mother Alive? ____ Yes ____ No; Age at death: _____
Father's Mother's Medical history: _____

Father's Father Alive? ____ Yes ____ No; Age at death: _____
Father's Father's Medical history: _____

Sister(s) Alive? ____ Yes ____ No; Age at death: _____
Sister(s) Medical history: _____

Brother(s) Alive? ____ Yes ____ No; Age at death: _____
Brother(s) Medical history: _____

Daughter(s) Alive? ____ Yes ____ No; Age at death: _____
Daughter(s) Medical history: _____

Son(s) Alive? ____ Yes ____ No; Age at death: _____
Son(s) Medical history? _____

**Surgical History:** attach additional sheet if necessary.

_____
_____
_____

**Medical Problems:** attach additional sheet if necessary.

_____
_____
_____

New England Reproductive Medicine and Surgery LLC

Intake Form

**Name:** _____ **Date of birth:** _____

**Gynecological History**:
First period occurred at _____ years old
Date of last period: _____
Cycles are: ____ regular ____ irregular
Cycle length is: ____ 28-30 days ____ >30 days ____ <28 days
Cycle flow is: ____ light ____ heavy
Pain with: ____ periods ____ sex ____ urination ____ BMs ____ other: _____
History of: ____ endometriosis ____ cysts ____ fibroids ____ pelvic inflammatory disease
____ sexually transmitted infections
Pregnancy, number of: pregnancies ____ living children ____ full term births ____ premature births ____
stillbirths ____ c-section(s) ____ spontaneous miscarriage(s) ____ therapeutic abortion(s) ____

**PAP Smear history:**
____ Never had a PAP done (if checked, skip the next 3 questions)
Have you ever had an abnormal PAP?
____ Yes; When? _____ ____ No
Have you had a PAP within the last 3 years?
____ Yes; When? _____ ____ No; When? _____

Where/with whom did you have your last PAP done? _____

### *Authorization to Treat*

I voluntarily give my permission to the healthcare providers of ***New England Reproductive Medicine and Surgery, LLC*** and such assistants and other healthcare providers as they may deem necessary to provide medical services to me. I understand by signing this form I am authorizing them to treat me for as long as I seek care from ***New England Reproductive Medicine and Surgery, LLC*** providers or until I withdraw my authorization in writing.

### *HIPAA Privacy Policy*

I acknowledge that I have read and understand the 'Notice of Privacy Practices' and that ***New England Reproductive Medicine and Surgery, LLC*** has offered access, via their website at www.nermas.com, to a copy of their 'Notice of Privacy Practices' in compliance with current HIPAA regulations.

### *Release of Information and Assignment of Benefits*

I hereby authorize ***New England Reproductive Medicine and Surgery, LLC*** to release any information acquired in the course of my examination or treatment to the insurance company or any other party involved in reimbursement for the claim. Additionally, I hereby authorize payment directly to ***New England Reproductive Medicine and Surgery, LLC*** of the medical and/or surgical benefits, if any, otherwise payable to me for the services as described.

### *Authorization for Disclosure of Information*

Our providers and/or staff may need, from time to time, to contact you. We would likely be contacting you about appointments as well as communicating information with you concerning your healthcare and financial responsibilities. Please provide us with the following information so that we can best interact with you and get our message to you:

**Method of contact (check all that you approve)** _____cell _____home

**Preferred Phone Number:** _____

If there is someone other than yourself that you would like us to be able to share your healthcare information with, please provide us with their information:

Name: _____ Relationship: _____ Phone #: _____

Name: _____ Relationship: _____ Phone #: _____

If there are healthcare providers that you would like us to be able to share your healthcare information with, please provide us with the following information. (Check all that you approve. If another provider, please provide their name):

____ **Referring** Provider on file ____ **Primary Care** Provider on file ____**Other** Provider:_____

### *Authorization of Secure Telemedicine Communication*

We are delivering telemedicine services for certain appointments through **doxy.me™** to continue our dedication to providing exemplary care for our patients. This platform meets the HIPAA requirement of a HIPAA-secured platform and will require that you have access to both email and the internet.
By providing your preferred email address, you are accepting and authorizing this platform as a means of communication and access to **New England Reproductive Medicine and Surgery, LLC services**.

**Preferred email address**: _____

**By signing below, I understand, agree with, and authorize the above five statements.**

_____ _____
Printed Name of Patient Signer's Relationship to Patient, if other than Self

_____ _____
Signature of Patient / Guardian Date

## *Financial Policy*

- Notification of new insurance (including a copy of the front and back of your new card) must be provided no less than **TWO (2) business days** before a scheduled appointment; otherwise, full self-payment for the appointment will be collected at check-in. This information can be emailed to our general email address: talktous@nermas.com.
- ***Estimated copays/deductibles/coinsurance*** and ***full payment for self-pay services*** **are due prior to or at check-in for all appointments**.
- **Cost Estimates:** will be provided for anything estimated to be due beyond your copay, based on your insurance plan. These will be sent to you prior to your appointment via Square. Should you opt out of email communication (see our email consent on page 8 for more information), please be aware that you are opting out of receiving these prior to your appointment; you will instead be provided with a paper copy at the time you check-in for your appointment.
- **Payment:** is accepted by **card** or **cash**. A $10 assessment fee is charged for every declined card payment attempt.
- **Account Balances:** payment is **due upon receipt** of your statement - made available on your patient portal and sent electronically via Square, unless you have opted out of email communication (see our email consent on page 8 for more information) then yours will be mailed.
- **Refunds of Overpayments:** are queued for processing upon **your request**, as applicable, and are provided in the form of a paper check.
- Payment for all services, including healthcare forms (i.e. PFMLA or short-term disability), that are not covered by your insurance plan is your responsibility.

## *Appointment Policy*

We make every effort to accommodate you and your needs. We greatly appreciate your cooperation in assisting us to make this a smooth process. The time we have set aside for your appointment is valuable, which is why a system-generated email is sent 24-48 hours prior to your appointment for confirmation. We require you to be on time to your appointment; if not, we will immediately reschedule your appointment.

If you need to cancel or reschedule your appointment, we request that you contact us immediately. *There is a $50 charge for every appointment that you no-show*. After two (2) appointments for which you did not notify us in advance, you will be discharged from our practice. Additionally, we understand that there are circumstances that may cause you to be late for your scheduled appointment. If this happens, *please contact the office at (508) 917-6720 or talktous@nermas.com*.

**By signing below, I certify that I have read, fully understand, and agree to the terms of the Financial Policy and the terms of the Appointment Policy.**

_____ _____

Printed Name of Patient | Signer's Relationship to Patient, if other than Self

_____ _____

Signature of Patient / Guardian | Date

New England Reproductive Medicine and Surgery LLC

# Illness Protocol Consent

We have created our ILLNESS/COVID-19 protocol based on CDC guidelines and the Massachusetts Department of Health in an effort to keep our patients, providers and staff safe. Please note that this protocol is subject to change.

1. Masks are appreciated, but not required.

2. If you have any symptoms of illness prior to an in-office visit, please contact us immediately as we will advise you on the next steps as they relate to your appointment. We may need to reschedule your upcoming visit.

    - If COVID positive, you are required, per CDC COVID guidelines, to quarantine until symptoms subside. ****PLEASE REFER TO CDC.GOV FOR A FULL LIST OF SYMPTOMS****
    - If COVID negative, but known exposure, please wear a mask for the safety of all patients and/or staff.

3. If you test COVID **positive** prior to any scheduled surgery, it will be rescheduled for at least 14 days from your first negative test. We will advise as to how testing should be done, as needed/as applicable.

*Note: If you must bring someone with you to your appointment, our protocol applies to that person as well*

If at any point you have questions regarding this protocol, please contact the office:

- Phone: (508) 917 – 6720
- Email: talktous@nermas.com

**By signing below, I understand the above, acknowledge receipt of this document, agree to adhere to the protocol as outlined above, and understand that this protocol is subject to change.**

_____ _____

Printed Name of Patient | Signer's Relationship to Patient, if other than Self

_____ _____

Signature of Patient / Guardian | Date

## Authorization for E-Mail as a Communication Means

We at New England Reproductive Medicine and Surgery, LLC (hereafter known as NERMAS) respect your right to confidential communications as well as your right to direct how communication occurs. We offer communication via e-mail as a convenience. Since e-mail is inherently not secure, we will only communicate with you via e-mail with your written authorization. This communication could contain information about appointments, financial responsibilities, and care coordination activities. This communication method also includes e-mails NERMAS generates to you via Square and Meditouch/Nextgen. We will limit information sent via e-mail to the minimum necessary.

### Acknowledgements

E-Mail Risks: I understand that these e-mails will not be encrypted and the risk of exposure of my health information exists. These e-mails can be inadvertently misdirected by the sender or intentionally intercepted by third parties. NERMAS cannot and does not guarantee the security of these e-mails, nor is it responsible for e-mails that are lost due to technical failure during transmission and/or storage.

Privacy and Confidentiality: I understand that the content of an e-mail may be viewed by any person who has access to my computer/phone. The use of electronic communication means that my confidentiality cannot be guaranteed according to HIPAA regulations.

Ending E-Mail Communication: I understand that I may revoke at any time the authorization thereby ending e-mail communications with NERMAS. The revocation must be in writing via email or by letter notifying NERMAS. The notification to end e-mails will not impact any e-mails that have already been initiated at the time of my notification.

Change in E-Mail Address: I understand that it is my responsibility to notify NERMAS when my e-mail address changes.

Timeframe of E-Mails: I understand that this authorization is valid only while in a treatment relationship with NERMAS.

Purpose of E-Mails: NERMAS does not encourage e-mail for purposes other than routine communication. I understand that if e-mail is chosen to be used in the event of an emergency or an urgent request, contact must also be made via phone to the office.

Check **ONLY ONE** option below:

I confirm I have read and understand the above Acknowledgements and I hereby:

____ ***Authorize*** NERMAS to communicate with me via e-mail to the authorized e-mail address provided:

_____

____ ***Decline*** e-mail messages as a communication means with NERMAS. I understand that by doing so I have also opted out of appointment reminders, paperless statements, and paperless visit summaries/flowsheets.

_____ _____

Printed Name of Patient Date of Birth

_____ _____

Signature of Patient / Guardian Date