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#### Dear New Patient-

Thank you for choosing Affiliated Urologists, Ltd an affiliated of Arizona Oncology Associates and welcome to our practice. Our mission is to provide you the highest quality Urological care with compassion, efficiency and professionalism. Please take a moment to read the information below to answer frequently asked questions.

## Parking-

<u>Central & Camelback- 5133 N. Central Ave Suite 206 Phoenix, AZ 85012</u> There is parking in front of the building, as well as near the "Circle K." You may take the elevator up to the 2<sup>nd</sup> floor, or there are two sets of stairs on either side of the building. <u>Tatum- DESERT RIDGE- 20940 N. Tatum Blvd Suite 125 Phoenix, AZ 85050</u> Parking is located around the building. When you enter the building, make a right and we are down the hall on the right-hand side.

<u>Scottsdale-</u> 3501 N. Scottsdale Road Suite 246 Scottsdale, AZ 85251 Parking is located around the building. We are located on the second floor.

<u>Sonoran - 33300 N. 32nd Ave Suite 201 Phoenix, AZ 85085</u> Parking is located around the building. We are located on the second floor in the HonorHealth office.

<u>Biltmore- 2222 E. Highland Suite 400 Phoenix, AZ 85016</u> We are located in the "Arizona Oncology" suite on the 4<sup>th</sup> floor. Parking is available around the building as well as a parking garage behind the building. We are only at this location on Thursday afternoons & Friday mornings.

<u>Arrowhead-</u> 6320 W. Union Hills Drive Suite B1600 Glendale, AZ 85308 Parking is located around the building. We are located on the first floor.

## **Registration Packet-**

We will email you the new patient paperwork prior to your visit or you can print it off of our website. Please fill out the packet and bring it in to your appointment. If you did not receive or are unable to fill out the paperwork, please come in 30 minutes from cancionable in the patient Portal by expositing your cancionable in address of our well receive an indicate with your longitory interpretable for small by expositionable for smart phones to our portal is <a href="https://health.healow.com/affiliatedurologists">https://health.healow.com/affiliatedurologists</a> There is also an app available for smart phones healow by eClinicalWorks.

## **About Us-**

Please visit our website at <a href="www.affiliatedurologists.com">www.affiliatedurologists.com</a> to find out more about our Practice. If you would like to schedule future appointments online, you can do so through Zoc Doc. A link is available on our website. We are affiliated with Arizona Oncology Associates. Billing statements will be sent via Arizona Oncology's Central Business Office.

### Insurance-

Please bring your Insurance Card(s) to your appointment. It is important that you have your correct insurance information at the time of your appointment and to notify our staff if your insurance coverage changes. *Co-pays, deductibles and co-insurances are due at the time of service*. If a referral is needed from your Primary Care Physician, please ensure they are informed of your upcoming visit. If a surgery is scheduled, we will contact your insurance to verify benefits and call you to arrange payments for out of pocket costs.

## Office Hours-

Our phone hours for both locations are from 8:00 am- 5:00 pm Monday- Thursday with lunch taken between 12:00-1:00pm. We do close at 1:00pm on Friday's; however, our phone lines are open for an emergency. We always have a doctor on call 24/7. If you need to speak with your physician urgently, please call our main line and you are able to page the on-call physician. Non urgent prescription refills will not be filled after hours.

### Lab and Lab testing-

We have an on-site Sonora Quest phlebotomist at our Central location for your convenience. Sonora Quest is a separate entity and lab services will be billed separately through Sonora Quest. If your insurance is not contract with Sonora Quest, we will send your lab work to Lab Corp. Please be aware we do not have any access to Sonora Quest billing and are unable to adjust the bill on your behalf. You always have the option of taking the order to a Lab facility of your choice. Ask the Medical Assistant and they will be happy to give you a copy of your lab order.

## Pathology-

If you have any Pathology services performed, we will send it out to a Pathologist for reading. The Pathologist will send us back a report with their findings. The Pathologist will bill for his services separately.



# **NEW PATIENT REGISTRATION & HISTORY FORM**

Date:/La	st Name:	First Name:	Date of Birth://
Phone Number(s)	May we leave Pro	otected Health Information & results on	this voicemail? Yes No
Phone Number(s)May we leave Protected Health Information & results on this voicemail? Yes I			
Social Security Number:	Email:		Occupation:
Mailing Address:		City,	/Zip
Race/Ethnicity:	Language:	Primary Care Doctor	
Physician who referred y	ou here:	Cardiologist:	
Pharmacy Name:	Phone:	Cross streets:	
Primary Insurance:	Ins ID #:	Policy Holder Na	me/DOB:
Secondary Insurance:	Ins ID #:	Policy Holder Na	ime/DOB:
How did you hear about	our practice?		
Height:ftin W	/eight:lbs Do you ha	ve a pacemaker or any implantable	devices?  Yes  No
HISTORY OF PRESENT When did this issue sta		occurred before?	If yes, when?
Anything else you'd like			
ILLNESS/MEDICAL CO	NDITIONS : have any medical illnesses,	Example: (diabetes, breast cance	r, heart disease, etc.)
Medical Condition	Year	Medical Condition	Year
MEDICATION- please	list all medications or fe	el free to attach a list	
•	OT currently taking any med		
Name of Medication &	Dose Date started	Name of Medication & Dose	Date started
			<del></del>

ALLERGIES- please list allergie	s and year you	encountered the allergy	
Check here if you have No Known	Drug Allergies		
Name of Medication/Food	Date	Reaction	
PREVIOUS SURGERIES:			
Check here if you have not had an	v prior curgory		
-	Month/Year	Surgone	Month/Year
Surgery:	iviolitily real	Surgery:	Worth Tear
	<del></del>	<del></del>	
DDEVIOUS LICEDITUIZATIONS			
PREVIOUS HOSPITILIZATIONS:		tions	
Check here if you have not had an			NA
Reason :	Month/Year	Reason:	Month/Year
EANILY MEDICAL HISTORY ***	tak all a satawa tila a sa ta		Di \**
Children (#):		n your immediate family: (i.e. Diabetes, Cancer, Hea Medical Problems?	art Disease, etc.)
Brothers (#):		Modical Problems?	
Sisters (#):	-	ledical Problems?	
Mother: Age		/ledical Problems?	
Father: Age		леdical Problems?	
SOCIAL HISTORY:	Married Sig	ngle Divorced Widowed Signifi	cant Other
		_	cant Other
Do you or have you ever smoked o		hat year did you quit smoking?	
How many packs of cigarettes do y			
		Tobacco Smoke Cigarette Pipe Smoke	er
		year? Yes No (0 point)	
If yes, how often did you have a dr			
☐ Monthly or less (1 pt) ☐ 2-4 tir	mes per month(2p	ts) $\square$ 2-3 times per week(3pts) $\square$ 4 or m	ore times a week(4 pts)
		y when you were drinking in the past year?	
		6 drinks (2pts) $\square$ 7 to 0 drinks (3 pts) $\square$ 1	.0 or more drinks (4pts)
If Yes, how often did you have 6 or		<u> </u>	
		nthly (2pts) Weekly (3 pts) Daily or a	imost daily (4pts)
Have you been exposed to se			
Type of Disease(s)	Year	Type of Disease(s)	Year
Have you previously received an in	 ıfluenza immuniz <i>a</i>	tion (flu shot)? Yes No Date (	 (most recent):

## **REVIEW OF SYSTEMS**-PLEASE MARK A (X) IN THE SPACES PROVIDED IF YOU EXPERIENCE THE BELOW CONDITIONS

1) General	Х	1) Neurological	X	9) Psychological	Х
Fever		Dizziness		Anxiety	
Fatigue		Muscle Weakness		Depression	
Weight Loss		Numbness		Memory Loss	
2) Cardiovascular	Х	2) Endocrine	Х	10) Hematologic	Х
Chest Pain		Cold Intolerance		Abnormal Bruising	
Heart Palpitations		Excessive Thirst		Abnormal Clotting	
Swelling of Feet		Heat Intolerance		Anemia	
3) Respiratory	Х	3) Musculoskeletal	Х	11) Eyes	Х
Shortness of Breath		Back Pain		Blurred Vision	
Cough		Joint Pain		Double Vision	
Sleep Apnea		Muscle Cramps		Irritation	
4) Gastrointestinal	Х	4) Integumentary(Skin)	Х		
Abdominal Pain		Dryness			
Constipation		Itching			
Nausea		Skin Rash			

## **E-PRESCRIBING CONSENT FORM**

ePrescribing is defined as a physician's ability to electronically send an accurate, error free, and understandable prescription directly to a pharmacy from the point of care. Congress has determined that the ability to electronically send prescriptions is an important element in improving the quality of patient care. ePrescribing greatly reduces medication errors and enhances patient safety. The Medicare Modernization Act (MMA) of 2003 listed standards that have to be included in an ePrescribe program. These include:

**Formulary and benefit transactions** — Gives the prescriber information about which drugs are covered by the drug benefit plan.

**Medication history transactions** - Provides the physician with information about medications the patient is already taking to minimize the number of adverse drug events.

**Fill status notification** - Allows the prescriber to receive an electronic notice from the pharmacy telling them if the patient's prescription has been picked up, not picked up, or partially filled.

By signing this consent form you are agreeing that Affiliated Urologists, Ltd an affiliated of Arizona Oncology Associates can request and use your prescription medication history from other healthcare providers and/or third party pharmacy benefit payors for treatment purposes.

Understanding all of the above, I hereby provide informed consent to Affiliated Urologists, Ltd an affiliated of Arizona Oncology Associates to enroll me in the ePrescribe Program. I have had the chance to ask questions and all of my questions have been answered to my satisfaction.

Patient or Personal Representative Signature: _	Date:	
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# International prostate symptom score (IPSS)

Name:	DOB:	Date:

	Not at all	Less than 1 time in 5	Less than half the time	About half the time	More than half the time	Almost always	Your score
Incomplete emptying Over the past month, how often have you had a sensation of not emptying your bladder completely after you finish urinating?	0	1	2	3	4	5	
<b>Frequency</b> Over the past month, how often have you had to urinate again less than two hours after you finished urinating?	0	1	2	3	4	5	
Intermittency Over the past month, how often have you found you stopped and started again several times when you urinated?	0	1	2	3	4	5	
<b>Urgency</b> Over the last month, how difficult have you found it to postpone urination?	0	1	2	3	4	5	
Weak stream  Over the past month, how often have you had a weak urinary stream?	0	1	2	3	4	5	
<b>Straining</b> Over the past month, how often have you had to push or strain to begin urination?	0	1	2	3	4	5	

	None	1 time	2 times	3 times	4 times	5 times or more	Your score
Nocturia Over the past month, how many times did you most typically get up to urinate from the time you went to bed, until the time you got up in the morning?	0	1	2	3	4	5	

# Total IPSS score

Quality of life due to urinary symptoms	Delighted	Pleased	Mostly satisfied	Mixed – about equally satisfied and dissatisfied	Mostly dissatisfied	Unhappy	Terrible
If you were to spend the rest of your life with your urinary condition the way it is now, how would you feel about that?	0	1	2	3	4	5	6



#### **FINANCIAL POLICY:**

Thank you for choosing Affiliated Urologists as your healthcare provider, an affiliate of Arizona Oncology Associates. We are committed to building a successful physician-patient relationship with you and your family. Your clear understanding of our Patient Financial Policy is important to our professional relationship. Please understand that payment for services is a part of that relationship. Please ask if you have any questions about our fees, our policies, or your responsibilities. It is your responsibility to notify our office of any patient information changes (i.e. address, phone number, name, insurance information, etc.)

Because insurance coverage varies, it is important that you understand your individual health plan and what it covers, including deductibles, coinsurance and copays. We recommend that you call the customer service number on the back of your insurance card for any questions regarding your health insurance plan.

Patient Financial Responsibilities: We will bill your primary insurance company and any secondary insurance as a courtesy to you. In order to properly bill your insurance company, we require that you disclose all insurance information, including primary and secondary insurance plans, as well as any change of insurance information. Failure to provide complete insurance information may result in patient responsibility for the entire bill. We do our best to estimate your financial responsibility up front, but please understand this is only an estimate. Although we may <a href="mailto:estimate">estimate</a> what your insurance company may pay, it is the insurance company that makes the final determination of your eligibility and benefits.

**Copayments, Coinsurance, and Outstanding Balances:** Copayments, coinsurance, deductibles and balances not covered by insurance are due prior or at the time services are rendered. Inability to pay at the time of service may result in having to reschedule your appointment. Payment can be made by check, cash, MasterCard, VISA, and Discover.

We cannot waive co-payment, deductibles, co-insurance or any service amounts defined as patient responsibility under the terms of our contractual agreement with your insurance plan. We are required to bill for services rendered. You will be asked to pay on any estimated out of pocket costs and past due balances at the time of check-in.

Account Balances: Our Arizona Oncology Associates billing office will provide you with a monthly statement of all account activity including our charges, payments and contractual adjustments from your insurance carrier along with payments made by you. Please be aware that you will be charged a returned check fee for all payments, made by a personal check, that have been returned by your backing institution uncashed due to insufficient funds or stopped payment. Please note that failure to pay outstanding balances that are your responsibility may result in having to reschedule future appointments until balances are resolved. In addition, any unpaid delinquent balance may (a) delay scheduling of future appointments (b) result in your account being forwarded to a collection agency or collection attorney of our choice (c) reporting you to one or more third-party credit reporting agencies, and (d) termination from the practice.

**Referrals:** Certain insurance plans require referrals to see a Specialist. It is your responsibility to obtain a referral from your primary care physician. Referrals must be presented at the time services are rendered, if applicable. As a courtesy, Affiliated Urologists will make efforts to obtain referrals and prior authorizations on your behalf. If you need to have a referral faxed to us, our office will provide you with our fax number. If your insurance plan requires you to have a referral or other authorization, and you fail to provide that to us, your appointment will be rescheduled or your claim for that date of service will be processed via optout benefits, if applicable.

Surgical procedures: You will be required to make arrangements to pay estimated out-of-pocket costs associated with your surgical procedure prior to services being rendered. The amount you will be required to pay will be determined based upon your individual insurance plan and will include any deductibles, co-payments and co-insurance which your insurance carrier indicates that you will owe. We do our best to estimate your financial responsibility up front, but please understand this is only an estimate. In addition, you will be required to make arrangements to pay any other outstanding balances that you may owe to us at that time. Failure to do so may result in rescheduling. You may receive separate bills for services related to your surgical procedure provided by non-Affiliated Urologists/outside providers and facilities. This includes Hospital fees, anesthesiology fees, surgical assist fees, laboratory fees, and/or radiology fees.

**For self-pay patients**, payment is due at check-in. The account balance is expected to be paid in full. We do our best to estimate your financial responsibility up front, but please understand this is only an estimate.

Diagnostic Testing: During the course of your medical treatment with Affiliated Urologists, including your office visit and/or surgical procedure, your urologist may request that a tissue, blood or urine specimen be obtained for the purpose of diagnostic testing. This testing is being performed in order to assist your urologist in the diagnosis and management of your urologic condition. Depending upon the requirements of your insurance coverage, these specimens may be processed at Affiliated Urologists in-house pathology laboratory or at a third-party laboratory, for example Quest or LabCorp. The costs of these laboratory tests vary depending upon the nature and complexity of each test. The cost for a diagnostic test, including the cost that you will be required to pay, if any, depends on your insurance carrier and the type of insurance coverage you have. Please note: 1) All charges for specimens processed at Affiliated Urologist's laboratory will be included in the statement you receive from Arizona Oncology Associates. 2) Charges for specimens processed at a third-party laboratory will be billed to you directly by that laboratory.

**No Show / Same Day Cancellation Policy:** A \$25 missed appointment fee will be charged to you for any missed appointment where you fail to cancel a scheduled appointment at least 24 business hours prior to the time of that scheduled appointment. The fee will be your responsibility to pay and will not be billed to your insurance company.

Missed Surgeries/Same Day Cancellation Policy: A \$250.00 missed surgery will be charged to you for any missed surgeries where you fail to cancel a scheduled procedure at least 24 business hours prior to the time of the surgery. The fee will be your responsibility to pay and will not be billed to your insurance company

**FMLA/Disability Form Completion:** \$35.00 charge

#### **Patient Authorizations**

- By my signature below, I hereby authorize Affiliated Urologists, Arizona Oncology Associates and the physicians, staff, labs
  and hospitals associated with AU to release necessary medical and other information acquired in the course of my
  examination and/or treatment to the necessary insurance companies, third party payors, and/or other physicians or
  healthcare entities required to participate in my care.
- By my signature below, I hereby authorize assignment of financial benefits directly to Affiliated Urologists, Arizona Oncology
  Associates and any associated healthcare entities for services rendered as allowable under standard third-party contracts. I
  understand that I am financially responsible for charges not covered by this assignment.
- By my signature below, I understand the physicians that treat me may have a financial interest in the facility they refer me to
  including, but not limited to, surgery centers, lithotripsy centers, pathology labs, and oncology treatment facilities, radiation
  facilities that perform CT and PET scans and other medical and non-medical related entities.
  - The list below is designated purely as a resource to patients and does not necessarily include the names of all providers of imaging service in our community. Please keep in mind that your physician has made the medical decision to order these studies and considers it medically necessary regardless of where you choose to have it done. Other Radiology Providers: Scottsdale Medical Imaging, Ltd- 480-425-5030 Valley Radiology- 623-847-2000 Simon Med Imaging- 480-306-7900

If you do not want your insurance billed and would like to be self-pay, please initial here \_\_\_\_\_\_

I have read, understand, and agree to t	ne provisions of this Patient Financial Responsibility Form
X	X
Printed Name of Patient	Date of Birth
X	X
Signature of Patient or Guardian	Date



## **ACKNOWLEDGEMENT OF RECEIPT OF NOTICE OF PRIVACY PRACTICES**

Affiliated Urologists and Arizona Oncology Associates, P.C. share in the same commitment to protecting your privacy and ensuring that your health information is used and disclosed properly. This Notice of Privacy Practice identifies all potential uses and disclosures of your health information by our practice and outlines your rights with regard to your health information. Please sign the form below to acknowledge that you have received our Notice of Privacy Practices.

## **CONTACT LIST:**

The purpose of this form is to provide Affiliated Urologists and Arizona Oncology with the names of people to be contacted on your behalf.

**Emergency**: Indicate any person who should be notified in case you experience a medical emergency while at our office **Other contacts**: Indicate persons who we may contact if we are having difficulty reaching you.

**Authorization to disclose:** Indicate persons who you give us permission to discuss your protected health information.

Emergency Contact Name:	Relationship:
Primary Phone Number:	Alternate Phone Number:
Do you authorize Affiliated Urologists/Arizona Oncology to	Yes No
disclose your protected health information to this contact?	
Other Contact Name:	Relationship:
Primary Phone Number:	Alternate Phone Number:
Do you authorize Affiliated Urologists/Arizona Oncology to	Yes No
disclose your protected health information to this contact?	
Other Contact Name:	Relationship:
Primary Phone Number:	Alternate Phone Number:
Do you authorize Affiliated Urologists/Arizona Oncology to	Yes No
disclose your protected health information to this contact?	
I acknowledge that I have received a copy of the Notice of Privace Urologists, Ltd. I give my consent to Arizona Oncology Associates above for the purposes I designated. I acknowledge that I receive understand that my healthcare provider participates in Health Counderstand that my health information may be securely shared to my healthcare provider.	ed and read the Notice of Health Information Practices. I current, Arizona's health information exchange (HIE). I
Patient or Personal Representative Signature:	Date:

Patient or Personal Representative Name (Printed):



# HIPAA AUTHORIZATION TO USE AND DISCLOSE MEDICAL INFORMATION

l, [Patient Name:]	, [ <b>Date of Birth</b> :] authorize	
Dr F	, [Date of Birth:] authorizeto use and disclose my medical information to:	
Organization Name: <b>Affilia</b> Phone: <b>602-264-0608</b> Fa	•	
Tests and Results Alle	rgical ReportsProgress or Discharge NotesImmunizations  / Records Hospital Records Including Reports  ReportsConsultationsLaboratory Reports (Including Pathology) ecify):	
<del></del>	e release of records pertaining to:  nd Drug Abuse HIV-related information Other Communicable  Developmental Disabilities Other (Specify):	
For The Following Date(s):	to**OR**   all past, present and future periods	
Affiliated Urologists has already used of revocation is effective only if it is in work revocation to Arizona Oncology medical My Medical Information May Be Re-Dauthorization, it may be subject to redisclosure may not be protected by the Right to Inspect and Copy My Medical information in Arizona Oncology record in writing to Affiliated Urologists medical Urologists may charge a reasonable confiliated Urologist may deny my requiremedical information, I may request that I Am Not Required to Sign this Authorability to obtain treatment at Affiliated	closed. I understand that if my medical information is used or disclosed pursuant to closure by a person who receives my medical information. I understand that this replicable privacy laws.  Iformation. I understand that I have the right to inspect and copy my medical. I understand that to inspect and copy medical information, I must submit my requirecords staff. If I request a copy of the information, I understand that Affiliated based fee in accordance with applicable law to fulfill my request. I understand that to inspect and copy in certain very limited circumstances. If I am denied access to the denial be reviewed in certain circumstances.  Ition. I understand that I may refuse to sign this authorization without affecting my rologists. However, I also acknowledge that I have agreed to sign this authorization ion. I understand that if I agree to sign this authorization, which I am not required to	est
<b>EXPIRATION DATE:</b> This authorization will remain in eff	t until the following date (or event): If no date	e 01
event is specified, this authorization	hall expire one year from the date this form is executed as listed below.	. UI
Signature of Patient:	Date:	
Signature of Legal Representative:	Date:	
If signed by a Legal Representative,	clude documentation of legal authority and complete the following:	
_	y incompetent or incapacitated   deceased  and because of the second of	_
∠. Legal authority: □ parent* □ legal	uardian □ next of kin/executor of deceased □ activated POA for Health care	е

By signing above, I hereby declare that I have not been denied physical placement of this child nor have my parental rights been terminated by court order



To: All Male Patients

From: Affiliated Urologists

## Insurance Payment Guidelines for Erectile Dysfunction, Impotence and Infertility

As you prepare for our visit to the Physician, we must make you aware of a potential situation regarding insurance coverage for certain diagnoses and conditions which are commonly treated by Urologists. Specifically, it is possible that treatment for erectile dysfunction, impotence, infertility and related conditions may not be reimbursed by your insurance carrier. **BCBS of Arizona and Golden Rule** typically does not cover these services. BCBS of Arizona typically does not cover TESTOPEL pellets or Testosterone Injections and considers experimental. UnitedHealthCare Community Plan (formerly APIPA) does not cover TESTOPEL pellets. Please contact your insurance to find out your individual plans benefits. In this case, you will be responsible for payment for any treatment you receive related to these conditions.

While some insurance plans do cover such treatment, there is no way for us to know in advance whether your carrier will, in fact, cover you. You may wish to contact your carrier prior to your visit to determine what their policy is.

Many AHCCCS plans, including Mercy Care, do not consider Erectile Dysfunction or Infertility as a covered service. AHCCCS/ Mercy Care patients will be responsible for payment for any office visits or treatment related to non covered ED/infertility services.

If you are a Medicare patient, you should know that these diagnoses are generally covered.

**Also, many plans do not cover medications to treat Erectile Dysfunction.** Samples are extremely limited and may only be distributed up to one time as deemed necessary by the Physician.

We ask you to sign the following statement so that there is no confusion regarding this issue:

"I understand that if I am ever treated for erectile dysfunction, impotence, infertility, or a related diagnosis, and that any of my
insurance carriers refuse payment for this treatment, I am fully responsible for paying all charges incurred during the course of
my treatment. I also understand ED samples (Viagra, Cialis, Levitra) are very limited and my insurance may not cover such medications."

Signature	DOB	Date