

Welcome to
Lady Lake Family Medicine

1. **We are glad you have chosen us for your primary medical care.** We will promise to help provide you with the medical information and services you need in a timely fashion and supportive environment.
2. **What is Primary Care?** It is the first level of continuing medical care where you begin access to all other branches of medicine. It may be all you ever need if you are healthy or it may be where we decide what specialty care you also need. We do routine health maintenance as well as more intricate care.
3. **What is a Family Medicine Specialist?** More than just a General Practitioner, a family doctor is residency trained (3 additional years) and board certified just like any other specialist, they just deal with a little of everything instead of a lot of one thing. They are trained by specialists in all the major fields (surgery, ob/gyn, psychiatry, internal medicine, urology, cardiology, dermatology, etc.) to do many of the same treatments and procedures, but to also know the safe limits of their knowledge and to refer out when they cannot provide more detailed care.
4. **What is a D.O.?** He/she is a medical doctor just like any M.D., but one who has undergone additional training in muscular-skeletal medicine. Only M.D.'s and D.O.'s are allowed by the state and national government to call themselves doctors and practice all aspects of medicine and surgery.
5. **Who is Doctor Burress?** He is a third generation Floridian who went to U.C.F. for simultaneous double degrees in biology and psychology. He worked and did research for a neuropsychologist until he was accepted at N.S.U. in Miami where he received his medical degree in 1998. He did his internship near Tampa, FL and his family medicine residency in Orlando at Florida Hospital, one of Florida's largest medical institutions. Just prior to starting this practice he was Medical Director for a corporation that had multiple urgent care facilities in the area.
6. **What is a Physician Assistant (P.A.)?** Physician assistants are healthcare professionals who are authorized by the state to practice medicine as part of a team with physicians. P.A.s are * Certified by the National Commission on Certification of Physician Assistants * Licensed, certified, or registered in the state in which they practice. P.A.s deliver a broad range of medical and surgical services, including: * Conducting physical exams * Obtaining medical histories * Diagnosing and treating illnesses * Ordering and interpreting tests * Counseling on preventive health care * Assisting in surgery * Prescribing medications.
7. **Who is Glenn McKeon, P.A.-C?** Glenn McKeon, B.A., P.A.-C was born and raised in Norwich, CT. He attended undergraduate school at Assumption College in Worcester, MA. He then attended graduate school at Bowman Gray School of Medicine, Wake Forest University, in Winston-Salem, NC. He has worked in Florida since his graduation in 1983. Glenn came to Lady Lake Family Medicine after serving in The Villages since 2000. Glenn is Board Certified by the National Commission on Certification of Physician Assistants. This certification has been successfully renewed every 6 years (since 1983). He continues his passion for medical education by completing over 100 hours of continuing medical education (CME) every 2 years. Glenn's experience includes family medicine, urgent care medicine, and emergency medicine, all to better serve our patients.
8. **What an Advanced Registered Nurse Practitioner (ARNP)?** A FNP has graduated as an Advanced Registered Nurse Practitioner with a focus in Family Medicine and Care. A FNP can see patients starting at 1 year of age and throughout their lives. An ARNP is Licensed & Registered in the state in which they practice. ARNPs also deliver a broad range of medical and surgical services,

including: * Conducting physical exams * Obtaining medical histories * Diagnosing and treating illnesses * Ordering and interpreting tests * Counseling on preventive health care * Assisting in surgery & * Prescribing medications.

9. **Who is Karen Callahan, ARNP?** . She is a true Floridian, born and raised right here in Lake County, Florida. She has been a nurse serving the geriatric community in Lake County for over 17 years. Karen received her Master of Nursing in Science from South University in Tampa, FL with a specialty in Family Nurse Practitioner. She is board certified by the AANP (American Association of Nurse Practitioners). She continues to provide care in the community to make a difference in healthcare and to help patients make better health choices. Karen states, "To wake up each morning and know that I have the opportunity to save or prolong a life with my knowledge and skills is a gratifying factor".

Noteworthy Notes

1. **Time Policy** - We strive to be on time all the time. The nature of medicine is such that issues often come up that need to be dealt with immediately. Please know that we are always aware that your time is important and that your issues will also receive the same attention when needed. We cannot control it if someone comes in with a heart attack or a hospital E.R. calls. If you are late, please be aware that we may have already moved on to the next scheduled patient and we will try to work you back into the schedule, but that may not always be possible.
2. **Hospital** - In an effort to stay on time, Dr. Burrell does not currently see patients in the hospital. He does have a hospitalist, Dr. Zaman, (a doctor that only sees patients in the hospital) on call for his patients 24 hours a day should you need to be hospitalized.
3. **Prescription Refills** - Please remember that we are seeing patients all day. You are aware of when your prescriptions will run out ahead of time, so please call for an appointment in advance. Almost all medications require a medical visit and/or tests prior to refill, even if you have been on the medicine a long time (diabetes, high blood pressure, and high cholesterol are among many that often need labs before they can be refilled).
4. **Biopsies** - If there is a suspicious lesion, the Provider may recommend taking a sample of it. Please be aware that there is a fee for both the biopsy and the microscopic examination. Only the biopsy fee is under our control, the laboratory sets the other charges.
5. **Charges** - This should not have to be said, but it may relieve your worries in some cases to state at the outset. We will never recommend a test that we don't think you need in some misguided attempt to make money. On the same tact, we will always inform you of necessary tests regardless of your insurance or ability to pay. We may be able to modify prescriptions or tests to help comply with insurance plans but we practice medicine, not economics. If you have a billing question, feel free to contact our billing department.
6. **Labs** - When we recommend blood work, x-rays, or other exams, these tests will incur a separate charge even if we collect a lab sample or arrange the procedure for you as a courtesy. We have no control over how much laboratories charge for their services. **We do not** get kickbacks or other incentives from any facility we send you or your specimen to.
7. **Payment** - Payment is due at the time services are rendered. If we accept your insurance we will bill them for you as a courtesy, however the responsibility remains with you for full payment. Ninety days

after a correct claim has been sent, all unpaid bills become the patient's guarantor's sole responsibility. In the interest of providing care to all, an affordable payment plan may be arranged.

8. **Other Providers** - If other doctors are involved in your care, it is your responsibility to make the staff aware of any changes that may have occurred since your last visit. This is why **all prescription medication bottles must be brought to all your visits or a very accurate list**. The Provider may choose to not see you unless you have all your medications with you. We work with other Providers to double check this, but many patients see several doctors and may have the same drug addressed by more than one doctor. We will designate one prescribing doctor for a drug and you should stick to that Provider for refills unless otherwise informed.

*Thank you for choosing
Lady Lake Family Medicine*

*If you have any questions or concerns, please do not hesitate to contact us.
We look forward to working with you towards your continued good health.*

Surgical History: (please list any Hospitalizations or Surgeries)

_____ Date: _____
_____ Date: _____
_____ Date: _____
_____ Date: _____
_____ Date: _____

Family History: **F** – Father **M** – Mother **C** – Children **S** – Sister **B** - Brother **FF** – Father’s Father
FM – Father’s Mother **MF** – Mother’s Father **MM** – Mother’s Mother

Alcoholism _____
Asthma _____
Bleeding Disorder _____
Cancer & Type _____
Depression/Anxiety _____
Diabetes _____
Glaucoma _____
Hair Loss _____
Heart Disease _____
High Blood Pressure _____

Kidney Disease _____
Mental Illness _____
Migraines _____
Osteoporosis _____
Seizures/Epilepsy/Convulsions _____
Stroke _____
Thyroid Disease _____
Other _____
Other _____
Other _____

Social History: Smoker ___ Former Smoker ___ Never Smoked ___ How many years ___
Cigarettes: ___ Yes ___ No, How many/much per day _____
Smoke for How Many Years ___ (Age started ___ Age Quit ___)
Tobacco: Dip/Snuff/Chew ___ Yes ___ No, Amount per day _____ (Age started ___ Age Quit ___)
eCigs or Vaporizers ___ Yes ___ No Other: _____
Recreational Drug Use ___ Yes ___ No If Yes, please state type _____
Alcohol: ___ Yes ___ No Type _____ How Much? _____ How often? _____

Please List All Additional Medical Providers & Approximate Date of When You Last Last Seen Them

Previous Family / Primary Care: _____
Cardiologist (heart, vascular): _____
Pulmonologist (lungs): _____
Gastroenterologist (stomach, colon, liver): _____
Urologist (prostate, bladder, kidney): _____
Neurologist (brain, nerves): _____
Orthopedic (bones & joints): _____

Dear Patient:

A new requirement for medical practices is to assess your potential risk for falls.
Please complete the following:

FALL RISK ASSESSMENT

Have you fallen in the past year?	YES	NO
Do you lose your balance when standing	YES	NO
Do you lose balance when you initially get up after sitting?	YES	NO
Do you get dizzy, faint or have seizures?	YES	NO
Does it take you more than one try to get up out of a chair or out of bed?	YES	NO
Do you trip over your own feet or objects on the floor?	YES	NO
Do you take corners too sharp; bump into corners or door frames?	YES	NO
Do you use a walker, cane or need assistance to get around?	YES	NO
Do you lose your balance, feel unsteady or stagger when walking?	YES	NO
Have you had a recent loss of or decrease in vision or hearing?	YES	NO
Do you have numbness or loss of sensation in your feet or legs?	YES	NO
Have you experienced a stroke, accident or any other health problems that may have affected your balance?	YES	NO

If you have answered YES to one or more questions, you may have a balance problem. If you are concerned about falling you should speak with your physician.

Patient Name (Printed): _____

DOB: _____

Patient Signature: _____

Date: _____

LADY LAKE FAMILY MEDICINE

John D. Burress, D.O.
Glenn McKeon, PA-C
Karen Callahan, ARNP

PATIENT DEMOGRAPHIC REGISTRATION FORM

Date: _____

PATIENT INFORMATION

Name: _____
LAST FIRST MI

_____ PREFIX _____ SUFFIX (I, II, III, JR, SR, etc.)
Date of Birth: _____ Gender: M F SSN: ____/____/____

Marital Status: _____ DL# _____ State _____

Phone (H) _____ Phone (W) _____ Ext _____

Phone (Cell) _____ Email: _____

Address: _____

Zip _____ City _____ State _____

Is this your permanent address? Y N

If no, please indicate permanent address and phone below:

Phone: _____

Person responsible for Account: _____ Relationship: _____

PRIMARY INSURANCE INFORMATION:

Insurance Company: _____

Address: _____ Phone# _____

Policy # _____ Group# _____

Policy Holder _____ Relation to Patient: _____

Policy Holder DOB (if other than patient): _____

Policy Holder Address (if different than patient): _____

Policy Holder Phone # (if different): _____

Patient: _____

DOB _____

ADDITIONAL INSURANCE INFORMATION:

Insurance Company: _____

Address: _____ Phone# _____

Policy # _____ Group# _____

Policy Holder: _____ Relation to Patient _____

Policy Holder DOB (if other than patient): _____

Policy Holder Address (if different than patient): _____

ASSIGNMENT and RELEASE:

I certify that I, and/or my dependent(s), have insurance coverage with _____
(Name of Insurance Company(s))
_____, and assign directly to Lady Lake Family Medicine, and all its
providers, all insurance benefits, if any otherwise payable to me for services rendered. I understand that I
am financially responsible for all charges whether or not paid by insurance. I authorize the use of my
signature on all insurance submissions.

The above mentioned physicians may use my health care information and may disclose such information
to the above named insurance company (ies) and their agents for the purpose of obtaining payment for
services and determining insurance benefits or the benefits payable for related services. This consent
will end when my current treatment plan is completed.

Signature of Patient, Parent, Guardian or Personal Representative

Date

Please print name of Patient, Parent, Guardian or Personal Representative

Relation

EMERGENCY CONTACT INFORMATION:

Name: _____
LAST *FIRST*

Phone: _____
HOME OR WORK *CELL*

Relationship: _____

LADY LAKE FAMILY MEDICINE

John D. Burress, D.O.

Glenn McKeon, PA-C

Karen Callahan, ARNP

FINANCIAL POLICY STATEMENTS

Thank you for choosing us as your health care provider. We are committed to your treatment being successful. Please understand that payment for your bill is considered part of your treatment. In order to reduce confusion and misunderstanding between you and the practice, we have adopted the following financial policy, which we require you read, agree to, and sign prior to any treatment. If you have any further questions about the policy, please discuss them with our Patient Finance Counselor. We are dedicated to providing the best possible care and service to you and regard your complete understanding of your financial responsibilities as an essential element of your care and treatment.

- YOUR INSURANCE POLICY IS A CONTRACT BETWEEN YOU AND YOUR INSURANCE COMPANY; THE DOCTOR IS NOT INVOLVED.
- AS A COURTESY, we will file your insurance claim for you if you assign the benefits to the doctor; in other words, you agree to have your insurance company pay the doctor directly. IF YOUR INSURANCE COMPANY DOES NOT PAY THE PRACTICE WITHIN 45 DAYS OF FILING, YOU WILL BE RESPONSIBLE FOR FULL PAYMENT.
- We have made prior arrangements with many insurers and other health plans to accept an assignment of benefits. We will bill those plans for which we have an agreement and will only require you to pay the authorized co-payment or coinsurance at the time of service. WE WILL COLLECT THE COPAYMENT OT COINSURANCE WHEN YOU ARRIVE FOR YOUR APPOINTMENT. If your insurance plan denies payment, the remaining balance will be your responsibility.
- If you have insurance coverage with a PLAN THAT WE DO NOT HAVE A PRIOR AGREEMENT , we will prepare and send the claim for you on an unassigned basis. This means your insurer will send the payment directly to you. THEREFORE, OUR CHARGES FOR YOUR CARE AND TREATMENT ARE DUE AT THE TIME OF SERVICE.
- Unless other arrangements have been made in advance, FULL PAYMENT IS DUE AT THE TIME OF SERVICE. For your convenience, we will accept CASH, CHECK, VISA, MASTERCARD, DISCOVER and DEBIT CARDS.
- All health plans are not the same and do not cover the same services. In the event your health plan determines a SERVICE or SERVICES ARE NOT COVERED, you will be responsible for the complete charge. PAYMENT IS DUE AT THE TIME OF SERVICE.
- For all services rendered to minor patients, the parent or legal guardian who is accompanying the minor patient is responsible for payment at the time of service.

- Ancillary services provided by this practice (ie: ultrasound, injections, labs) may be subject to additional financial policy statements.
- In order to provide the best possible service and availability to all of our patients, please call us as early as possible if you need to cancel or reschedule your appointment.

I have read and understand the financial policy of the practice and I agree to be bound by its terms. I also understand and agree that such terms can be amended from time to time by the practice.

Signature of Patient or Responsible Party if a Minor

Date

Signature of Co-Responsible Party

Please print the name of the Patient

LADY LAKE FAMILY MEDICINE

607 Hwy 466
Lady Lake, FL 32159
352-259-7994

PATIENT HIPAA AUTHORIZATION FORM

The Department of Health and Human Services has established a "Privacy & Security Rule" to help insure that personal health information is protected for privacy. The Privacy Rule was also created in order to provide a standard for certain healthcare providers to obtain their patients' consent for uses and disclosures of health information about the patient to carry out treatment, payment, or health care operations.

As our patient, we want you to know that we respect the privacy of all your personal health records and will do all we can to secure and protect that privacy. We strive to always take reasonable precautions to protect your privacy. **When it is appropriate and necessary, we provide the minimum necessary information to only those we feel are in need of your health information and information about treatment, payment, or healthcare operation in order to provide healthcare that is in your best interest.**

There are times you may wish other family members and friends to inquire about your appointments or have access to your medical information. We will not release any information unless you have listed them below. If you wish to allow messages other than just to return our calls on your voicemail, please indicate this also below.

Voicemail: NO _____ Do not leave message other than to "return call"
 YES _____ May leave message regarding medical information

List any family members or others you wish to have access to our records, for example, who may call is regarding your condition or call for you. **WE WILL NOT RELEASE INFORMATION TO SPOUSES OR CHILDREN UNLESS THEY ARE LISTED BELOW.** (We will require signed releases by you for anyone wanting access to your records other than insurance companies you have listed on file, your healthcare provider necessary to your care or persons listed below).

Names authorized (by patient) to receive medical information & their relation to patient:

- 1. _____ Relation: _____
- 2. _____ Relation: _____
- 3. _____ Relation: _____
- 4. _____ Relation: _____

I, _____ also understand I may revoke this authorization at any time, and receive a copy of this authorization.

PRINTED NAME: _____ DATE: _____

SIGNATURE: _____

NO SHOW & CANCELLATION POLICY
for
LADY LAKE FAMILY MEDICINE

Patient Name: _____ Date of Birth: _____

Dear Patient,

Lady Lake Family Medicine has instituted a formal policy regarding cancellations and “no shows”. A “no show” is defined as a scheduled appointment that the patient does not keep. To help our patients, we will call to confirm your appointment up to two days before your scheduled appointment. Patients are expected to contact our office no later than twenty-four (24) hours in advance if it is necessary to cancel your appointment so this time can be given to someone who is in need of treatment. Every no-show visit will be recorded in your medical record, and the following administrative fees will be assessed to your account:

First Occurrence: Patient will be sent a letter or called. ***No fine assessed.***

Second Occurrence: Patient will be charged a **\$50.00 fee.** *(This fee is the patient’s responsibility and is not reimbursable by insurance).*

Third Occurrence: Patient will be charged the full price of the scheduled office visit/procedure. *(This fee is the patient’s responsibility and is not reimbursable by insurance).* Patient may be discharged from the practice. The decision whether or not to discharge you will be at your doctor’s discretion.

Our aim is to open otherwise unused appointments for our patients, not to collect missed appointment fees. If you have any questions regarding this policy, please let our staff know and we will be glad to clarify any questions you may have. We thank you in advance for your cooperation and understanding. By signing below, you acknowledge that you have been presented with the above policy.

Patient Signature

Date

Patient Name Printed

Witness

LADY LAKE FAMILY MEDICINE
RECEIPT OF NOTICE OF PRIVACY PRACTICES
WRITTEN ACKNOWLEDGEMENT FORM

I, _____, have received a copy of, or read, Lady Lake Family Medicine's
Patient Name

Notice of Privacy Practices containing a description of the uses and disclosures of my health information, certain restrictions on the use and disclosure of my healthcare information and rights I have regarding my protected health information. I further understand that Lady Lake Family Medicine may update its *Notice of Privacy Practices* at any time and that I may receive an updated copy by requesting a current copy.

Signature of Patient

Date

Printed Patient Name

If completed by patient's personal representative, please print and sign below.

Printed Patient Personal Representative Name

Relation to Patient

Patient Personal Representative Signature

Date

Your Information

Your Rights

Our Responsibilities

Your rights-You have the right to:

- ✓ Get a copy of your electronic medical record
- ✓ Correct your electronic medical record
- ✓ Request confidential communication
- ✓ Ask us to limit the information we share
- ✓ Get a list of those with whom we've shared your information
- ✓ Get a copy of this privacy notice
- ✓ File a complaint if you believe your privacy rights have been violated.

Your Choices- You have choices in the way that we use and share information as we:

- ✓ Tell family and friends about your condition
- ✓ Provide disaster relief
- ✓ Include you in a hospital directory
- ✓ Provide mental health care
- ✓ Market our services and sell your information
- ✓ Raise funds

Our Uses and Disclosure- We may use and share your information as we:

- ✓ Treat you
- ✓ Run our organization
- ✓ Bill for your services
- ✓ Help with public health and safety issues
- ✓ Do research
- ✓ Comply with the law
- ✓ Respond to organ and tissue donation requests
- ✓ Work with a medical examiner or funeral director
- ✓ Address workers' compensation, law enforcement, and other government requests
- ✓ Respond to lawsuits and legal action

LADY LAKE FAMILY MEDICINE

John D. Burress, D.O.
Glenn McKeon, PA-C
Karen Callahan, ARNP
607 Highway 466 Lady Lake, FL 32159
352-259-7994 FAX 352-259-7992

REQUEST FOR RELEASE OF MEDICAL INFORMATION

(Make sure all information is complete to prevent a delay in release of information)

Patient's Full Name _____ DOB _____

Address: _____

Phone Number: _____ Last 4 digits of Social Security# _____

This will authorize:

to release information to:

**Lady Lake Family Medicine
607 Hwy 466
Lady Lake, FL 32159**

Purpose for Disclosure: _____

Dates of service to release (FROM): _____ **(TO):** _____

Medical Information Request

- | | |
|--|--|
| <input type="checkbox"/> Complete Records | <input type="checkbox"/> Radiology Reports |
| <input type="checkbox"/> Laboratory Reports | <input type="checkbox"/> Operative Reports/Discharge Summaries |
| <input type="checkbox"/> Immunization Record | <input type="checkbox"/> Cardiac Reports |
| <input type="checkbox"/> Other _____ | |

SPECIFIC AUTHORIZATION FOR RELEASE OF INFORMATION PROTECTED BY STATE OR FEDERAL LAW

I specifically authorized the release of data and information relating to: **(YOU MUST MARK YES OR NO)**

- | Yes | No | |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | 1. Substance Abuse (alcohol/drug use) |
| <input type="checkbox"/> | <input type="checkbox"/> | 2. Mental Health/Depression (includes psychological testing) |
| <input type="checkbox"/> | <input type="checkbox"/> | 3. HIV-Related Information (AIDS related testing) |

I, the undersigned, authorize Lady Lake Family Medicine to release health information as indicated/described above. I understand and acknowledge that the requested health information may contain certain information regarding physical and mental illness, HIV test results or diagnosis, treatment of AID/AIDS-related condition, and/or alcohol/drug abuse. **This authorization does not include permission to release outpatient Psychotherapy Notes. Release of psychotherapy Notes requires a separate authorization.**

This authorization and consent will expire on year from the date of authorization written below, unless revoked by me (or my legal representative) through written notice presented to Lady Lake Family Medicine. Any revocation will not apply to information that has already been released in response to this authorization. I understand that treatment, payment, enrollment, or eligibility for benefits will not be based on whether or not I sign this authorization.

After my health information is released, my information may be re-disclosed by the recipient and may no longer be protected by law. The recipient of my health information may be charged for the service of releasing medical information. There is no charge to send records directly to my health care provider.

If Authorization is not complete, signed and dated, It may be returned and result in my information not being released until completed.

_____/_____
Signature of Patient or Legal Guardian Printed Name Date

Relationship (if not patient) Daytime Phone Number Witness

FOR CLINIC USE ONLY

Reviewed and approved by: _____
Records copied and mailed/faxed by: _____