

Toll-free: 855-654-2020 Web: clemsoneye.com

Dear Patient.

Your eye health and satisfaction are our primary concerns. For over 40 years, our highly trained team of doctors and staff have offered the most advanced examinations, procedures and technology available. My colleagues and I work closely with local referring doctors to deliver the best, precision-driven results for our patients.

Please complete the enclosed forms and give them to the receptionist when you arrive:

- Patient Information and Patient Privacy Practices
- Medical History (list your current medications)
- Financial Policy & Non-Covered Services
- Dry Eye Questionnaire

Also, bring with you:

- Eye glasses and/or contact lenses you currently use
- Medical &/or Vision Plan Insurance cards (including primary policy holder information)
- Referral letter, if required by your insurance
- Photo identification and a Form of Payment

A comprehensive eye exam takes about 1 to $1 \frac{1}{2}$ hours. If you have time restrictions, please let us know upon your arrival. Your eyes will be thoroughly examined by the doctor, additional tests may be performed, and, in some cases, treatment may be initiated. If your pupils are dilated, it will cause temporary minor blurriness and light sensitivity that can last for several hours. Please exercise caution if you are driving and wear sunglasses or have someone transport you.

Upon completion of your exam, covered charges for our services will be billed directly to your insurance provider and you will be responsible for paying for any co-pays, co-insurance, deductibles, and non-covered services. If you have both a Vision Care Plan (such as VSP and EyeMed) and Medical Insurance, then tell us which you type of coverage you wish to use. Vision Care plans only cover routine exams plus eyeglasses and contact lenses. However, your Medical Insurance must be used if you have any eye or systemic health problem that requires care. Your doctor will determine if these conditions apply to you, but some are determined by your case history. Clemson Eye accepts cash, check and credit cards and payment plans are available for higher balances. We look forward to serving you soon!

Sincerely

Sherri Mann

In 41c

Patient Service Specialist

Anderson

2011 E Greenville St Anderson, SC 29621 Office: 864-622-5000 Fax: 864-622-5020

Clemson

931 Tiger Blvd Clemson, SC 29631 Office: 864-654-6706 Fax: 864-654-3275

Clinton / Laurens

22995 Highway 76 E Clinton, SC 29325 Office: 864-833-0038 Fax: 864-938-4746

Easley

15 Southern Center Ct Easley, SC 29642 Office: 864-855-6800 Fax: 864-855-6850

Greenville – Halton Green Way

1 Halton Green Way Greenville, SC 29607 Office: 864-987-0034 Fax: 864-622-5020

Greenville – Pelham Road

360 Pelham Rd Greenville, SC 29615 Office: 864-268-1000 LASIK: 864-297-8777 Fax: 864-292-2020

Newberry

2735 Winnsboro Rd Newberry, SC 29108 Office: 803-276-4531 Fax: 803-276-4536

Saluda

503 West Butler Ave Saluda, SC 29138 Office: 864-445-2102 Fax: 864-445-9696

Simpsonville

273 Harrison Bridge Rd Simpsonville, SC 29680 Office: 864-967-8582 Aesthetics: 864-408-8380 Fax: 864-963-3232



Patient Information and Privacy Practices

Patient Information

Name:		
First	Middle	Last
Address:		
City:	State:	Zip:
Tel: Cell:	Email:	
Birth Date (Mo/Day/Yr): Age: Sex: _	S	Social Security #:
Name of Insurance:	Poli	licy Holder Name:
Birth Date (Mo/Day/Yr):		Social Security #:
Policy Holder Family Physician:		Policy Holder
Optometrist:		Tel:
Referring Physician:		Tel:
Emergency Contact (Relationship):		Tel:
Employer:		Tel:
How Did You Hear About Us?		
Friend □ Referring Doctor □ E-blast □ Website □	Billboard	□ Radio □ Print □ Other □
Patient Electronic Information Disclosure		
Patients in our practice may be contacted via email or text messaging and other communications related to Clemson Eye services, health time, you do not wish to receive these communications, you can revat the bottom of any email or by replying "STOP" to any text messages.	care news, voke permis	new technology, special offers, etc. If, at any ssion by following the "unsubscribe" information
Notice of Privacy Practices:		
I authorize the following person(s) to have access to my health info	ormation	
Name / Relationship to Patient:		
Name / Relationship to Patient:		
By signing this form, I acknowledge receipt of the Notice of Provider Privacy Pract protected health information. I understand that I have the right to revoke this author health information to be disclosed as described in the document by sending a written Privacy Practices is subject to change and that I may obtain a copy of the revised number by authorize Clemson Eye to release my health information for purposes of tree Visual Health and Surgery's Notice of Provider Privacy Practices.	ization at any t notification to otice or ask an	time and that I have the right to inspect or copy the protected o Clemson Eye P.A. I understand that their Notice of Provider ny questions by contacting Clemson Eye at 855-654-2020. I
Name:		Date:
Patient / Guardian / Guarantor		
Signature:		

This Notice of Privacy Practices describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

Clemson Eye, PA must maintain the privacy of your personal health information and give you this notice that describes our legal duties and privacy practices concerning your personal health information. In general, when we release your health information, we must release only the information we need to achieve the purpose of the use or disclosure. However, all of your personal health information that you designate will be available for release if you sign an authorization form, if you request the information for yourself, to a provider regarding your treatment, or due to a legal requirement. We must follow the privacy practices described in this notice.

We reserve the right to change the privacy practices described in this notice, in accordance with the law. Changes to our privacy practices would apply to all health information we maintain. If we change our privacy practices, you will receive a revised copy.

Without your written authorization, we can use your health information for the following purposes:

- 1. Treatment: For example, a doctor may use the information in your medical record to determine which treatment option, such as a drug or surgery, best addresses your health needs. The treatment selected will be documented in your medical record, so that other health care professionals can make informed decisions about your care.
- 2. Payment: In order for an insurance company to pay for your treatment, we must submit a bill that identifies you, your diagnosis, and the treatment provided to you. As a result, we will pass such health information onto an insurer in order to help receive payment for your medical bills.
- Health Care Operations: We may need your diagnosis, treatment, and outcome information in order to improve the quality or cost of care we deliver. These quality and cost improvement
 activities may include evaluating the performance of your doctors, nurses and other health care professionals, or examining the effectiveness of the treatment provided to you when compared to
 patients in similar situations.

In addition, we may want to use your health information for appointment reminders or to re-schedule appointments. For example, we may look at your medical record to determine the date, time and type of your next appointment with us, and then send you a reminder or re-scheduling letter or have our automatic telephone appointment reminder system call to help you remember the appointment. Or, we may look at your medical information and decide that another treatment or a new service we offer may interest you. For example, we may contact patients who are potential candidates for Laser Refractive Surgery (LASIK), BOTOX, or certain Plastic Treatments or Procedures. Furthermore, we may want to use information found in your medical record, such as your name, address, phone number and treatment dates, to contact you for our fund-raising purposes. For example, in order to provide more charity care or otherwise improve the health of your community, we may want to raise additional money and therefore may contact you for a donation.

- 4. As required or permitted by law: Sometimes we must report some of your health information to legal authorities, such as law enforcement officials, court officials, or government agencies. For example, we may have to report abuse, neglect, domestic violence or certain physical injuries, or to respond to a court order.
- 5. For public health activities: We may be required to report your health information to authorities to help prevent or control disease, injury, or disability.

This may include using your medical record to report certain diseases, injuries, birth or death information, information of concern to the Food and Drug Administration, or information related to child abuse or neglect. We may also have to report to your employer certain work-related illnesses and injuries so that your workplace can be monitored for safety.

- 6. For health oversight activities: We may disclose your health information to authorities so they can monitor, investigate, inspect, discipline or license those who work in the health care system or for government benefit programs.
- 7. For activities related to death: We may disclose your health information to coroners, medical examiners and funeral directors so they can carry out their duties related to your death, such as identifying the body, determining cause of death, or in the case of funeral directors, to carry out funeral preparation activities.
- 8. For organ, eye or tissue donation: We may disclose your health information to people involved with obtaining, storing or transplanting organs, eyes or tissue of cadavers for donation purposes
- 9. For research: Under certain circumstances, and only after a special approval process, we may use and disclose your health information to help conduct research. Such research might try to find out whether a certain treatment is effective in curing an illness.
- 10. To avoid a serious threat to health or safety: As required by law and standards of ethical conduct, we may release your health information to the proper authorities if we believe, in good faith, that such release is necessary to prevent or minimize a serious and approaching threat to your or the public's health or safety.
- 11. For military, national security, or incarceration/law enforcement custody: If you are involved with the military, national security or intelligence activities, or you are in the custody of law enforcement officials or an inmate in a correctional institution, we may release your health information to the proper authorities so they may carry out their duties under the law.
- 12. For workers' compensation: We may disclose your health information to the appropriate persons in order to comply with the laws related to workers' compensation or other similar programs. These programs may provide benefits for work-related injuries or illness.
- 13. For Clemson Eye, PA's directory (should one exist): Unless you object, we may use your health information, such as your name, location in our facility, and your general health condition (e.g., "stable,") or "unstable") for our directory. It is our duty to give you enough information so you can decide whether or not to object to release of this information for our directory. The information about you contained in our directory will be released to people who ask for you by name. We may allow you to agree or disagree orally regarding the use of your health information for directory purposes.
- 14. To those involved with your care or payment of your care: If people such as family members, relatives, close personal friends or other persons or organizations are helping care for you or helping you pay your medical bills, we may release important health information about you to those people in person, by letter, by telephone, by facsimile (fax), or by electronic mail (e-mail). The information released to these people may include your location within our facility, your general condition, or death. You have the right to object to such disclosure, unless you are unable to function or there is an emergency. In addition, we may release your health information to organizations authorized to handle disaster relief efforts so those who care for you can receive information about your location or health status. We may allow you to agree or disagree orally to such release, unless there is an emergency. It is our duty to give you enough information so you can decide whether or not to object to release of your health information to others involved with your care.

Note: Except for the situations listed above, we must obtain your specific written authorization for any other release of your health information.

If you sign an authorization form, you may withdraw your authorization at any time, as long as your withdrawal is in writing. If you wish to withdraw your authorization, please submit your written withdrawal to the Privacy Officer at Clemson Eye, PA.

Your Health Information Rights

You have several rights with regard to your health information. If you wish to exercise any of the following rights, please contact the Privacy Officer at Clemson Eye, PA. Specifically, you have the right to:

- 1. Inspect and copy your health information: With a few exceptions, you have the right to inspect and obtain a copy of your health information. However, this right does not apply to psychotherapy notes or information gathered for judicial proceedings, for example. In addition, we may charge you a reasonable fee if you want a copy of your health information.
- 2. Request to correct your health information: If you believe your health information is incorrect, you may ask us to correct the information. You will be asked to make such requests in writing and to give a reason as to why your health information should be changed. However, if we did not create the health information that you believe is incorrect, or if we disagree with you and believe your health information is correct, we may deny your request.
- 3. Request restrictions on certain uses and disclosures: You have the right to ask for restrictions on how your health information is used or to whom your information is disclosed, even if the restriction affects your treatment or our payment or health care operation activities. Or, you may want to limit the health information provided to family or friends involved in your care or payment of medical bills. You may also want to limit the health information provided to authorities involved with disaster relief efforts. However, we are not required to agree in all circumstances to your requested restriction. If you receive certain medical devices, (for example, life-supporting devices used outside our facility), you may refuse to release your name, address, telephone number, social security number or other identifying information for purpose of tracking the medical device.
- 4. As applicable, receive confidential communication of health information: You have the right to ask that we communicate your health information to you in different ways or places. For example, you may wish to receive information about your health status in a special, private room or through a written letter sent to a private address. We must accommodate reasonable requests.
- 5. Receive a record of disclosures of your health information: In some limited instances, you have the right to ask for a list of the disclosures of your health information we have made during the previous six years, but the request cannot include dates before April 14, 2003. This list must include the date of each disclosure, who received the disclosure health information, a brief description of the health information disclosed, and why the disclosure was made. We must comply with your request for a list within 60 days, unless you agree to a 30-day extension, and we may not charge you for the list, unless you request such list more than once per year. In addition, we will not include in the list disclosures made to you, or for purposes of treatment, payment, health care operations, our directory, national security, law enforcement/corrections, and certain health oversight activities.
- 6. Obtain a paper copy of this notice: Upon your request, you may at any time receive a paper copy of this notice, even if you earlier agreed to receive this notice electronically. The Notice of Provider Privacy Practices may be found on the web site of Clemson Eye, PA, www.clemsoneye.com, and is available electronically.
- 7. Complain: If you believe your privacy rights have been violated, you may file a complaint with us and with the federal Department of Health and Human Services. We will not retaliate against you for filing such a complaint. To file a complaint with either entity, please contact the Privacy Officer of Clemson Eye, PA, who will provide you with the necessary assistance and paperwork.

Again, if you have any questions or concerns regarding your privacy rights or the information in this notice, please contact the Privacy Officer of Clemson Eye, PA. Effective Date: January 1, 2010.



Name (print):

Signature:

Financial Policy

Clemson Eye, PA is committed to being a leader in visual health and surgery, offering our patients the best results using the most advanced technology. Please assist us in achieving these goals by complying with our financial policy and verifying your health plan coverage (co-pay, deductible, shared costs) prior to your visit.

Cash, check, debit, major credit card, or payment plan. Forms of Payment Co-Pays, All Medicare, Medicaid, and other health plan co-pays, deductibles, and shared costs are payable on the date of service, otherwise a fee of \$20 will be added to your bill as a fee for late payment. We verify your benefits. Deductibles. Shared costs to the best of our ability. However, it is ultimately your responsibility to know your coverage. Medicare We are contracted providers and will file all Medicare claims. At the time of service, you are responsible for 20% of the Medicare allowable fee, plus the deductible and any other service charges not covered by Medicare. Medicare will only pay for services that it determines to be "reasonable and necessary" under Section 1862(a)(I) of the Medicare law. If Medicare denies payment, by signing below you agree to be personally and fully responsible for payment. You also agree that payment of authorized Medicare / Medigap benefits be made payable to Clemson Eve. PA for services rendered by Clemson Eve. Your signature will also authorize any holder of medical information about you to release to the Heath Care Financing Administration and its agents any information needed to determine these benefits or the benefits payable for related services. A current copy of the Medicaid card is required prior to treatment or the patient will be rescheduled. Medicaid Private Health If we are a contracted provider for your health or vision plan, then we will file your health or vision claims. & Vision Plans Your plan will directly pay Clemson Eye, PA for services rendered, but if they fail to do so, you are responsible for payment. Self-Pay If you do not have health or vision plan coverage, we are happy to provide an estimate of our professional fees. Generally, an eye exam costs between \$70-\$200. Your balance due will be calculated and payable at the completion of our services. We offer payment plans or you may reschedule your appointment until you have sufficient funds. WC Workers Compensation authorization is required prior to the appointment. Non-Covered Payment for all non-covered services is due at the time the service is provided. Please see the reverse side for Services more details about our most common Non-Covered Services. Forms & Nominal fees apply for all requested forms and letters. Most commonly, we are asked to complete the DMW Records DL-63 Eye Exam Form along with other insurance forms, dictated letters from our doctors, copies of medical records, etc. Documents will be ready in 1-3 business days. Service Any check returned to our office for non-payment will generate an additional processing fee. We can assist you with setting up a payment plan to pay any outstanding balance. If your account is sent to a collection Charges agency, you will also incur an administrative fee for that effort, including any court costs. No-Show Due to the negative impact of missed appointments on our staff, doctors and other patients, a fee of \$50 will be charged for a no-show or missed appointment if you have not provided us with at least 24 hour notice. Charge Credit balances of under \$50 will remain as a credit on your account to be applied to your next visit, or you Refunds may request a refund. I have read and accept the terms of Clemson Eye, PA's Financial Policy. I agree that I am ultimately responsible for the balance of my account for any professional services and items provided to me by Clemson Eye, PA. not paid by my health plan, including Medicare and Medicaid.

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Patient / Guardian / Guarantor

Date:

Non-Covered Services

Medicare, Medicaid, and private health and vision plans contract with Clemson Eye, PA to cover many common items and services. However, technology often progresses faster than insurers and as a result, several new tests and services are non-covered. Clemson Eye, PA will obtain your plan benefits and authorizations, and inform you of any non-covered services prior to your treatment. Examples of non-covered services include, but are not limited to, services, treatments or tests not specified as being covered in the patient's health care plan (or benefit summary). Any non-covered fees are payable at the time of service or prior to a treatment. Non-covered services are optional, so you may decline to receive them. However, when you opt to proceed with them, you accept full financial responsibility for any non-covered items or services. Examples of non-covered services include, but are not limited to:

Refraction: An essential part of a complete eye exam, this test determines the eye's prescription and need for corrective lenses. Most health care plans, including Medicare, DO NOT COVER refractions, but some vision plans do cover them. If a patient is experiencing blurred or decreased vision, refraction determines if this is due to a need for corrective lenses or a medical problem. For patients anticipating cataract surgery, a refraction is required to prove that vision cannot be corrected with glasses and eye surgery is medically necessary. Patients who have a refraction will receive a new prescription valid for one year. Federal law requires that we bill for refractions and if we are a contract provider with a health or vision plan that covers refractions, we will bill them for the coverage. Otherwise, **our fee for a refraction is payable on the date of service**. Patients who pay may request we bill their plan and may receive a refund if their insurance ultimately does cover the charge for this test.

Cataract Patient Care Kits: These kits have been custom designed by our surgeons to include an Eye Shield (for use at night while sleeping), Paper Tape (to tape the night shield on), Large Sunglasses, OcuSoft HypoChlor, and a Tote Bag. You can reuse these items for future eye surgery. Patients have the option to buy these items independently, but our cost for the kit is less.

Laser Cataract Surgery, Advanced Lens Implants, Refractive Procedures (i.e., Lasik): Any procedure with the objective of making you free of spectacles is generally considered optional and is not covered by Medicare or private health plans. For Lasik, however, there is usually a cost savings if we are a contracted provider with your health plan. For patients interested in laser cataract surgery and/or an advanced lens implant, the fees for these optional services will be discussed in detail during your surgical consultation.

Dry Eye Tests (TearLab): Dry Eye Syndrome is one of the most common eye conditions. TearLab is an objective, quantitative test of one's tear osmolarity/quality for diagnosing and managing Dry Eye. When the quantity and quality of secreted tears is compromised, the eye is stressed and inflamed causing itching, burning, watering, redness and blurred vision. TearLab data allows patients to understand their level of Dry Eye disease and measure results of treatment. Medicare covers this test, but very few private health plans do. If you do not have coverage, but would like to have a TearLab test performed, we charge a small fee. Additionally, MGD (Meibomian gland dysfunction) is one of the most common diseases observed in clinics and is the leading cause of evaporative dry eye. When these glands are not healthy, it causes the tear film to rapidly evaporate, leaving the eye's surface exposed. This exposure can cause discomfort that increases over time and impacts quality of vision, which can result in irritating dry eye symptoms. LipiFlow® is a cutting edge thermal eyelid treatment for Evaporative Dry Eye, however it is not covered by health insurance.

Aesthetics: Cosmetic Botox, dermal fillers and rejuvenating skin lasers are non-covered services, payable at time of service.

Optical: Vision plan benefits may include some coverage for glasses and contact lenses with the option to purchase upgrades. Otherwise, all Optical items and services are payable at the time of order.

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Medical History

Please complete this form, front and back.						
Patient Name:						
Birth Date:	th Date: Today's Date:					
Past Medical History						
	□ N	lone Apply				
☐ Allergies	☐ Coronary artery disease	e 🗌 Heart attack	☐ Osteoporosis/Osteopeni			
☐ Anemia	☐ Crohn's disease	☐ Hepatitis C	☐ Seizures			
☐ Anxiety	☐ Breast Cancer	☐ High blood pressure	☐ Sleep apnea			
☐ Arthritis	□ Colon Cancer	☐ High cholesterol	☐ Stroke			
☐ Asthma	☐ Ovarian Cancer	☐ Insomnia	☐ Thyroid disease			
☐ Atrial fibrillation	☐ Other Cancer	☐ Irritable bowel syndrome	e 🗌 Ulcers			
☐ Benign Prostatic Hypertrophy	☐ Depression	☐ Kidney disease	☐ Ulcerative colitis			
☐ Blood Clots	☐ GERD	☐ Migraines				
☐ Diabetes ☐ Oral	☐ Insulin ☐	Diet-controlled Year of Di	agnosis:			
Past Surgical History	, N	Lana Anali	Clausama lagar in			
		lone Apply	Glaucoma laser in:			
☐ Angioplasty	☐ Joint replacement	☐ Cataract extraction	□Right □Left □Both			
☐ Angio w/stents	☐ Knee surgery	☐ Cornea transplant	Laser of retinal tear in:			
☐ Back surgery	☐ Pacemaker	☐ Shunt tube	□Right □Left □Both			
☐ Gall Bladder surgery	☐ Thyroid surgery	☐ "Filter" Trabeculectomy	Retina surgery in:			
☐ Heart bypass		☐ LASIK	□Right □Left □Both			
Family History: Please i	ndicate if you mother, fatl	her, or sibling(s) have or had	any of the following:			
☐ Adopted, Famil	y History Unknown	☐ No Relevant	Family History			
	•	ather Sister(s)	Brother(s)			
Cataract						
Glaucoma						
"Lazy Eye"						
Macular degeneration	\sqcup					

Medical History

What is your tobacco use history? ☐ Current every day smoker Smoker status: ☐ Current some day smoker ☐ Smoker, current status unknown ☐ Never smoked ☐ Unknown if ever smoked ☐ Former smoker Medications **Blood Thinners Antibiotics** ☐ insulin glargine (Lantus) ☐ amoxicillin □ aspirin ☐ insulin detemir (Levemir) ☐ azithromycin (Z-Pak) ☐ dipyridamole (Aggrenox) ☐ linaglipton (Tradjenta) Allergy/Asthma/COPD ☐ clopidogrel (Plavix) ☐ Iiraglutide (Victoza) ☐ albuterol (Proventil, Ventolin) ☐ dabigatran (Pradaxa) ☐ saxagliptin (Onglyza) ☐ loratadine (Claritin) ☐ rivaroxaban (Xarelto) Eye: REVIEWED W/ CLINICIAN ☐ montelukast (Singulair) ☐ warfarin (Coumadin) Gastrointestinal ☐ fluticasone/salmeterol (Advair) Cholesterol □ omeprazole (Prilosec) **Autoimmune** ☐ simvastatin (Zocor) ☐ esomeprazole (Nexium) HIV ☐ adalimumab (Humira) □ rosuvastatin (Crestor) ☐ infliximab (Remicade) ☐ atorvastatin (Lipitor) ☐ Atripla ☐ etenercept (Enbrel) Depression/Bipolar/Alzheimer's ☐ ritonavir (Norvir) ☐ aripiprazole (Abilify) ☐ Truvada **Blood Pressure** ☐ amlodipine (Norvasc) ☐ duloxetine (Cymbalta) Pain ☐ memantine (Namenda) ☐ hydrochlorothiazide (HCTZ) ☐ hydrocodone (Norco) ☐ Lisinopril (Zestril) **Diabetes Thyroid** ☐ metoprolol (Toprol) ☐ levothyroxine (Synthroid) ☐ metformin (Glucophage) □ valsartan (Diovan) ☐ sitagliptin (Januvia) ☐ olmesartan (Benicar) ☐ insulin aspart (Novolog) ☐ telmisartan (Micardis) ☐ insulin lispro (Novolog) ☐ Other (Please Specify): Allergies □ No Known Allergies ☐ Penicillin □ Tetracycline ☐ Latex ☐ Non-steroidal (Aleve. ibuprofen) □ Sulfa ☐ Other: Patient Signature Tech Signature

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Toll-free: 855-654-2020 Web: clemsoneye.com

REFRACTION

An essential part of a complete eye exam, this test determines the eye's prescription and need for corrective lenses. Most health care plans, including Medicare, DO NOT COVER refractions, but some vision plans do cover them. If a patient is experiencing blurred or decreased vision, refraction determines if this is due to a need for corrective lenses or a medical problem. For patients anticipating cataract surgery, a refraction is required to prove the vision cannot be corrected with glasses and eye surgery is medically necessary. Patients who have a refraction will receive a new prescription valid for one year. Federal law requires that we bill for refractions and if we are a contract provider with a health or vision plan that covers refractions, we will bill them for the coverage. Otherwise, our fee for a refraction is payable on the date of service. Patients who pay may request we bill their plan and may receive a refund in their insurance ultimately does cover the charge for this test.

Signature:	
Date:	

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22995 Highway 76 E Clinton, SC 29325 Office: 864-833-0038 Fax: 864-833-0520

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