

Main Office: 1001 Noyes Street, Utica NY 13502 (315) 624-9470 Phone | (315) 624-9480 Fax

Information Sheet for New Patients

Thank you for your interest in becoming a patient at Upstate Family Health Center. We truly appreciate your patience as we work to provide high-quality, accessible care to everyone in our community.

At this time, you have been placed on our waiting list to become an established patient.

To move forward with the new patient process, please complete the following steps:

- 1. Complete the enclosed New Patient Packet, which includes:
 - o A request to release your previous primary care and/or specialty care medical records.
 - o RHIO (Regional Health Information Organization) consent form.

Please note: Submitting the New Patient Packet does not automatically make you an active patient at our clinic.

- 2. Once we receive and review your medical records, a member of our team will contact you to:
 - o Schedule your new patient appointment.
 - o Discuss any additional care plans that may be necessary.

Included in this packet are the following documents:

- New Patient Checklist
- New Patient Application
- Consent and Authorization Forms
- Patient Release of Information
- Patient Intake Form
- Patient Expectations Information Sheet
- Medication Refill Information and Acknowledgment Form
- Form Completion Guidelines

Additionally, please submit:

- Proof of Insurance
- Picture ID

Please return the completed forms by mail or drop them off at our front desk during business hours (Monday–Friday, 8:00 AM - 6:00 PM).

If you have any questions or need assistance with the forms, we're here to help. Contact us at **315.624.9470** or **admin@ufhcinc.org**.

Thank you again for choosing Upstate Family Health Center. We look forward to welcoming you and supporting your health journey.

Warm regards,

Upstate Family Health Center Inc.





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New Patient Checklist

Required Documents (Please check each box once completed or provided):

- □ Picture ID (e.g. Driver's License, State ID, Passport etc)□ Insurance Card(s) (Provide copies of all active insurance cards)
- □ Patient Application Packet
 - Authorization for Verbal Disclosure of Information
 - Authorization for Access to Patient Information (RHIO Form signed and completed)
 - Authorization for Release of Health Information Form (Signed and completed)
 - Patient Intake Form
 - Patient Expectations Information Sheet
 - Medication Refill Information and Acknowledgement/Controlled Medication Information Sheet
 - Patient Information Sheet: Form Completion Guidelines
 - o Acknowledgment of Forms

Additional Instructions

- Please print clearly when filling out all forms
- Ensure that all sections of the packet are fully completed

We are here to help! Please ask any of our team members for assistance if needed!



Date of Birth

Today's Date



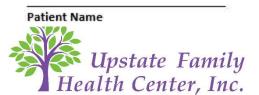
1001 Noyes Street, Utica NY 13501 (P) 315-624-9470 (F) 315-624-9481 https://www.upstatefamilyhealth.org PATIENT APPLICATION

Patient Information										
Last Name				First Name (Legal)		N	1iddle		
Address			РО Во	ox A	\pt	City			State	Zip
Cell Phone Number						•	Sc	ocial S ecu	rity num b er	122
Home Phone Number Em			Email	Email Address		Å		Date of Birth	i	
Emergency Contact Name			Em	Emergency Contact Number		R	Relationship to Emergency Contact			
Veteran ☐ Yes ☐ No		Pr	Primary Spoken Language			Interpreter Needed? Yes No				
				Patie	nt Stati	stics				
a FQHC, we are re		n a yearly basis, sta	tistics	about the patie	ents we se					deral designation. As r statistics purposes
Marital Status Single Married Divorced Separated Other	Single American Indian or Alaska Native Guamanian or Ch Married Asian Indian Japanese Divorced Black or African American Korean Separated Chinese Native Hawaiian			nanian or Cham nese an re Hawaiian	norro 🗆 V □ W	amoan ietnamese /hite ther Asian	Ci	hicano uban	☐ Not Hi Specify ☐ Puerto	an American spanic or Latino o Rican
Sexual Orientation ☐ Straight ☐ Something Else ☐ Lesbian or Gay ☐ Don't know ☐ Bisexual ☐ Choose not to disclose				Gender Identity Male Female Transgender Male (Female to Male) Transgender Female (Male to Female)			ot to disclose			
Living Type (check if applies)				Household Siz supports) Adu			ople in househo n:	d this income		
Annual Household Income □ <\$10,000 □ \$10-\$20,999 □ \$21-\$30,999 □ \$3: □\$41-\$50,999 □ \$51-\$60,999 □ over \$70,000			\$31-\$	Custody arrangement in place? The state of Primary:						
Responsible Party (if other than patient)										
First Name			P	Middle		Last Name	,			
Relationship to	the Patient Partner 🖵 Paren	t 🗆 Child 🖵 Oth	ner _							
<u>.</u>					Dat	e of Birth				
Address			City		State		Zip			
Email Address				Preferred Ph	one Num	ber		Alterna	ate Phone Numb	er
Primary Insurance Information										
Subscriber Name (Name on Insurance Card)							Subscriber D	ОВ		
Plan Carrier (Insurance Company)					Sub	scriber ID #			Group#	

÷			
Patient Name	Date of Birth	Today's Date	e .
Subscriber Name (Name on Insurance Card)	Secondary Insi	urance Information	Subscriber DOB
Subscriber Name (Name on msurance Card)			Subscriber DOB
Plan Carrier (Insurance Company)		Subscriber ID #	Group #
, , , , , , , , , , , , , , , , , , , ,			·
		,	
A	dditional Parent/G	Guardians (if applicable) (If Patient is under 18 years old)
First Name	Last Name		Date of Birth
Relationship to the Patient Parent Guardian Other		Guardian Phone Number	
First Name	Last Name		Date of Birth
Relationship to the Patient Parent Guardian Other		Guardian Phone Number	
Mother's Maiden Name:			
	Pharmac	y Information	
Name of patient's primary pharmacy		Address/Location	
Name of patient's mail order pharmacy		Address/Location	
I UNDERSTAND THAT MY MEDICATION HISTORY MINFORMATION MAY BE VALUABLE INFORMATION F			CHANGE AND THAT THIS PROTECTED HELATH
I hereby authorize Upstate Family Health Center, Indisclose, process, retrieve, transmit, and view for thas necessary for my care and treatment.	c. to access my medication	history without limitation or exclusion	•
Signature of Patient, Parent and Guardian			
		lers/Patient Portal Access	
How would you like to receive appointment re notifications via? ☐Text ☐ Voicemail ☐ Em		Would you like to access our p ☐ Yes ☐ No (If yes, please p	•
II ASSIGNMENT AND RELEASE: I hereby authorize I am financially responsible for any unpaid bal including medical, surgical, drug, alcohol, and understand that if I am pending Medicaid that I I hereby give consent for treatment or therape health care professionals at Upstate Family Hea and I have had my questions answered, and the	any and all insurances of ance. I also authorized psychiatric information will be billed for the ful CONSEI eutic intervention, which Center, Inc. conside	the Agency to release any informon. Release of HIV/AIDS informat I amount for services until accepte NT TO TREAT The may include evaluations, routing necessary. I acknowledge that the	nation required by my insurance company ion may require further authorization. In the dot by Medicaid. The diagnostic procedures, and tests as the his consent form has been explained to me
Patient Signature/Legal Represen (Consent to treat and bill)	tative		Date

Authorized individual and relationship to patient (Consent to treat and bill)

Date



Date	of	Bi	rti	H

Today's Date

Authorization for Verbal Disclosure of Information

This will remain in effect until notified differently by patient. The patient is responsible to notify the provider if they wish to revoke this form or make a revision of any information contained within this form. Patient Last Name Patient First Name Date of Birth Upstate Family Health Center, Inc. may discuss your protected health information with the following people: Name Relationship/Phone # Any Exclusive/Comments Parent Guardian Other ☐ Parent ☐ Guardian ☐ Other Parent Guardian Guardian Signature of Patient or Patient's Legal Representative Date Print Name of Legal Representative (if applicable) Relationship of Legal Representative to Patient (if applicable) Note: This discussion form is not meant to replace or be used instead of SMH/HH 48 Authorization for Release of Medical Information Protected info discussion permission.





Authorization for Access to Patient Information New York State Department of Health Through a Health Information Exchange Organization

Patient Name	Date of Birth
Other Names Used (e.g., Maiden Name):	
equest that health information regarding my care and treatment to allow the Organization named above to obtain access to meganization called HealtheConnections. If I give consent, my med cessed using a statewide computer network. CealtheConnections is a not-for-profit organization that shares information and the connections is a not-for-profit organization.	y medical records through the health information exchange ical records from different places where I get health care car
vacy and security standards of HIPAA and New York State Law. p://healtheconnections.org/.	To learn more visit the Health _e Connections website at
My Consent Choice. ONE box is checked to the left of my of I can fill out this form now or in the future.	
I can also change my decision at any time by completing	a new form.
☐ 1. I GIVE CONSENT for the Organization named above HealtheConnections to provide health care services (including	to access ALL of my electronic health information through
☐ 1. I GIVE CONSENT for the Organization named above	to access ALL of my electronic health information through g emergency care). to access my electronic health information through
☐ 1. I GIVE CONSENT for the Organization named above HealtheConnections to provide health care services (including ☐ 2. I DENY CONSENT for the Organization named above HealtheConnections for any purpose, even in a medical employed want to deny consent for all Provider Organizations and Healthealth information through HealtheConnections, I may do so by visit in the connection of the organization of the connection of the organization of the or	to access ALL of my electronic health information through g emergency care). to access my electronic health information through ergency. Plans participating in HealtheConnections to access my electronic HealtheConnections website at
☐ 1. I GIVE CONSENT for the Organization named above HealtheConnections to provide health care services (including ☐ 2. I DENY CONSENT for the Organization named above HealtheConnections for any purpose, even in a medical employed want to deny consent for all Provider Organizations and Healthealth information through HealtheConnections, I may do so by vitp://healtheconnections.org/ or calling HealtheConnections at 3.	to access ALL of my electronic health information through gemergency care). e to access my electronic health information through pergency. Plans participating in HealtheConnections to access my electronic HealtheConnections website at 315.671.2241 x5.
 □ 1. I GIVE CONSENT for the Organization named above HealtheConnections to provide health care services (including □ 2. I DENY CONSENT for the Organization named above 	to access ALL of my electronic health information through gemergency care). e to access my electronic health information through pergency. Plans participating in HealtheConnections to access my electronic HealtheConnections website at 315.671.2241 x5.

OCA Official Form No.: 960



Patient Name	Date of Birth	Social Security Number
Patient Address	I	
I, or my authorized representative, request that h	ealth information regarding my care and treatmen	t be released as set forth on this form:
	Privacy Rule of the Health Insurance Portability a	and Accountability Act of 1996
(HIPAA), I understand that: 1. This authorization may include disclosure	of information relating to ALCOHOL and DE	RUG ARUSE MENTAL HEALTH
	d CONFIDENTIAL HIV* RELATED INFORM	
	ne health information described below includes an	
	illy authorize release of such information to the pe	
	ed, alcohol or drug treatment, or mental health t	
	without my authorization unless permitted to of people who may receive or use my HIV-related	
	se or disclosure of HIV-related information, I may	
	w York City Commission of Human Rights at	
responsible for protecting my rights.		
	at any time by writing to the health care provider	
	t action has already been taken based on this auth is voluntary. My treatment, payment, enrollme	
penefits will not be conditioned upon my author		in in a hearth plan, or engionity for
	on might be redisclosed by the recipient (except	as noted above in Item 2), and this
redisclosure may no longer be protected by feder		
	UTHORIZE YOU TO DISCUSS MY HEALT	
7. Name and address of health provider or entity	ATTORNEY OR GOVERNMENTAL AGEN to release this information:	CY SPECIFIED IN ITEM 9 (0).
7. I talle and decless of health provider of entry	to receipe this information.	
8. Name and address of person(s) or category of		604 0470 EV 245 604 0494
9(a). Specific information to be released:	1001 NOYES ST UTICA NY 13502 PH: 315-	624-9470 FX 315-624-9461
	to (insert date)	
Entire Medical Record. including patien	histories, office notes (except psychotherapy note	es), test results, radiology studies, films
referrals, consults, billing records, insur	ance records, and records sent to you by other hea	Ith care providers.
Other:	Include: (1	Indicate by Initialing)
<u> </u>		Alcohol/Drug Treatment
	<u>,</u>	Mental Health Information
Authorization to Discuss Health Information		HIV-Related Information

All items on this form have been completed and my questions about this form have been answered. In addition, I have been provided a copy of the form.

(Attorney/Firm Name or Governmental Agency Name)

Name of individual health care provider

13. Authority to sign on behalf of patient:

11. Date or event on which this authorization will expire:

EXPIRES 1 YEAR FROM SIGNED DATE BELOW

Signature of patient or representative authorized by law.

to discuss my health information with my attorney, or a governmental agency, listed here:

(b) By initialing here I authorize

12. If not the patient, name of person signing form:

10. Reason for release of information:

At request of individual

•ther:

Human Immunodeficiency Virus that causes AIDS. The New York State Public Health Law protects information which reasonably could identify someone as having HIV symptoms or infection and information regarding a person's contacts.

Instructions for the Use of the HIPAA-compliant Authorization Form to Release Health Information Needed for Litigation

This form is the product of a collaborative process between the New York State Office of Court Administration, representatives of the medical provider community in New York, and the bench and bar, designed to produce a standard official form that complies with the privacy requirements of the federal Health Insurance Portability and Accountability Act ("HIPAA") and its implementing regulations, to be used to authorize the release of health information needed for litigation in New York State courts. It can, however, be used more broadly than this and be used before litigation has been commenced, or whenever counsel would find it useful.

The goal was to produce a standard HIPAA-compliant official form to obviate the current disputes which often take place as to whether health information requests made in the course of litigation meet the requirements of the HIPAA Privacy Rule. It should be noted, though, that the form is optional. This form may be filled out on line and downloaded to be signed by hand, or downloaded and filled out entirely on paper.

When filing out Item 11, which requests the date or event when the authorization will expire, the person filling out the form may designate an event such as "at the conclusion of my court case" or provide a specific date amount of time, such as "3 years from this date".

If a patient seeks to authorize the release of his or her entire medical record, but only from a certain date, the first two boxes in section 9(a) should both be checked, and the relevant date inserted on the first line containing the first box.

Patient Intake Form

Name:	DOB:	Date:
Address:		
Phone No:	Email:	
1. Have you had any prima ☐ Yes ☐ No	ry care before?	
Name:	ame and address of your previ	
	you saw your primary care pro	- ovider?
3. Do you work with a Case ☐ Yes ☐ No	e Manager?	
Name:	ame and phone number of you	
4. Have you seen any special ☐ Yes ☐ No		
*	and address of each specialist:	
Specialty:		- - -
Specialty:		_ _ _
	vant to establish care with us?	
6. Please list all medication known):	s you are currently taking (inc	clude dosage and frequency if
•		

Patient Name:	DOB:	Date
Patient Name:	DOB:	



Patient Expectations Information Sheet

Dear Patient,

At Upstate Family Health Center, we are committed to providing high-quality care in a safe, respectful environment. To help us achieve this, we ask all patients to follow the expectations below:

1. Respectful Communication

- Treat staff and other patients with courtesy at all times.
- Aggressive or abusive language or behavior is not acceptable.
- If you have concerns about your care, please share them respectfully and through the appropriate channels.

2. Follow Your Treatment Plan

- Take your medications exactly as prescribed.
- Let your provider know right away if you have side effects or problems with your medications.
- Follow the treatment plan discussed with your healthcare provider.
- Be an active participant in your care.

3. Appointment Attendance and Punctuality

- Arrive on time for your appointments. Not more than 15 mins before your appt
- If you can't make it, please give at least 24 hours' notice.
- Being late may require us to reschedule your visit.
- Existing patients: missing three or more appointments without notice may result in dismissal from our practice (we will consider special circumstances).
- New Patients: missing your new patient establishing appointment without notice will result in our inability to establish you as a new patient. We cannot complete the Medicaid Transportation Form (Form 2015) until you are seen by our provider. This is a New York State rule that requires care to be established first. What You can do to get a ride to your first visit, contact: Medical Answering Services (MAS) 1-844-666-6270. They may be able to help you schedule transportation without a form for your first visit.

4. Respect Our Facility

- Please take care of our property and equipment.
- Damage may result in financial responsibility or removal from the practice.

Patient Name:	DOB:	Date:
5. Respect Privacy		
	are private and confidential. privacy of other patients while in our care.	
6. Follow Office Policies		
Comply with our office	e guidelines related to appointments, payments, an	nd privacy.
Important: Not following these expectation being discharged from Upstate	ns may lead to a review of your care at our practic Family Health Center.	ee and could result in
Acknowledgment By signing below, you confirm	that you have read, understood, and agree to follo	ow these expectations.
Patient Signature:		
Print Name: Date:	DOB:	
Thank you for helping us main	tain a positive and respectful care environment.	
Sincerely, Upstate Family Health Cente	r	



New Patient Medication Refill Information and Acknowledgment Form

We are glad you have decided to join Upstate Family Health Center as your healthcare provider. Our team is committed to delivering the high-quality care you deserve, with your safety as our top priority.

During your first visit, our providers will perform a comprehensive evaluation of your overall health and medications. Based on this evaluation, they may:

- Continue your current medications,
- Discontinue certain medications, or
- Adjust or switch you to alternative medications as clinically appropriate.

Important Information About Controlled Medications:

Please be aware of our policy regarding controlled substances:

- Our providers do not prescribe or refill any controlled medications related to pain management or mental health conditions.
- If you are currently taking such medications, we will refer you to an appropriate specialist to manage these needs.
- Establishing care with a specialist may take approximately **2–3 months**.
- You must arrange for your current prescriber to continue your controlled medications until you are fully established with the referred specialist.

A list of local **mental health care providers** is attached to help you begin this process.

Patient Acknowledgment	
Please read and confirm the following statements by	y checking each box:
☐ I understand that Upstate Family Health Center demental health conditions.	loes not refill controlled substances for pain or
\square I agree to follow up with the referred specialist formedications.	or continued management of my controlled
☐ I understand that it is my responsibility to ensure until I am under the care of a specialist.	my current prescriber continues these medications
Patient Name (Print): Date of Birth:	
Patient Signature:	Date:
Provider/Witness Signature (optional):	Date:

Patient Information Sheet: Form Completion Guidelines

At UFHC, your care is our priority. In order to support you while maintaining high standards and compliance, please carefully review our guidelines for form completion.

What You Need to Know

1. What types of forms are covered?

Requests such as the following fall outside routine medical care and are not included in a standard visit. We will schedule a dedicated appointment.

- School or camp forms
- FMLA paperwork
- Long-term care or life insurance forms
- Veterans Affairs documents
- Disability forms
- Employment-related forms (e.g., return-to-work or work restrictions)

2. Who is eligible for form completion?

To be eligible, you must:

- Be a UFHC patient for at least one year, or have had six or more visits,
 AND
- Have been seen within the last 6 months.

Note: Based on your condition, your provider may determine that a specialist should complete your form. We can provide a list of trusted referral providers for disability-related matters.

3. Disability and Work-Related Forms

UFHC providers do not provide legal disability determination.

If your form requests:

- A decision about your ability to work
- Functional assessments

You will be referred to an appropriate specialist (e.g., physiatry, occupational medicine, physical medicine).

iii Form Completion Process

STEP 1: Schedule a dedicated office visit.

We do **not** accept walk-in or drop-off forms. This dedicated scheduled visit ensures your provider can review and discuss the form properly. If your provider has sufficient information and decides to complete the form, it will be done within 10 days of your visit."

STEP 2: Bring your form to the visit.

- Obtain the form from your employer, insurance, or agency.
- Complete the patient portion before your appointment.
- Please sign any required Release of Information allowing us to release medical information per HIPAA regulations.

STEP 3: Pay applicable charges.

If the service is **not covered by insurance**, you will be responsible for the charge directly. Standard visit charges and clinic policies apply.

f After Your Form Is Completed

- A copy will be kept in your permanent medical record.
- If you need another copy:
 - Contact the Medical Records Department
 - o Or use the **Patient Portal** to access your records electronically.

rroviders cannot release records directly. Please do not contact them for copies.

Important Reminders

• Providers are legally responsible for any information they sign. Forms will be filled out with care to avoid errors that may affect your case.

- Providers have full discretion to refuse to fill out or sign forms requested.
- Do not leave forms at the front desk or with your provider without an appointment. We cannot accept responsibility for lost or incomplete paperwork.

Patient Acknowledgment & Signature

I have read and understood the **UFHC Form Completion Guidelines**. I acknowledge that:

- I must schedule a dedicated visit for form completion.
- I am responsible for any charges not covered by insurance.
- I must complete my portion of the form prior to submission.
- Copies of forms can only be obtained through the Medical Records Department or the Patient Portal.

I agree to follow the process outlined above and understand that failure to do so may delay form completion.

Patient Name (Printed):	
Date of Birth:	_
Signature:	
Date:	



Acknowledgment of Forms

Patient Nan	ne	Date of Birth
<u>UI</u>	PON REQUEST, YOU WILL RECEIVE A COP	Y OF THE FOLLOWING
1.	Payment Policy	5. About Health Care Proxy-FAQ
2.	Patient Responsibilities & Code of Conduct	6. NYS Healthcare Proxy (Blank Form)
3.	Patient Bill of Rights/ Grievance Process	7. Privacy Commitment Notice (HIPAA)
4.	Planning in Advance for your Medical Treatmen	nt 8. Sliding Fee Program Information
**	(Advance Directive) *NOTE: if patient is a child, # 4-6 are not applicate.	9. Release of Information to obtain records from prior PCP
<u>Be</u>	fore signingif you have any questions, please	discuss them with staff
1.	The New York State Health Care Proxy has be means any person 18 years or older, and (if un	een explained to me and I: (applicable for adults only). Adult der 18 years) you are a parent or married).
	☐ I have an advance directive. (Please provid	e the office with a copy for our records)
	☐ I choose not to execute my right to make a	n advance directive at this time.
IF	YOU HAVE ANY QUESTIONS, PLEASE FEEL FREE T	O ASK YOUR HEALTHCARE PROVIDER
Signature o	f Patient or Patient's Legal Representative	Date
Print Name	of Legal Representative (if applicable)	Relationship of Legal Representative to Patient (if applicable)