

Jeffery P. Schoonover, MD, RPVI, DABVLM, FAVLS

Ryan Pilkey, FNP-BC

Katelyn Hooker, FNP-C

Mallory Bragg, FNP-C

Sara Salinas, PT, CLT-LANA

Sara Randolph, DPT, CLT



INDIANA

VEIN
& LYMPHATIC

Better Options. Healthier Legs.®

Welcome To Our Practice

Thank you for choosing **Indiana Vein & Lymphatic** for your care! We are committed to providing our patients with state-of-the-art treatment in a comfortable and friendly environment. Locally owned and operated, our office was founded on the guiding principles of respect and compassion for our patients.

Our team realizes that you have a choice for venous and lymphatic treatment options in Central Indiana. **Indiana Vein & Lymphatic** is proud to be a leader in minimally invasive venous care. As our practice continues to address the changing needs of our patients, we are thankful to have built a unique collaborative care model by also offering lymphatic therapy services. There are a variety of separate hospital-based practices in the area also offering venous treatment (i.e. vascular surgery and interventional radiology) which can be confusing for some patients. We emphasize that our independent practice is based on the American Venous and Lymphatic Society (AVLS) diagnostic evaluation and treatment standards, with exclusive focus on the office based/non-surgical approach to venous and lymphatic care. You can learn more about the AVLS here: www.myavls.org/about-us.html or www.healthyveins.org.

The information contained is intended to assist you and save time during your visit with us. Please plan to spend about 60-90 minutes with us for your first visit. Optimally, make sure you are well-rested and hydrated for this evaluation. It is our goal to conduct a comprehensive review of your medical concerns in order to determine the proper treatment for you at this initial consultation and ultrasound evaluation. It is also our goal for you to leave our office with a full understanding of your treatment options and with all questions answered.

After we finish gathering all pertinent information, our team will review with you all findings and establish your evaluation and potential treatment plan. We will discuss all treatments in detail, including benefits, risks, and alternatives. We will do our best to answer any questions you may have. All of our subsequent ultrasound testing and procedures are performed in the office at in Carmel in the Meridian Crossing Building. Please feel free to also review our website at www.indyveins.com prior to the visit, as well.

Once we have determined your individualized treatment plan, our staff will assist you with any appointment and treatment scheduling needs. They will also work to answer any insurance questions you may have. We request that you fill out the enclosed forms and bring them with you in order to expedite the time you spend with us.

Please bring a pair of loose-fitting shorts to change into for your visit and to arrive 20-30 minutes early to complete any additional paperwork. Insurance cards and photo identification will also be needed for the verification process. Our front office staff is prepared to make your visit pleasant and effective.

Thank you for selecting us,

Jeffery P. Schoonover, MD

Owner and Chief Medical Director

Amanda Vermillion

Practice Manager

11590 N. Meridian Street, Suite 270, Carmel, IN 46032

O: 317.348.3020 | 1.888.LEG.VEIN (534.8346) F: 317.863.1237

www.indyveins.com | indyveins

INDIANA VEIN & LYMPHATIC
PATIENT REGISTRATION FORM

(PLEASE PRINT)

Referred By _____

Patient Information (To be completed by the Patient or Responsible Party)

Name _____	Sex _____	Age _____	Birthdate _____
Address _____	Marital Status _____		
City _____ St _____ Zip _____	SSN _____		
Home Phone _____	Employer _____		
Work Phone _____	Address _____		
Drivers License Number _____	City _____ St _____ Zip _____		
Spouse's Name _____	Spouse's Employer _____		
PCP _____			

To be Completed by Responsible Party (If other than patient)

Name _____	Relationship to Patient _____
Address _____	Birthdate _____ SSN _____
City _____ St _____ Zip _____	Employer _____
Home Phone _____	Address _____
Work Phone _____	City _____ St _____ Zip _____

Emergency Contact (Not Listed Above)

Name _____	Phone _____
------------	-------------

Primary Insurance		Secondary Insurance	
<input type="checkbox"/> Copy of Insurance Cards Attached		<input type="checkbox"/> Copy of Insurance Cards Attached	
<u>Insurance Name</u>	<u>Effective Date</u>	<u>Insurance Name</u>	<u>Effective Date</u>
Address		Address	
Policy/Group		Policy/Group	

Email Addresses	
Home	Work

I hereby authorize the above practice to disclose or receive any or all information relating to my evaluation at this office, including copies of my diagnostic test results, to or from my attending physician and/or such physicians as may be selected by my attending physician, at his or her discretion, for the purpose of obtaining further diagnosis and/or treatment which he or she believes is indicated.

I hereby authorize release of information necessary to file a claim with my insurance company and ASSIGN BENEFITS OTHERWISE PAYABLE TO ME TO THE DOCTOR OR GROUP INDICATED ON THE CLAIM. I am responsible for any referrals and/or authorizations required by my insurance company. I understand I am financially responsible for any balance not covered by my insurance.

I understand that the above practice is not responsible for collecting on an insurance claim or negotiating a settlement on a disputed claim. I agree that I am responsible for any co-payments, deductibles and fees for non-covered services.

I understand that the above practice is not in the business of extending credit and I agree to pay the above practice at the time its bill is presented. If prompt payment is not made, the above practice may take action to collect its charges.

Signature _____ Date _____

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Patient Health Questionnaire

Patient Name: _____

Please place a check mark on the symptoms you are experiencing:

<input type="checkbox"/> Aching	<input type="checkbox"/> Heaviness	<input type="checkbox"/> Burning in	<input type="checkbox"/> Swelling
<input type="checkbox"/> Burning	<input type="checkbox"/> Pain	<input type="checkbox"/> Feet/Toes	<input type="checkbox"/> Fatigue
<input type="checkbox"/> Cramping	<input type="checkbox"/> Bleeding from	<input type="checkbox"/> Difficulty in	<input type="checkbox"/> Itching
<input type="checkbox"/> Discoloration	<input type="checkbox"/> Veins	<input type="checkbox"/> Healing Wounds	<input type="checkbox"/> Restless Legs

Where are your symptoms located? Please choose all of the options that apply to you.

<input type="checkbox"/> In Both of My Legs	<input type="checkbox"/> I Have Symptoms in	<input type="checkbox"/> Other
<input type="checkbox"/> In My Right Leg	Locations Other Than	
<input type="checkbox"/> In My Left Leg	My Legs	

Do you have any ULCERS on your legs? Please choose the best statement below.

<input type="checkbox"/> I do NOT have ulcers on either of my legs	<input type="checkbox"/> I have Ulcer(s) on my RIGHT leg
	<input type="checkbox"/> I have Ulcer(s) on my LEFT leg

How long have you been experiencing these reported symptoms?

<input type="checkbox"/> Days - Enter number: _____	<input type="checkbox"/> Months - Enter number: _____
<input type="checkbox"/> Weeks - Enter number: _____	<input type="checkbox"/> Years - Enter number: _____

Have you tried COMPRESSION STOCKINGS to alleviate your symptoms? Please choose the best statement(s) below. Choose both, if they apply.

<input type="checkbox"/> I've tried stockings for my RIGHT leg	<input type="checkbox"/> I've tried stockings for my LEFT leg
--	---

Please place a check mark on the vein procedures you have had in the past:

<input type="checkbox"/> Endovenous Laser Ablation	<input type="checkbox"/> Cosmetic Sclerotherapy	<input type="checkbox"/> Sclerotherapy for small veins
<input type="checkbox"/> Clarivein Ablation	<input type="checkbox"/> Vein Stripping	<input type="checkbox"/> Ultrasound Guided Foam Sclerotherapy
<input type="checkbox"/> VenaSeal Ablation	<input type="checkbox"/> Vein Stent	<input type="checkbox"/> Cosmetic Foam Sclerotherapy
<input type="checkbox"/> Ohmic Thermolysis	<input type="checkbox"/> Other	<input type="checkbox"/> Vein Ligation
<input type="checkbox"/> Sclerotherapy for large veins	<input type="checkbox"/> Radiofrequency Ablation	<input type="checkbox"/> Vena Cava Filter
<input type="checkbox"/> Ultrasound-Guided Sclerotherapy	<input type="checkbox"/> Varithena Ablation	
	<input type="checkbox"/> Chemical Ablation	
	<input type="checkbox"/> Micro Phlebectomy	

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Patient Health Questionnaire

Patient Name: _____

Please place a check mark on any past vein related medical diagnosis that you have been treated for:

<input type="checkbox"/> Vein Thromboembolism	<input type="checkbox"/> Genetic Risk Factors
<input type="checkbox"/> Deep Vein Thrombosis (DVT)	<input type="checkbox"/> Superficial Thrombophlebitis
<input type="checkbox"/> Leg Injury	<input type="checkbox"/> May-Thurner's Syndrome
<input type="checkbox"/> Klippel-Trenaunay Syndrome	<input type="checkbox"/> Leg Ulcers
<input type="checkbox"/> Other	

Please place a check mark on each of the medical conditions YOU have been diagnosed with:

<input type="checkbox"/> Anemia	<input type="checkbox"/> Heart Burn / Acid Reflux	<input type="checkbox"/> Bronchitis / Emphysema
<input type="checkbox"/> Aortic Aneurysm	<input type="checkbox"/> Heart Disease	<input type="checkbox"/> Cirrhosis
<input type="checkbox"/> Arthritis	<input type="checkbox"/> High Cholesterol	<input type="checkbox"/> Crohn's Disease
<input type="checkbox"/> Atherosclerosis	<input type="checkbox"/> Hypertension	<input type="checkbox"/> Diabetes
<input type="checkbox"/> Cancer	<input type="checkbox"/> Anxiety	<input type="checkbox"/> Gout
<input type="checkbox"/> Cold Sores	<input type="checkbox"/> APLA	<input type="checkbox"/> Hepatitis
<input type="checkbox"/> Depression	<input type="checkbox"/> Asthma	<input type="checkbox"/> HIV

Please place a check mark on each of the medical conditions FAMILY MEMBERS have been diagnosed with:

<input type="checkbox"/> Cancer	<input type="checkbox"/> High Cholesterol
<input type="checkbox"/> Cardiac Disease	<input type="checkbox"/> Hypertension
<input type="checkbox"/> Clotting Disorder(s)	<input type="checkbox"/> Diabetes
<input type="checkbox"/> History of Blood Clots	<input type="checkbox"/> Varicose Veins

Please place a check mark on the surgeries that you have had performed in the past:

<input type="checkbox"/> Appendix removal	<input type="checkbox"/> Breast surgery
<input type="checkbox"/> Bunion Repair	<input type="checkbox"/> C-section
<input type="checkbox"/> Surgery to improve blood flow to the heart	<input type="checkbox"/> Gallbladder removal
<input type="checkbox"/> Removal of part of the colon	<input type="checkbox"/> Hemorrhoid removal
<input type="checkbox"/> Hernia repair	<input type="checkbox"/> Hip replacement
<input type="checkbox"/> Uterus removal	<input type="checkbox"/> Removal of part of the lung
<input type="checkbox"/> Knee replacement	<input type="checkbox"/> Prostate
<input type="checkbox"/> Plastic surgery	<input type="checkbox"/> Thyroid surgery
<input type="checkbox"/> Skin cancer surgery	<input type="checkbox"/> Other surgery
<input type="checkbox"/> Tonsils removes	

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Patient Health Questionnaire

Patient Name: _____

Please List Occupation: _____

Please place a check mark on your current occupation status:

<input type="checkbox"/> My occupation requires sitting/standing	<input type="checkbox"/> My occupation requires me to be active
<input type="checkbox"/> Unemployed	<input type="checkbox"/> Self-employed
<input type="checkbox"/> Employed Full-Time	<input type="checkbox"/> Employed Part-Time
<input type="checkbox"/> Retired	<input type="checkbox"/> Other

Please place a check mark on your marital status:

<input type="checkbox"/> Married	<input type="checkbox"/> Unmarried
<input type="checkbox"/> Divorced	<input type="checkbox"/> Widowed
<input type="checkbox"/> Divorced-Remarried	<input type="checkbox"/> Widowed-Remarried

Please place a check mark on the number of children you have:

<input type="checkbox"/> 1	<input type="checkbox"/> 3	<input type="checkbox"/> 5	<input type="checkbox"/> Several
<input type="checkbox"/> 2	<input type="checkbox"/> 4	<input type="checkbox"/> 6	

Please place a check mark on your answer for if you consume alcohol:

<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> Other
-----------------------------	------------------------------	--------------------------------

Please place a check mark on your answer for if you currently smoke:

<input type="checkbox"/> Current - Every Day	<input type="checkbox"/> Former Smoker
<input type="checkbox"/> Current - Some Days	<input type="checkbox"/> Never Smoked

Please place a check mark on any additional symptoms you are experiencing:

<input type="checkbox"/> Fatigue	<input type="checkbox"/> Decreased Vision
<input type="checkbox"/> Chest Pain	<input type="checkbox"/> Chronic / Frequent Cough
<input type="checkbox"/> Abdominal Pain	<input type="checkbox"/> Enlarged Prostate
<input type="checkbox"/> Ankle Pain	<input type="checkbox"/> Skin Easily Bruises
<input type="checkbox"/> Abnormal Numbness or Sensation	<input type="checkbox"/> Anxiety
<input type="checkbox"/> Cold Intolerance	<input type="checkbox"/> Blood in Urine
<input type="checkbox"/> Bleeding Tendencies	<input type="checkbox"/> Hives
<input type="checkbox"/> Cold Sores	<input type="checkbox"/> Fever
<input type="checkbox"/> Loss of Vision	<input type="checkbox"/> Hoarse Voice
<input type="checkbox"/> Palpitations / Irregular Heartbeat	<input type="checkbox"/> Cough / Spit Up Blood

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Patient Health Questionnaire

Patient Name:

Please list anything you are allergic to:

Please list all medications that you are currently taking, including over-the-counter, vitamins and herbs:

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Patient Health Questionnaire

Please circle each answer for LEFT Leg

Please circle each answer for RIGHT Leg

0	1	2	3	4	5	0	1	2	3	4	5
None of the time	A little bit of the time	Some of the time				A good bit of the time	Most of the time	All of the time			
How often do you experience a HEAVINESS feeling in your LEFT LEG?						How often do you experience a HEAVINESS feeling in your RIGHT LEG?					
0 1 2 3 4 5						0 1 2 3 4 5					
How often do you experience an ACHING feeling in your LEFT LEG?						How often do you experience an ACHING feeling in your RIGHT LEG?					
0 1 2 3 4 5						0 1 2 3 4 5					
How often do you experience a SWELLING feeling in your LEFT LEG?						How often do you experience a SWELLING feeling in your RIGHT LEG?					
0 1 2 3 4 5						0 1 2 3 4 5					
How often do you experience NIGHT CRAMPS in your LEFT LEG?						How often do you experience NIGHT CRAMPS in your RIGHT LEG?					
0 1 2 3 4 5						0 1 2 3 4 5					
How often do you experience a HEAT OR BURNING feeling in your LEFT LEG?						How often do you experience a HEAT OR BURNING feeling in your RIGHT LEG?					
0 1 2 3 4 5						0 1 2 3 4 5					
How often do you experience a RESTLESS LEG feeling in your LEFT LEG?						How often do you experience a RESTLESS LEG feeling in your RIGHT LEG?					
0 1 2 3 4 5						0 1 2 3 4 5					
How often do you experience a THROBBING feeling in your LEFT LEG?						How often do you experience a THROBBING feeling in your RIGHT LEG?					
0 1 2 3 4 5						0 1 2 3 4 5					
How often do you experience an ITCHINGS feeling in your LEFT LEG?						How often do you experience an ITCHINGS feeling in your RIGHT LEG?					
0 1 2 3 4 5						0 1 2 3 4 5					
How often do you experience a TINGLING feeling in your LEFT LEG?						How often do you experience a TINGLING feeling in your RIGHT LEG?					
0 1 2 3 4 5						0 1 2 3 4 5					

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Patient Health Questionnaire

Patient Name: _____

Please answer the following questions by checking the appropriate boxes listed below.

How do you feel regarding your physical functioning?

- Does NOT Limit Me in Vigorous Activities
- Limits LITTLE in My Vigorous Activities
- Limits LITTLE in Moderate Activities
- Limits A LOT in Moderate Activities
- Limits LITTLE in Bathing and Dressing
- Limits A LOT in Bathing and Dressing

How do you feel regarding the pain you experience?

- NO Pain
- Pain DOES NOT interfere with normal work
- Pain LITTLE interferes with normal work
- Pain MODERATELY interferes with normal work
- Pain QUITE A BIT interferes with normal work
- Pain EXTREMELY interferes with normal work

How do you feel regarding your role limitation?

- No Problem with Work or Activities of Daily Living
- LIMITED to Kind of Work or Activities
- I Accomplish LESS due to Emotional Problems
- LIMITED due to Emotional AND Physical Problems

How do you feel regarding your mental health?

- Feel Tense or Down NONE of the time
- Feel Tense or Down LITTLE of the time
- Feel Tense or Down SOME of the time
- Feel Tense or Down MOST of the time
- Feel Tense or Down ALL the time

How do you feel regarding your social functioning?

- Health DOES NOT limit my social activities
- Health limits LITTLE of the time
- Health limits SOME of the time
- Health limits MOST of the time
- Health limits ALL the time

How do you feel regarding your vitality?

- Energy ALL the time
- Energy MOST of the time
- Energy SOME of the time
- Energy LITTLE of the time
- Energy NONE of the time

Indiana Vein & Lymphatic - WellRx Questionnaire

Do you have an Advance Directive or want more information regarding one?

Living Will Durable Power of Attorney I Do Not But Wish For More Information
 I Do Not Wish for More Information

Have you fallen in the past year?

Yes, I have fallen 2 or more times in the past year Yes, I have fallen with injury in the past year No

Do you need help getting more education?

Yes No

Are you concerned about someone in your home using drugs or alcohol?

Yes No

Do you feel unsafe in your daily life?

Yes No

Is anyone in your home threatening or abusing you?

Yes No

Do you need daycare, or better daycare, for your kids?

Yes No

Are you unemployed or without regular income?

Yes No

Do you need help finding a better job?

Yes No

In the past 2 months, did you or others you live with eat smaller meals or skip meals because you didn't have money or food?

Yes No

Are you homeless or worried that you might be in the future?

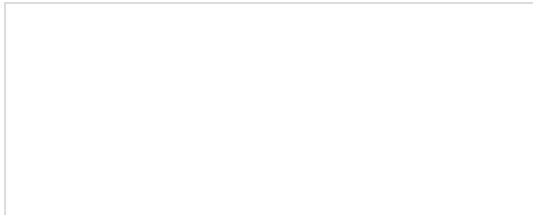
Yes No

Do you have trouble paying for your utilities (gas, electricity, phone)?

Yes No

Do you have trouble finding or paying for a ride?

Yes No

Patient Signature (or Guardian Signature)A large, empty rectangular box intended for a handwritten signature.

INDIANA VEIN & LYMPHATIC (Formerly Indiana Vein Specialists) - OFFICE AND FINANCIAL POLICIES

Photo ID and Insurance Card:

All patients will be required to present a valid driver's license or photo ID, their current medical insurance card and co-pay at every office visit. Patients without verifiable health insurance will be responsible for making payment arrangements at the time of their visit.

Contact Information:

Please ensure that your file is kept up to date with the best phone numbers, email and home addresses, and insurance information. Please inform the receptionist of any changes to your personal information upon arrival at the clinic or call after any of the above have changed.

Audio and Video Recording:

To protect the privacy of our patients and staff, NO audio or video recording is allowed.

Safety:

We understand that there are many reasons why you may need to visit our office and we will make every effort to make your visit(s) as pleasant and comfortable as possible. Our front desk and clinical staff are specially trained to assist, serve, and welcome our patients in a friendly, professional manner. In turn, we ask that your behavior is respectful to our staff, including our billing department, and associated durable medical equipment representatives. For the safety of our staff and patients, there is zero tolerance for abusive, threatening, disruptive, or inappropriate behaviors, any of which will lead to immediate dismissal from the practice.

Appointment Acknowledgments:

I acknowledge that Venous and/or Lymphatic Disease are **chronic** conditions. Treatment may require multiple visits and periodic long-term follow-up may be indicated. **Keeping your scheduled follow-up appointments and adhering to post procedure instructions are key to optimal outcomes.**

Cancellation Policy:

We strive to schedule our appointments so that each patient receives the right amount of time to be seen by our providers and staff. It is very important that you keep your scheduled appointment with us and arrive on time. As a courtesy, and to help you remember your scheduled appointments, the team at **Indiana Vein & Lymphatic** sends reminders by text and/or phone in advance of your appointment time.

We understand that sometimes things can come up or emergencies arise. Should you need to cancel or reschedule your appointment we would greatly appreciate **at least 48 hours notice**. This allows us adequate time to possibly refill the appointment as well as reschedule your appointment for a time that will better fit your needs. This is a courtesy to our office as well as to those patients who are waiting to schedule with the providers.

If you do not cancel or reschedule your appointment with **at least 24 hours notice**, you will incur a "NO-SHOW CHARGE" that must be paid prior to rescheduling. This is not payable by your insurance company and will be billed directly to you:

\$150 "No Show" Charge for Missed Visit

Insurance Policy:

As a service to our patients, we will submit medical claims to your insurance company if applicable. Vein ablation, sclerotherapy, diagnostic procedures, wound care, lymphatic physical therapy, and compression stockings are usually covered by insurance. We will verify your plan benefits as a courtesy for you. If necessary, our office will prepare a written pre-certification or pre-determination. If a procedure is not covered by your policy, a cost estimate for non-covered services will be provided to you. Insurance providers do not "guarantee" the amounts quoted over the phone.

We must emphasize that as a medical provider, our relationship is with you; not your insurance company. Your active participation is necessary when denials occur or payments are delayed from your insurance provider. Our office will file all claims for procedures covered by Medicare/Tricare or your commercial insurance policy, as applicable. Please note that charges NOT covered by Medicare/Tricare or your commercial insurance policy will be collected at the time of service. If you have secondary insurance, we will file claim forms for covered procedures with your secondary policy, as relevant to policy/coverage guidelines.

Please understand that although your insurance may "cover" diagnostic imaging and procedure(s), most patients will still have some out-of-pocket cost for each appointment, as insurance typically does not cover 100% of cost. By accepting insurance coverage you have entered into a contract with that company to accept responsibility for a certain percentage of the financial deductibles, co-pays and co-insurance amounts as outlined in the EOB's (explanation of benefits) that we receive from your insurance company after a claim has been processed. We are enrolled in most major insurance plans and networks.

PLEASE NOTE: COMPLIMENTARY/FREE "SCREENING" ARE NOT OFFERED AT OUR FACILITY.

If you are seeing a provider and being evaluated at our facility, this is considered an office visit and will be billed accordingly.

Compression Stockings Policy:

Insurers are quite variable as to requirements for using compression stockings prior to venous procedures ("conservative measures"), and our office will try to clarify these requirements and stockings coverage as much as possible. **Ultimately, if compression stockings are indicated and stockings are required/recommended, it will be the patient's financial responsibility.**

Payment Policy:

If your individual/family deductible is \$2,500 or higher, \$500 will be due on the day of service of each procedure.

In many cases your insurance company may cover all or a portion of the evaluation, diagnostics and procedures; however, we cannot guarantee this and you are responsible for payment of services rendered. **A late charge of 1% will be added monthly to any patient-owned outstanding balance, not paid in full by the due date.** If cost is the only thing standing in the way of your treatment, please ask to speak with the practice administrator. We are committed to working with our patients as much as possible in eliminating cost as a barrier to treatment.

We accept cash, checks, Visa, MasterCard, Discover, American Express, CherryTM and Care CreditTM as payment. For those patients who are contracted with insurance carriers with whom we are an out-of-network provider, we will accept these insurances for payment but please realize that your choice to use an out-of-network provider for your treatment may affect your out-of-pocket costs. We encourage you to contact your insurance company prior to your first procedure to ask for an estimate of your out-of-pocket costs. We will happily provide you with a list of procedure codes (CPT codes) for the procedures you need so that you can obtain as accurate an estimate as possible.

As a reminder, all patients are expected to pay their statements in full by the date due on the statement. Patient statements not paid in full within 90 days of their billed date may be transferred to a collection agency. Payment plans are available for eligible patients through Cherry or CareCredit who provide terms up to 24 months. Please contact the practice administrator for this option if you are unable to pay in full for each statement to avoid being transferred to collections.

Cost Estimates Policy:

Estimates for out-of-pocket costs for treatment are available. Any estimate is provided with the understanding that it is not a contract for the actual amount patients will be required to pay.

An estimate is our educated guess at what a service/treatment plan may cost - it is not binding and is subject to change. Estimates provided by **Indiana Vein & Lymphatic** cannot and should not be relied upon as the actual charges and/or payments you will be responsible for paying, as the actual charges and/or payments may be either lower or higher than the estimate depending on a number of variables.

All estimates are based in part on information provided to us by insurance/third parties, and we cannot account for errors made by other parties. Additionally, we cannot predict or estimate for changes in treatment decisions, unforeseen complications, additional tests or procedures ordered by a provider, and your particular health care needs. The estimated patient cost may not include pre-procedure office visits, updated treatment plans, and post-procedure office visits that are not a part of routine care, or diagnostic testing.

Agreement

I certify that the information I have provided to the practice is to the best of my knowledge, true and accurate.

I have read and acknowledge the policies above and agree to abide by the terms set forth in these policies:

Patient Signature (or Guardian Signature)

Date _____

INDIANA VEIN & LYMPHATIC (IVL) UPDATED CIVILITY/RESPECTFUL INTERACTIONS POLICY

We understand that there are many reasons why you may need to visit our office and IVL will make every effort to make your visit(s) as pleasant and comfortable as possible. Our front desk and clinical team are specially trained to assist, serve, and welcome our patients in a friendly, professional manner. We are dedicated to providing high-quality, compassionate care in a respectful and safe environment for everyone. **As an independently owned medical practice, IVL has devoted significant resources to train and retain our employees in an increasingly challenging healthcare recruiting environment. Due to these economic realities and increasing issues with incivility directed toward healthcare workers nationwide, IVL remains committed to employee safety, well-being, and ability to provide outstanding service(s) to our IVL patients** We believe that everyone deserves to be treated with dignity and respect at our facility, whether they are a patient, family member, visitor, or any member of our IVL team.

To ensure a safe and healthful working environment, these are the expectations while working with our IVL team:

- **Respectful Communication:** Please interact with all IVL team members with courtesy and respect.
 - **This includes our offsite billing team and associated durable medical equipment representatives.**
 - IVL performs insurance pre-authorizations (applicable to our onsite service lines) as a **courtesy** for our patients.
 - Due to the current realities of healthcare insurance, IVL can only make “good-faith” estimates regarding applicable policy coverage/co-pays/deductibles and authorization status/any out-of-pocket costs related to diagnostic and treatment visits.
 - Completion of any additional insurance policy appeals regarding treatment non-coverage are at the discretion/availability of the IVL Provider team.
 - **As noted, IVL does not offer “free” screenings or consultations.**
- **Cooperation:** Please pay attention to instructions and guidance provided. We are always glad to clarify any questions you may have.
 - Please be patient with completing the various symptom/quality of life surveys-as some are required with the governmental and commercial health insurance plans we participate with and provide useful clinical information.
- **Civil Conduct: Please refrain from behaviors that could be considered rude, threatening, abusive, disruptive, or inappropriate.**
 - This applies to all forms of communication with our facility, including in-person, by telephone, electronically, or by social media.
 - **This also applies to family members/partners/parties accompanying or communicating on behalf of patients that interact with any IVL staff and extended team members (i.e. billing team).**
 - As noted, for the safety of our staff and patients, there is zero tolerance for rude, threatening, abusive, disruptive, or inappropriate behaviors, **any of which will lead to immediate dismissal from the practice.**
- **Patience: Our multi-disciplinary team is composed of specialized nurse practitioners, lymphatic physical therapists, and vascular ultrasound technologists who work in tandem with our physician(s).**
 - This collaborative care approach allows us to utilize the best evidence based protocols which focuses on all aspects of conservative and procedural care approaches for these conditions.
 - **Depending on the type of visit, appointments may be scheduled with our team of physician extenders/nurse practitioners who are under physician supervision.**
 - Please understand that the daily challenges of a medical practice also means that some appointments may run late.
- **Understanding:** Venous and/or lymphatic disease are **chronic** conditions.
 - Treatment may require multiple visits and periodic long-term follow-up may be indicated.
 - Please be realistic as to treatment/outcome expectations-this is an intrinsic part of our education process and please direct any additional questions to the IVL team.
 - This is especially important for patients who have been evaluated/treated at other facilities and are now seeing IVL for ongoing care.
 - Due to Indiana state guidance regarding the use of local anesthesia in the office setting and accepted sclerosant medication dose limits, procedural appointments are scheduled using a “stepwise/staged” protocol with a focus on patient safety utilizing established evidence based guidelines.
 - For patients that have not been seen in over three years, re-establishing care is necessary for any new concerns.

I have read and acknowledge the policies above and agree to abide by the terms set forth in these policies:

Patient Signature (or Guardian Signature)

Date _____

NOTICE OF PRIVACY PRACTICES

In accordance with the Health Insurance Portability and Accountability Act of 1996, as of April 14, 2003 all health care providers are required to provide their patients with a "Notice of Privacy Practice" statement.

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

The health provider named above is required, by law, to maintain the privacy and confidentiality of your protected health information and to provide our patients with notice of our legal duties and privacy practices with respect to your protected health information.

Disclosure of Your Health Care Information

Treatment

1. We may disclose your health care information to other healthcare professionals within our practice for the purpose of treatment, payment or healthcare operations.
2. On occasion, it may be necessary to seek consultation regarding your condition from other health care providers associated with the healthcare provider named above.
3. It is our policy to provide a substitute health care provider, authorized by the healthcare provider named above to provide assessment and/or treatment to our patients, without advanced notice, in the event of your primary health care provider's absence due to vacation, sickness, or other emergency situation.

Payment

We may disclose your health information to your insurance provider for the purpose of payment or health care operations. As a courtesy to our patients, we will submit an itemized billing statement to your insurance carrier for the purpose of payment to us for health care services rendered. If you pay for your health care services personally, we will, as a courtesy, provide an itemized billing to your insurance carrier for the purpose of reimbursement to you. The billing statement contains medical information, including diagnosis, date of injury or condition, and codes which describe the health care services received.

Workers' Compensation

We may disclose your health information as necessary to comply with State Workers' Compensation Laws.

Emergencies

We may disclose your health information to notify or assist in notifying a family member, or another person responsible for your care about your medical condition or in the event of an emergency or of your death.

Public Health

As required by law, we may disclose your health information to public health authorities for purposes related to: preventing or controlling disease, injury or disability, reporting child abuse or neglect, reporting domestic violence, reporting to the Food and Drug Administration problems with products and reactions to medications, and reporting disease or infection exposure.

Judicial and Administrative Proceedings

We may disclose your health information in the course of any administrative or judicial proceeding.

Law Enforcement

We may disclose your health information to a law enforcement official for purposes such as identifying or locating a suspect, fugitive, material witness or missing person, complying with a court order or subpoena, and other law enforcement purposes.

Deceased Persons

We may disclose your health information to coroners or medical examiners.

Organ Donation

We may disclose your health information to organizations involved in procuring, banking, or transplanting organs and tissues.

Research

We may disclose your health information to researchers conducting research that has been approved by an Institutional Review Board.

Public Safety

It may be necessary to disclose your health information to appropriate persons in order to prevent or lessen a serious and imminent threat to the health or safety of a particular person or to the general public.

Specialized Government Agencies

We may disclose your health information for military, national security, prisoner and government benefits purposes.

Change of Ownership

In the event that the health care provider named above is sold or merged with another organization, your health information/record will become the property of the new owner.

NOTICE OF PRIVACY PRACTICES

Marketing

We may contact you for marketing purposes or fund raising purposes, as described below.

1. As a courtesy to our patients, it is our policy to call your home on the evening prior to your scheduled appointment to remind you of your appointment time. If you are not at home, we leave a reminder message on your answering machine or with the person answering the phone. No personal health information will be disclosed during this recording or message other than the date and time of your scheduled appointment along with a request to call our office if you need to cancel or reschedule your appointment.
2. It is our practice to participate in charitable events to raise awareness, food donations, gifts, money, etc. During these times, we may send you a letter, post card, invitation or call your home to invite you to participate in the charitable activity. We will provide you with information about the type of activity, the dates and times, and request your participation in such an event. It is not our policy to disclose any personal health information about your condition for the purpose of Health Care provider sponsored fund-raising events. If we conduct fundraising and we use communications like the U.S. Postal Service or electronic email for fundraising, you have the right to opt-out of receiving such communications from us.
3. We also provide educational and informative newsletters. We use communications like the U.S. Postal Service or electronic email for our newsletters--you have the right to opt-out of receiving such communications from us.

Your Health Information Rights

1. You have the right to request restrictions on certain uses and disclosures of your health information. Please be advised, however, that the healthcare provider named above is not required to agree to the restriction that you requested.
2. You have the right to have your health information received or communicated through an alternative method or sent to an alternative location other than the usual method of communication or delivery, upon your request.
3. You have the right to inspect and copy your health information.
4. You have a right to request that the healthcare provider named above amend your protected health information. Please be advised, however, that the healthcare provider named above is not required to agree to amend your protected health information. If your request to amend your health information has been denied, you will be provided with an explanation of our denial reason(s) and information about how you can disagree with the denial.
5. You have a right to receive an accounting of disclosures of your protected health information made by the healthcare provider named above.
6. You have a right to a paper copy of this Notice of Privacy Practices at any time upon request.

Changes to this Notice of Privacy Practices

1. The healthcare provider named above reserves the right to amend this Notice of Privacy Practices at any time in the future, and will make the new provisions effective for all information that it maintains. Until such amendment is made, the healthcare provider named above is required by law to comply with this Notice.
2. The healthcare provider named above is required by law to maintain the privacy of your health information and to provide you with notice of its legal duties and privacy practices with respect to your health information. If you have questions about any part of this notice or if you want more information about your privacy rights, please call the office number listed at the top of this page.

Complaints

Complaints about your Privacy rights, or how the healthcare provider named above has handled your health information should be directed to Practice Privacy Officer by calling this office at the number noted at the top of this page. If you are not satisfied with the manner in which this office handles your complaint, you may submit a formal complaint to:

DHHS, Office of Civil Rights, 200 Independence Avenue, S.W., Room 509F HHH Building, Washington, DC 20201.

Right to a Copy of This Notice

You have a right to have a paper copy of our Notice of Privacy Practices at any time. In addition, a copy of this Notice will always be posted in our waiting area. If you would like to have a copy of our Notice, ask the receptionist for a copy or contact our Privacy Officer at (317)348-3020.

I have read the Privacy Notice and understand my rights contained in the notice.

By way of my signature, I provide the healthcare provider named above with my authorization and consent to use and disclosed my protected health care information for the purposes of treatment, payment and health care operations as described in the Privacy Notice.

Patient's Name (print) _____

Patient's Signature _____ Date _____

I give Indiana Vein & Lymphatic permission to send correspondence to my referring and primary care physician:

_____ YES _____ NO Patient Initials: _____

V6 02202025

Jeffery P. Schoonover, MD, RPVI, DABVLM, FAVLS
Ryan Pilkey, FNP-BC
Katelyn Hooker, FNP-C
Mallory Bragg, FNP-C
Sara Salinas, PT, CLT-LANA
Sara Randolph, DPT, CLT



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VEIN
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Better Options. Healthier Legs.®

HIPAA Contact List:

By default, **Indiana Vein & Lymphatic** does not have permission to release any information to family or friends. If you would like additional people to assist in your care, please provide the following.

I, _____, give permission to **Indiana Vein & Lymphatic** to release the following information to the individuals listed:

Name	Relationship	Best Contact #
1. _____	<input type="checkbox"/> Medical History <input type="checkbox"/> Treatment <input type="checkbox"/> Appointment Times <input type="checkbox"/> Billing Information	
2. _____	<input type="checkbox"/> Medical History <input type="checkbox"/> Treatment <input type="checkbox"/> Appointment Times <input type="checkbox"/> Billing Information	
3. _____	<input type="checkbox"/> Medical History <input type="checkbox"/> Treatment <input type="checkbox"/> Appointment Times <input type="checkbox"/> Billing Information	
4. _____	<input type="checkbox"/> Medical History <input type="checkbox"/> Treatment <input type="checkbox"/> Appointment Times <input type="checkbox"/> Billing Information	

I understand that I have the right to inspect and receive a copy of the information to be disclosed, and I may revoke this authorization at any time in writing, except to the extent that action has been taken based on this authorization.

Patient Signature

Date

11590 N. Meridian Street, Suite 270, Carmel, IN 46032

O: 317.348.3020 | 1.888.LEG.VEIN (534.8346) F: 317.863.1237

www.indyveins.com |   indyveins