FAGADAU HAWK & SWANSON M.D. | Vision. For Life.

Welcome to Fagadau, Hawk, & Swanson. Thank you for choosing us as your eye care provider. ***The New Patient Paperwork must be completed before your arrival to our office.*** Please take time to review and complete all the necessary paperwork. If you are unable to complete your paperwork prior to your scheduled appointment time, you will need to arrive 30 minutes early to complete the forms in the office. If you do not have your forms completed upon check-in, you may be required to reschedule your appointment.

Prior to your appointment:

- Complete New Patient Paperwork (If you have not been seen in the last 3 years you may be asked to renew your paperwork)
- If you have **HMO** insurance it is **VERY IMPORTANT** that you obtain authorization **prior** to your appointment date. You will need authorization for the Physician you are seeing. Failure to obtain your authorization will require you to reschedule the appointment for a later date. Your insurance may not pay for the visit without the proper referral from your primary care physician.

On the day of your appointment: Please arrive 15 minutes prior to your scheduled appointment time. This allows us the necessary time to register you.

- Please bring all completed paperwork, current insurance card and picture ID
- If you fail to bring your insurance card(s) you will be charged for your visit, for we are unable to process claims without the insurance card on file.
- The registration staff will review all demographics and insurance information again at the time of registration. We apologize for the inconvenience and repetition. We do this for your protection and to verify that we have the correct billing information.

Please note:

- Our hours of operation are Monday – Thursday 8:00 AM- 5:00 PM, and Friday 8:00 AM–4:00 PM.
- You will be required to bring your insurance card and picture identification on every visit
- Please call to **cancel or reschedule your appointment at least 48 hours in advance** at 214-987-2020. Failure to do so may result in a $25 late notice/cancellation fee.
- Our office will attempt to send a courtesy appointment reminder via text message, email and phone call, but it is your responsibility to remember your appointment.
- Please call the office if you have any questions at 214-987-2020.

Thank you for your cooperation and we look forward to seeing you soon at your scheduled appointment.

FAGADAU HAWK & SWANSON M.D. | Vision. For Life.

It is important that you complete all the following: (Please see new office policies effective 3/1/2020)

Patient Name:_____ **DOB:**_____ **F** __ **M** __ **SSN:** _____

MD____ **Mr.**____ **Mrs.**____ **Ms.**___**Miss**___ **Other**_____ **Married: YES NO**

Address:_____ **City:**_____ **State:** _____ **ZIP:**_____

Employer:_____ **Occupation:** _____ **Work Phone:**_____

Home Phone: _____ **Cell Phone:**_____ **E-Mail:** _____

Spouses Name:_____ **Spouse's SSN:**_____ **Spouses DOB:** _____

Primary Care Physician:_____**PCP Ph #** _____**Pharmacy:**_____**Phn#**_____

Emergency Contact: _____
(Name) (Phone) (Relationship)

RESPONSIBLE PARTY (Complete if the patient is under 18 years of age or has a legal guardian):

Name: _____**DOB:**_____ **SSN:**_____ **Home Phone:**_____

Address:_____ **City:**_____ **STATE:**_____ **ZIP:**_____

Employer:_____ **Work Phone:** _____**Relationship to Patient**_____

Who Referred You?___**Website**___**Patient**___**Friend**___**Employee Physician**_____ **Other:**_____

Are You Interested in a LASIK Consultation? _____**Yes** _____**No** (Please List Referring Doctor above)

Are You Interested in Contact Lenses? _____**Yes** _____**No**

(Please present your insurance cards for scanning)

MEDICAL INSURANCE:

Primary: _____**Subscriber:**_____**Sub. DOB**_____**ID#:**_____**Grp#**_____
Secondary:_____**Subscriber:**_____**ID#:**_____ **Grp#**_____
Worker's Comp: Date Occurred:_____ **Ins. Co.**_____ **Claim #**_____

All professional services rendered are charged to the patient or responsible party. We will file claims with the patient's insurance carrier; however, the patient is responsible for all fees, co-payments, and/or insurance deductibles, as well as any amount not covered by insurance. **Payment of co-payments and insurance deductibles is expected when services are rendered unless other arrangements have been made with our business office in advance.**

I request that payment of authorized Medicare benefits be made either to me or to the provider named above for any services furnished to me. I authorize any holder of medical or other information about me to release to CMS and its agents any information needed to determine these benefits or benefits for related services. I understand my signature requests that payment be made and authorizes release of medical information necessary to pay the claim. If other health insurance is indicated in Item 9 of the CMS-1500 form or elsewhere on other approved claim forms, my signature authorizes releasing the information to the insurer or agency shown. The Provider accepts the charge determination of the Medicare carrier as the full charge, and I am responsible only for the deductible, coinsurance and noncovered services. Coinsurance and deductible are based upon the charge determination of the Medicare carrier.

I further give my permission for the release of information regarding my diagnosis, test results and/or prescriptions to anyone answering at my home telephone number or for the leaving of that information on my home answering machine and I permit the use of my e-mail address to contact me.

I hereby assign to the physician, if assignment is taken, all payments for medical services rendered.

I have been offered the HIPAA Privacy Practices.

I consent to monitoring and/or recording of consultation and/or meeting with doctor or staff employee for quality control and training purposes.

Date:_____ ***Signature:***_____

Printed Name: _____

2/27/2020

FAGADAU HAWK & SWANSON M.D. | Vision. For Life.

We would like to thank you for choosing Fagadau, Hawk, & Swanson M.D. as your eye care professionals. This information is meant to keep you informed of our current office policies and procedures.

Office Hours: We are open Monday through Thursday: 8:00 a.m.– 5:00 p.m. & Fridays 8 a.m.- 4:00 p.m.

Appointments: We see patients by appointment only. Same day appointments may be available for urgent eye related emergencies. Please contact the office to speak with a technician for urgent eye related emergencies.

****EFFECTIVE 3-1-2020: Missed and no show appointments will be subject to a $25 fee. ****

**** Walk-ins will be subject to a $25 fee for non-scheduled appointments. ****

After Hours and Emergencies: For a serious emergency call 911 right away. For an urgent eye related issue, please give symptoms and duration to the receptionist and a technician will call you back. Please be aware that we will be working you into our schedule and there may be a wait. Also, you may not be able to see your regular ophthalmologist and may be scheduled with one of our other physicians that is available at that time.

**** After hours week/ weekend appointments will be subject to a $50 fee. ****

If your emergency occurs after hours, please contact our answering service at **214-360-5673** and they will page the provider on call.

**** Consultation fees may apply ****

Running on Time: We know your schedule is busy and that your time is valuable. Please let us know if you have been waiting more than 30 minutes to be called for your appointment so we can confirm that you have been properly checked in. **Remember that our providers have several different schedules. If someone who arrived after you is called before you are, they may be seeing one of our other providers.**

Treatment of Minors: Patients under the age of 18 must be accompanied by a parent or legal guardian for every appointment. If a parent is unable to accompany the child, they may be seen with a written permission for treatment from a parent or legal guardian for that date of service only.

Requesting to Speak to a Technician: If you call our office during normal business hours with a non-emergency medical request such as a prescription refill, a glasses or contact lens prescription, or a question regarding eye drops, please leave a message with one of our receptionists and a good contact number so that a technician can return your call as soon as possible. Please keep in mind that the technicians are with other patients and we will do our best to return your call in a timely manner.

Prescription Samples: We often provide medication samples so that the doctor can see if the medication will work for you. Remember that samples are not a long term way to fill your prescription and we may not always have samples of your medications. **Please do not rely on samples for medications you take long term.**

Contact Lens Samples: If you need sample contacts to hold you over until your contact lens order arrives, please feel free to call our office to see if we have your prescription in stock. However, please keep in mind that these samples are primarily used for new contact lens wearers and we are not provided many trials of the same prescription to keep in stock. We encourage you to place a contact lens order before you use your last pair or open your last box. **Please visit our new online ordering website which you can access at www.fagadauhawk.com to take advantage of our convenient online ordering and delivery service for your contact needs.**

Billing/Collecting policies:

Type of Payments Accepted: Cash, Check, Visa or MasterCard are all acceptable forms of payment. **We do not accept *American Express* or *Discover*.**

Collection of copayments/co-insurance: Payment is required at the time of service, unless you have made prior arrangements with our billing department.

Referrals / Authorizations: If your insurance requires a referral to be processed through your insurance company, please have your primary care physician contact your insurance company to process the referral prior to your appointment. We must have this information before your appointment time in order to collect for services based on your in-network benefits.

Medicare Only Patients: Refractions are not considered a covered benefit by Medicare. The fee for this service is $60 and is due at the time of service. The results of this test help the doctor to determine the health of your eye and cannot be refused.

Other Policies:

Cell Phone Policy: During your appointment we kindly request that you refrain from cell phone use. If you need to take a phone call we ask that you do so in the atrium area located right outside of the office.

Food/ Beverages in the Back Office: Due to testing equipment and electronic devices that are used to complete your eye exam, we ask that all beverages and/or food be enjoyed only in the front waiting are. We only allow bottled water to be taken back with you during your appointment.

I acknowledge that I have received and agree to the office and financial policies. Signature:

_____ **Date:** _____

FAGADAU HAWK & SWANSON M.D. | Vision. For Life.

FINANCIAL POLICY:

Fagadau, Hawk & Swanson, M.D. is a professional office that renders quality care to our patients. The following explains our practice's policy and procedure regarding patient billing.

- **Payment is expected at the time services are rendered unless arrangements have been made prior to treatment.**
- **As a courtesy to our patients, our office will file insurance claims for Dr. Fagadau, Dr. Hawk, Dr. Swanson & Dr. Mirza. However, our doctors are not contracted, nor participating with discount vision plans. (ex: VSP, Spectera, Davis Vision) Each patient is responsible for knowing their individual policy and limitations and we recommend that you familiarize yourself with the specifics of your plan prior to your visit. (ex: co-payments, deductibles, routine eye coverage) Please be aware that some insurance plans do not allow routine eye care and payment for non-covered services are expected at the time of visit.**
- **Non-Payment by Insurance Company: You are responsible for payment for any services that your insurance company determines to be "non-covered benefits" or any services that are not covered or not payable to Drs. Fagadau, Hawk,Swanson & Mirza. (ex. Repeat testing, refractions, & surgery kit fees)**
- **Patients who schedule appointments for a refraction will be billed the refraction fee of $80 and an office visit fee of $40. This will be due at the time of service.**
- **Steve Fitzpatrick and Claire Shaw are not contracted medical providers, and therefore we will not be filing insurance for them. Payment is expected at the time of service. We will provide a receipt so that you are able to file for personal reimbursement.**
- **HMO insurance policies do require a referral from the primary care physician which the patient is responsible for obtaining prior to the visit. Please contact your insurance company to confirm if a referral is required by your insurance company to see a specialist.**
- **Any outstanding balances more than 120 days will be forwarded to our collection agency unless payment arrangements have been made with our billing department. You will be responsible for all fees charged by the collection agency.**

_____ _____

Patient/Guarantor Signature **Date**

If there are any questions or concerns, please contact our Billing Department.

FAGADAU HAWK & SWANSON M.D. | Vision. For Life.

Health History Form

Patient Information			Today's Date:	
Legal Name			Treating Physician(s): (ex. PCP or Intenist)	
Date of Birth / Age			Pharmacy & Phone #	
Occupation			Allergies (list all): Medications or Latex	
Interests / Hobbies				
Date of Visit				

Eye History:	Right	Left
Cataract		
Glaucoma		
Lazy eye/Amblyopia		
Iritis		
Cataract surgery		
Other eye surgery		
Eye injury		
Macular Degeneration		
Retinal problems		
Refractive surgery		
Keratoconus		
Dry Eye		

Medications (list all):Including Eye med

Ocular:

Systemic:

Over the Counter:

Received Flu Vaccine? Y or N

Received Pneumococcal Vaccine? Y or N

Are you pregnant? Y or N

Major Surgery/Procedures:

Ocular:

Other:

MEDICAL HISTORY

Social	Yes	No	1st use?
Tobacco use?			
Alcohol use?			
Drug use (recreational)?			
Do you drive?			
Botox?			

Do you have or have you ever had:

Cardiovascular	Yes	No	When?
Heart Attack			
Chest Pain			
High Cholesterol			
Congestive Heart Failure			
Irregular Heart Beat			
High Blood Pressure			
Low Blood Pressure			
Pacemaker			
Defibrillator			
Respiratory			
Asthma			
Emphysema			
COPD			
Bronchitis			
Do you sleep with a CPAP?			
Genitourinary			
Incontinence:			
Prostate Treatment (ever used):			
Proscar, Flomax, Tamsulosin			
ENT			
Seasonal Allergies			
Allergy Shots?			
Cancer			
Type?	Year:		
Treatment: Chemo / Radiation			

MEDICAL HISTORY (CONT'D)

Endocrine	Yes	No	When?
Diabetes: Circle – Type 1 / Type 2			
Thyroid Disease			
Kidney Problems			
Kidney Stones			
Neurological			
Parkinson's			
Stroke/TIA			
Multiple Sclerosis			
Chronic Headache/Migraine			
Dementia / Alzheimer's			
Hard of Hearing / Deaf			
Musculoskeletal			
Osteo / Rheumatoid Arthritis			
Joint Pain			
Gastrointestinal			
Crohn's / Ulcerative Colitis			
Hepatitis A / B / C or Jaundice			
Immunologic			
HIV/AIDS			
Hem/Lymph			
Anemia / Bleeding / Bruising			
Auto Immune D/O			
Lupus			
Sjogren's Syndrome			

Family History	Yes	No	Who?
Diabetes:			
Glaucoma:			
Macular Degeneration:			
Retinal Detachment:			
Keratoconus:			
Skin Cancer:			

Other Medical Conditions Not Listed

FAGADAU HAWK & SWANSON M.D. | Vision. For Life.

NAME:_____ Date:_____

Please circle *yes* or *no* if you have had any of the following symptoms in the last 6 months:

Eyes feel dry	yes	no
Eyes feel teary or wet	yes	no
Red or "bloodshot"	yes	no
Burning	yes	no
Sandy or gritty	yes	no
Feels like something in eyes	yes	no
Tired or fatigued	yes	no
Feels strained	yes	no
Feels like pressure	yes	no
Need to blink often to focus	yes	no
Feels like film over eyes	yes	no
Itchy	yes	no
Double vision at times	yes	no
Eyes ache	yes	no
See shadowing on letters	yes	no
Headaches	yes	no
Trouble with reading	yes	no
Vision blurring at times	yes	no
Discharge or matting	yes	no
Sticky sensation	yes	no
Eyes feel irritated	yes	no
Do your eyes sting?	yes	no
Are any of the symptoms worse in the morning?	yes	no

Do you have thyroid disease?	yes	no
Do the symptoms get worse as the day goes on?	yes	no

How long have you lived in the Dallas area? _____

Have you had any of the Following:

Blepharoplasty	yes	no
Chemotherapy	yes	no
Facial Surgery	yes	no
Lasik	yes	no
PRK	yes	no
Hysterectomy	yes	no
Botox	yes	no

If yes to Botox, when was last injection? _____

Do you take diuretics (water pills) or use a diet pill?	yes	no
Do you see a rheumatologist for any reason such as: Rheumatoid arthritis, Lupus, Sjogren;s syndrome, Scleroderma ?	yes	no
Do you have Bell's palsy?	yes	no
Do you use a CPAP at night? (breathing machine)	yes	no
Do you sleep under a moving fan or floor fan?	yes	no
Do you have Dry mouth ?	yes	no
Do you have trigeminal neuralgia (fifth nerve problem)?	yes	no
Do you use supplemental oxygen?	yes	no
Do you have a parotid tumor?	yes	no
Do you have a skin disorder?	yes	no

FOR CONTACT LENS WEARERS ONLY:

Are they colored?	yes	no
Do they stick to your eyes?	yes	no
Do they pop out?	yes	no
Do they get protein deposits?	yes	no
Do you sleep in them?	yes	no
Do you have to order them more frequently than expected?	yes	no
Do you have days when you cannot put them in or have to remove them earlier than you would like to?	yes	no

FAGADAU HAWK & SWANSON M.D. | Vision. For Life.

Patient Preference Regarding Communication of Health Information

The purpose of this document is to protect your privacy.

In order to better protect your privacy under **HIPAA**, and to comply with all **HIPAA** regulations, we have created this consent form for releasing medical information to family members and other people of choosing. This will also be used for consent to leave detailed phone messages at the mentioned phone numbers, mail any test results to your personal email address and/or home address.

Many times we have patient's family members call requesting medical information and/or appointment information. We are not allowed to release this information without the patient's written consent.

The purpose of this document is to protect your privacy.

Communication to Family Members, Spouses or Other:

I, _____ DOB _____, hereby give my permission for the release of medical information regarding appointments and questions about my condition and treatments to the following person:

Name: _____ Relationship: _____ Phone: _____

Name: _____ Relationship: _____ Phone: _____

Name: _____ Relationship: _____ Phone: _____

____ Check here if you do not give permission for any additional family members, relatives or close personal friends to have access to any information regarding your medical condition (s).

Electronic Communication via Email and/or Text

In choosing to allow us to communicate with you via email and text, please consider privacy implications; for example, any other person that may have access to your cell phone or email or any other person, such as your employer, that may have the right and/ or ability to review all email or text received at your work address or work phone.

Email is required if you would like to receive updated appointment information.

_____ Check here if you choose to be contacted by email or text.

_____ Check here if you choose to **not** be contacted by email or text.

If you choose to allow us to contact you by email, please enter in the space below the email you would like us to use.

Email Address: _____

Communication via the Telephone:

Detailed messages regarding my health information, appointments, etc. may be left on voicemail at the following phone numbers:

_____ (work/ cell/home) _____ (work/ cell/home)

Consent and Agreement

I have carefully reviewed this document and our ***Notice of Privacy Practices (NPP)*** and agree to fully comply with the guidelines defined herein for the communication of my health information.

Signature: _____ Date: _____

☐ Patient Receive Copy

Contact lens Fee Policy Summary
For New Patients

Patient Name: _____

Thank you for choosing Fagadau, Hawk & Swanson for your eye care needs! Our contact lens department is equipped and staffed to provide you with the finest in professional care. As vision correction specialists, we have successfully treated thousands of patients with the fitting of contact lenses, including many who were previously told they could not wear contact lenses.

Our care for you and your family is highly individualized. We are here to provide the most successful contact lens "fit" for you and your family, along with greatest care and expertise. We use the latest in technology to provide you with a more comfortable fit and optimum vision. All New Contact Lens Patients will have an exam fee, a fitting fee and a fee for their lenses.

New Patient Fees

***Initial Exam**	**$85.00**
***Fitting Fee**	**$100.00 (Spherical)**
	$150.00 (Toric)
	$200.00 Monovision)
	$300.00 (Complicated, Gas Perm & Soft Bifocal)

Contacts Lens: _____

Note: Boxes that have been opened or written on cannot be returned for credit or exchange.

If at the end of the fitting process you choose to discontinue, we will refund the fit fee less $20.00 for each visit you had during the fit process.

***Fitting fees will be determined according to the contact lenses that best suits your needs. This fee includes any follow-ups for 3 months from your initial exam. In most cases your contact lens will have a 90 day warranty. Many of our patients go through a trial period, during which we can determine the best fit that suits your lifestyle. Occasionally, a patient will have a more complicated fit fee that is not listed above. If this is the case, you will be advised of the higher fee prior to ordering your lenses. You will receive a written contact lens prescription once your fitting process is complete. We do require all contact lens patients to have an examination yearly as well as an updated dilated exam with one of our doctors. For any questions please call 214-987-2020 option 2 for contact lens department.**

_____ _____

Patient or Legal Guardian Signature **Date**

Updates to contact lens Policies – effective Oct 10, 2018

FAGADAU HAWK & SWANSON M.D.

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Patient acknowledgment of receipt of contact lens prescription.

(Date) _____

Contact Lens Prescription Received

In compliance with the Federal Trade Commission's Contact Lens Rule that went into effect on October 16, 2020, this practice is required to confirm in writing that you received your contact lens prescription.

I have received a copy of my contact lens prescription and my questions have been answered.

Date:

_____Patient Name

_____Patient Signature