



# Pinehurst Medical Clinic

Location: Pinehurst Medical Clinic Pulmonology - Pinehurst  
205 Page Road  
Pinehurst, NC 28374

Dear New Patient of Pinehurst Medical Clinic Pulmonology – Pinehurst,

We are pleased to welcome you as a new patient of Pinehurst Medical Clinic Pulmonology - Pinehurst. To ensure the best possible experience during your upcoming visit, please take note of the following:

1. Plan on arriving at least 15 minutes prior to the scheduled time of your appointment to avoid delays.
2. Bring your medical insurance card(s) and medications with you on the day of your appointment.
3. Complete your new patient paperwork before coming to your appointment. If you need a paper copy mailed to you, please call (910) 695-2161 to make this request. Please allow at least 2 business days for your request to be processed, and an additional 5-7 business days to receive a paper copy in the mail.
4. If previous medical records are needed our office may contact you to make arrangements to obtain records.
5. If you are a new patient being seen for pulmonology issues and have had any recent testing or imaging done **outside the FirstHealth system**, please bring copies of those records and the CD discs of the imaging to your appointment. *If you are being referred to us for an abnormal CT scan, you **must** bring a copy of the CT scan on a CD disc.*
6. Once you've established care, for urgent needs after hours, please call the office and follow the instructions to reach the provider on call.

*Pinehurst Medical Clinic Pulmonology & Sleep Medicine kindly ask you and anyone coming with you to your appointment to **refrain** from wearing scented lotions, perfumes, and/or cologne as many of our patients are sensitive to these products. If you or any persons with you do not adhere to this policy, you may be asked to reschedule.*

We look forward to seeing you soon. In the event you need to cancel your appointment, we ask that you give us at least 24 hours' notice.

Sincerely,  
PMC Pulmonology  
(910) 295-9359

**REGISTRATION FORM**
**PATIENT INFORMATION**

<b>Patient's Name:</b>		
<b>Address:</b>		
<b>City:</b>	<b>State:</b>	<b>Zip Code:</b>
<b>Home Phone:</b>		
<b>Mobile Phone:</b>		<b>Other Phone:</b>
<b>Patient e-mail:</b>		
<b>Date of Birth:</b>	<b>Sex:</b> <input type="checkbox"/> Male <input type="checkbox"/> Female	
<b>Marital Status:</b> <input type="checkbox"/> Married <input type="checkbox"/> Single <input type="checkbox"/> Divorced <input type="checkbox"/> Widowed <input type="checkbox"/> Unknown		
<b>Race:</b> <input type="checkbox"/> Black/African American <input type="checkbox"/> Asian <input type="checkbox"/> White <input type="checkbox"/> American Indian/Alaskan Native <input type="checkbox"/> Native Hawaiian/Other Pacific Islander <input type="checkbox"/> Unknown		
<b>Ethnicity:</b> <input type="checkbox"/> Hispanic <input type="checkbox"/> Non-Hispanic		
<b>Primary Language:</b> <input type="checkbox"/> English <input type="checkbox"/> Spanish <input type="checkbox"/> Other: _____		
<b>Social Security Number:</b>		
<b>Primary Care Doctor:</b>		

**EMPLOYER INFORMATION**

<b>Employment Status:</b> <input type="checkbox"/> Employed <input type="checkbox"/> Self-employed <input type="checkbox"/> Retired <input type="checkbox"/> Disabled <input type="checkbox"/> Student <input type="checkbox"/> Unemployed
<b>Employer Name:</b>
<b>Employer Telephone:</b>

**EMERGENCY CONTACT**

<b>Emergency Contact Name:</b>
<b>Relationship to Patient:</b>
<b>Emergency Contact Phone:</b>

**RESPONSIBLE PARTY INFORMATION**

<b>Parent/Guardian Name:</b>		
<b>Address:</b>		
<b>City:</b>	<b>State:</b>	<b>Zip Code:</b>
<b>Telephone:</b>		

**INSURANCE INFORMATION**

<b>Insurance Company:</b>	
<b>Policy / Group Number:</b>	<b>Effective Date – From:</b>
<b>Subscriber Name:</b>	<b>Patient's Relationship to Insured:</b>
<b>Subscriber SSN:</b>	<b>Subscriber's DOB:</b>
<b>Subscriber Employer:</b>	<b>Subscriber's Sex:</b> <input type="checkbox"/> Male <input type="checkbox"/> Female

***NEW PATIENT QUESTIONNAIRE***  
Pulmonary & Sleep Medicine

Patient Name: \_\_\_\_\_ Date: \_\_\_\_\_  
Date of Birth: \_\_\_\_\_

Referring Provider: \_\_\_\_\_

Primary Care Provider: \_\_\_\_\_

You are scheduled for a Pulmonary (Lung) issue with \_\_\_\_\_

You are scheduled for a Sleep Medicine issue with \_\_\_\_\_

What is your main lung or sleep problem?

\_\_\_\_\_

**Marital status:** Single                      Married                      Divorced                      Widow

**Occupation:** \_\_\_\_\_ **Retired:**

**Education Level:** \_\_\_\_\_

**Leisure Activities – Hobbies:** \_\_\_\_\_

**Medical History:**

Please list current medical conditions or past illnesses ***you*** are being/have been treated for:

***I have no current diagnosed medical conditions***

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> High blood pressure   | <input type="checkbox"/> Diabetes         | <input type="checkbox"/> High Cholesterol  |
| <input type="checkbox"/> Chest pain/heart attacks  | <input type="checkbox"/> A-fib/Flutter    | <input type="checkbox"/> Congestive Heart Failure                                  |
| <input type="checkbox"/> Heart Valve Ds/Murmur   | <input type="checkbox"/> Stroke           | <input type="checkbox"/> Peripheral Vascular Disease                               |
| <input type="checkbox"/> Pulmonary Fibrosis  | <input type="checkbox"/> Asthma           | <input type="checkbox"/> COPD <input type="checkbox"/> Emphysema                   |
| <input type="checkbox"/> Pulmonary Hypertension  | <input type="checkbox"/> Blood Clots      | <input type="checkbox"/> Cancer: _____   |
| <input type="checkbox"/> Sarcoidosis   | <input type="checkbox"/> Heartburn/reflux | <input type="checkbox"/> Allergies/Hay fever                                       |
| <input type="checkbox"/> Pneumonia   | <input type="checkbox"/> Sinus Infections | <input type="checkbox"/> Ear Infections <input type="checkbox"/> Tuberculosis (TB) |
| <input type="checkbox"/> Previously diagnosed with Sleep Apnea <input type="checkbox"/> COVID-19 |   |  |
| <input type="checkbox"/> If you have Sleep Apnea, are you currently using a CPAP machine? _____  |   |  |

Other conditions:

- |          |          |
|----------|----------|
| 1. _____ | 5. _____ |
| 2. _____ | 6. _____ |
| 3. _____ | 7. _____ |
| 4. _____ | 8. _____ |

**Surgical History:** Please list any operations **you** have had.

***I have never had any surgeries***

- Gall Bladder       Appendix     Tonsils       Ear Tubes
- Heart Bypass       Heart Valve     Pacemaker/Defibrillator     Vascular Surgery
- Back                 Hip               Knee           Shoulder
- Lung biopsy         Lung Removal                     Bronchoscopy

Other Surgeries:

- 1. \_\_\_\_\_ 3. \_\_\_\_\_
- 2. \_\_\_\_\_ 4. \_\_\_\_\_
- 5. \_\_\_\_\_ 6. \_\_\_\_\_

**Family History:** Please check if any close **family members** have any of the following:

- Cancer                                     Father  Mother  Siblings  Kids \_\_\_\_\_
- Lung problems                             Father  Mother  Siblings  Kids \_\_\_\_\_
- Heart Problems                             Father  Mother  Siblings  Kids \_\_\_\_\_
- Blood Clot Problems                             Father  Mother  Siblings  Kids \_\_\_\_\_
- Sleep Problems                             Father  Mother  Siblings  Kids \_\_\_\_\_
- High Blood Pressure                             Father  Mother  Siblings  Kids \_\_\_\_\_
- Diabetes                                     Father  Mother  Siblings  Kids \_\_\_\_\_

Other Problems? \_\_\_\_\_ Who/What: \_\_\_\_\_

**Medications you are currently taking & drug dosage/frequency of each:** Please include any Over-the-Counter meds.

***I'm currently not taking any prescribed medications***

- Albuterol (Proair, Proventil, Ventolin, Xopenex)       Atrovent       Combivent
- Flovent     Arnuity     Asmanex     Pulmicort     Qvar     Alvesco     Aerospan
- Advair     Breo     Symbicort     Dulera     Nebulizer: \_\_\_\_\_
- Serevent     Striverdi     Arcapta     Spiriva     Incruse     Tudorza     Seebri
- Anoro     Stiolto     Bevespi     Utibron     Singulair     Daliresp     Prednisone
- Theophyline  Flonase/Nasonex       Claritin/Zyrtec/Allegra     Omeprazole/Nexium/Prilosec

Others:

- 1. \_\_\_\_\_ 10. \_\_\_\_\_
- 2. \_\_\_\_\_ 11. \_\_\_\_\_
- 3. \_\_\_\_\_ 12. \_\_\_\_\_
- 4. \_\_\_\_\_ 13. \_\_\_\_\_
- 5. \_\_\_\_\_ 14. \_\_\_\_\_
- 6. \_\_\_\_\_ 15. \_\_\_\_\_
- 7. \_\_\_\_\_ 16. \_\_\_\_\_
- 8. \_\_\_\_\_ 17. \_\_\_\_\_
- 9. \_\_\_\_\_ 18. \_\_\_\_\_

**Allergies to Medications:**

*I have no known allergies to medications*

- 1. \_\_\_\_\_ 3. \_\_\_\_\_
- 2. \_\_\_\_\_ 4. \_\_\_\_\_

**Vaccinations:** last given?

- Flu Shot: \_\_\_\_\_
- COVID-19: \_\_\_\_\_
- Pneumonia:       Pneumovax (23): \_\_\_\_\_       Pevnar (13): \_\_\_\_\_

**Social History**

**Smoking Status:**

- Never
- Years Smoked: \_\_\_\_\_ Age started \_\_\_\_\_ Packs per day: \_\_\_\_\_
- Date Quit \_\_\_\_\_ / \_\_\_\_\_ months/years ago
- Lived with someone who smoked: #Years \_\_\_\_\_

Alcohol consumption:       None       Drinks per day: \_\_\_\_\_      Week: \_\_\_\_\_

Caffeine consumption:       None       Drinks per day: \_\_\_\_\_      Week: \_\_\_\_\_

**Occupational History:** Have you ever worked around or been exposed to the following:

- Asbestos:                       Silica or Coal dust    Furniture/Saw Mills
- Cotton or Textile Mills:    Welding fumes
- Toxic/Industrial Chemicals: \_\_\_\_\_
- Someone with ACTIVE tuberculosis "TB"

**Current Pets:**       Cats       Dogs       Birds       Other: \_\_\_\_\_

Please mark any symptoms you are having now or in the "recent" past.

**General Health**  **No Symptoms**

- Fever                               Malaise/no energy               No appetite
- Shaking chills                   Fatigue                               Drenching night Sweats
- Recent weight Loss

**Ear Nose & Throat:**  **No Symptoms**

- Sore throat               Nasal congestion    Ear ache
- Scratchy throat       Nasal discharge    Loss of hearing
- Hoarseness               Sneezing               White patches in mouth
- Nosebleeds               Snoring               Sinus pain
- Visual changes       Eye symptoms       Stop breathing in sleep

**Cardiovascular:**  **No Symptoms**

- Chest Pain               Racing heart               Leg Edema
- Palpitations               Light headedness

**Pulmonary:**  **No Symptoms**

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> Short of breath (SOB)          | <input type="checkbox"/> Cough                  | <input type="checkbox"/> Clear sputum              |
| <input type="checkbox"/> Wheeze                         | <input type="checkbox"/> Dry cough              | <input type="checkbox"/> Colored sputum            |
| <input type="checkbox"/> Productive cough               | <input type="checkbox"/> Coughing up blood      | <input type="checkbox"/> SOB worse lying down      |
| <input type="checkbox"/> Unable to cough up sputum      | <input type="checkbox"/> Coughing when eating   | <input type="checkbox"/> Chest pain with breathing |
| <input type="checkbox"/> Sleeping upright/Extra pillows | <input type="checkbox"/> Awakening at night SOB |  |

**Gastrointestinal - Stomach & Bowels:**  **No Symptoms**

- |  |                                    |  |
|--|------------------------------------|--|
| <input type="checkbox"/> Abdominal Pain        | <input type="checkbox"/> Nausea    | <input type="checkbox"/> Constipation                |
| <input type="checkbox"/> Abdominal bloating    | <input type="checkbox"/> Vomiting  | <input type="checkbox"/> Bright Red Blood per Rectum |
| <input type="checkbox"/> Abdominal cramps      | <input type="checkbox"/> Diarrhea  | <input type="checkbox"/> Melena/black-sticky stool   |
| <input type="checkbox"/> Menstrual pain        | <input type="checkbox"/> Heartburn | <input type="checkbox"/> Vomiting blood              |
| <input type="checkbox"/> Unable to pass flatus |                                    |  |

**Urinary:**  **No Symptoms**

- |  |  |
|--|--|
| <input type="checkbox"/> Painful urination | <input type="checkbox"/> Suprapubic pain |
| <input type="checkbox"/> Urinary frequency | <input type="checkbox"/> Pelvic pain     |
| <input type="checkbox"/> Urinary urgency   | <input type="checkbox"/> Dark urine      |
| <input type="checkbox"/> Flank pain        | <input type="checkbox"/> Blood in urine  |

**Female Specific**

- |  |
|--|
| <input type="checkbox"/> Foul smelling vaginal d/c |
| <input type="checkbox"/> Missed menstrual period   |
| <input type="checkbox"/> Suspected pregnancy       |
| <input type="checkbox"/> Menstrual pain            |

**Male Specific**

- |   |
|---|
| <input type="checkbox"/> Urinary incontinence |
| <input type="checkbox"/> Urinary hesitancy    |
| <input type="checkbox"/> Nocturia             |
| <input type="checkbox"/> Testicular pain      |

**Musculoskeletal:**  **No Symptoms**

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Diffuse joint pain      | <input type="checkbox"/> Joint swelling    | <input type="checkbox"/> Pain in other joints |
| <input type="checkbox"/> Muscle ache generalized | <input type="checkbox"/> Joint stiffness   | <input type="checkbox"/> Limping              |
| <input type="checkbox"/> Back pain               | <input type="checkbox"/> Back muscle spasm |   |

**Skin & Breasts:**  **No Symptoms**

- |                                      |                                      |  |
|--------------------------------------|--------------------------------------|--|
| <input type="checkbox"/> Rash        | <input type="checkbox"/> Erythema    | <input type="checkbox"/> Nodule                |
| <input type="checkbox"/> Lesions     | <input type="checkbox"/> Edema       | <input type="checkbox"/> Plaque                |
| <input type="checkbox"/> Wound       | <input type="checkbox"/> Scaling     | <input type="checkbox"/> Papule                |
| <input type="checkbox"/> Itching     | <input type="checkbox"/> Blister     | <input type="checkbox"/> Pustule               |
| <input type="checkbox"/> Ulcer       | <input type="checkbox"/> Breast pain | <input type="checkbox"/> Pain w/o rash or sore |
| <input type="checkbox"/> Mouth sores | <input type="checkbox"/> Patch       | <input type="checkbox"/> Breast lump           |

**Neurologic:**  **No Symptoms**

- |                                    |   |   |                                   |
|------------------------------------|---|---|-----------------------------------|
| <input type="checkbox"/> Headache  | <input type="checkbox"/> Paresthesia/pins & needles | <input type="checkbox"/> Leg Weakness       | <input type="checkbox"/> Fainting |
| <input type="checkbox"/> Confusion | <input type="checkbox"/> Saddle paresthesia         | <input type="checkbox"/> Tingling           |                                   |
| <input type="checkbox"/> Dizziness | <input type="checkbox"/> Leg numbness               | <input type="checkbox"/> Difficulty walking |                                   |

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**IMPORTANT**

If you've had **CT Scans** and/or **Chest X-rays** please bring the CD-ROM disk to your appointment.

You will not need the disk if you had these done at the following:

FirstHealth of the Carolina – all hospitals and clinic locations

Pinehurst Surgical Clinic

Scotland Memorial Hospital

Valley Regional Imaging

Pinehurst Medical Clinic

## Sleep Questionnaire

Do you snore?                    Yes No Don't know

    If yes, is it loud?    Yes No Don't know

How long ago did it start? \_\_\_\_\_

months/years Is it worsening?                    Yes No

Don't know

In which positions do you snore?             Back only  All positions

Is your snoring worse on your back?     Yes No  Don't know

Do you snore if you fall asleep in a chair?     Yes No  Don't know

Does your snoring disturb anyone?     Yes No    Who? \_\_\_\_\_

Has anyone ever noticed if you stop breathing in your sleep?    Yes No

Do you ever wake yourself from sleep with your snoring, gasps or feeling choked?    Yes No

Do you suffer from either of the following in the morning?    Dry mouth Headaches Neither

Do you feel sleepy during the daytime? Yes No

    If yes, how many days per week? \_\_\_\_\_

    When did it start? \_\_\_\_\_ months/years

    Is it worsening? Yes No  Don't know

Have you ever felt sudden loss of strength in response to emotional experiences? Yes No

Have you ever felt paralyzed when you first wake up or when falling asleep?            Yes No

Have you ever had vivid or menacing visions just before falling asleep?            Yes No

Do you walk in your sleep? Yes No Don't know

Do you talk in your sleep? Yes No Don't know

Do you have nightmares? Yes No

Do you ever accidentally urinate in bed? Yes No

What time do you generally go to bed? \_\_\_\_\_ pm/am    Wake up? \_\_\_\_\_ am/pm

How long does it usually take for you to fall asleep? \_\_\_\_\_ minutes? \_\_\_\_\_ hours?

How many times do you wake up in the middle of the night? \_\_\_\_\_

Are you able to fall back to sleep easily after these night awakenings? Yes No Not always

EPWORTH Sleepiness Scale: Please rate your **chance of dozing** in following situations.

- 0 – NEVER dose
- 1 – SLIGHT chance
- 2 – MODERATE chance
- 3 – HIGH chance

- \_\_\_ Sitting & reading
- \_\_\_ Watching TV
- \_\_\_ Sitting inactive in public
- \_\_\_ Passenger in a car w/o break
- \_\_\_ Laying down to rest in afternoon
- \_\_\_ Sitting & talking to someone
- \_\_\_ Sitting quietly after lunch w/o alcohol
- \_\_\_ In a car, stopped in traffic for a few minutes

Have you ever had a traffic accident or “close call” while driving because of sleepiness?

Yes  No

Do you suffer from memory problems?  Yes  No

Do you take any daytime naps?  Yes  No

How many per week? \_\_\_\_\_ How long do you nap on average? \_\_\_\_\_ Minutes

Are the naps refreshing?  Yes  No

Rate the severity of your daytime sleepiness on a scale of 1 to 10. \_\_\_\_\_

Do you ever experience restlessness or discomfort in your legs, especially in the evenings?  Yes  No

Does it interfere with sleep?  Yes  No

Do you move or kick your legs while sleeping?  Yes  No  don't know

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**IMPORTANT**

If you had a **Sleep Study** at another facility, **please bring copies of the study** with your have reports faxed to:

Fayetteville (910) 420-1618      Pinehurst (910) 235-3401      Sanford (919) 292-1205



**AUTHORIZATION FOR USE/DISCLOSURE OF  
PROTECTED HEALTH INFORMATION**

I hereby authorize the use or disclosure of my individually identifiable health information as described below. I understand that this authorization is voluntary. I understand that if the organization authorized to receive the information is not a health plan or health care provider, the released information may no longer be protected by federal privacy regulations.

I authorize Pinehurst Medical Clinic to disclose the following information from the medical records of:

Patient Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Patient Number: \_\_\_\_\_

Covering the period(s) of health care:

From \_\_\_\_\_ to \_\_\_\_\_

From \_\_\_\_\_ to \_\_\_\_\_

Information to be disclosed:

- Complete health record(s), including all images (x-rays, photographs, etc.)
- Complete health record(s), excluding all images

- OR**
- Select from the following (check as many as apply):
- |  |   |
|--|---|
| <input type="checkbox"/> Discharge Summary   | <input type="checkbox"/> Progress Notes   |
| <input type="checkbox"/> History and Physical Examination  | <input type="checkbox"/> Laboratory Tests |
| <input type="checkbox"/> Consultation Reports  | <input type="checkbox"/> X-ray reports    |
| <input type="checkbox"/> AIDS (Acquired Immunodeficiency Syndrome) or HIV (Human Immunodeficiency Virus) infection |   |
| <input type="checkbox"/> Mental health care or services  |   |
| <input type="checkbox"/> Psychotherapy Notes   |   |
| <input type="checkbox"/> Treatment for alcohol and/or drug abuse   |   |
| <input type="checkbox"/> Photographs, videotapes, digital or other images  |   |

Other (please specify)  
\_\_\_\_\_  
\_\_\_\_\_

This information is to be disclosed to the following individual or entity for the purpose of:  
\_\_\_\_\_  
\_\_\_\_\_

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

The patient or the patient's representative must read and initial the following statements:

a. I understand that unless earlier revoked, this authorization will expire on \_\_\_/\_\_\_/\_\_\_ or on the happening of \_\_\_\_\_.

Initials: \_\_\_\_\_

b. I understand that I may revoke this authorization at any time by notifying Pinehurst Medical Clinic in writing, but if I do it won't have any effect on any actions Pinehurst Medical Clinic took before it received the revocation.

Initials: \_\_\_\_\_

c. I understand that Pinehurst Medical Clinic cannot make me sign this authorization as a condition to receive treatment from Pinehurst Medical Clinic except:

(i) when Pinehurst Medical Clinic provides me with research-related treatment; or

(ii) when Pinehurst Medical Clinic provides me with health care solely for the purpose of creating protected health information for disclosure to someone else.

Initials: \_\_\_\_\_

Pinehurst Medical Clinic, its employees, officers, and physicians are hereby released from any legal responsibility or liability for disclosure of the above information to the extent indicated and authorized herein.

**(Form MUST be completed before signing)**

\_\_\_\_\_  
Signature of Patient or Representative

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Relationship of Representative to Patient

Please describe the Representative's authority to act on behalf of the Patient:

\_\_\_\_\_  
\_\_\_\_\_

**\*YOU MAY REFUSE TO SIGN THIS AUTHORIZATION\***

**Pinehurst Medical Clinic Patient Payment Policy**

1. Payment is due at the time of service. This may include deductibles, co-payments, co-insurance, and services not covered by an insurance company.
2. Payments may be made by cash, check, money order, MasterCard, Visa, Discover, or American Express.
3. You may receive a separate bill for services provided by a FirstHealth Cardiology & Specialty Clinic provider at PMC.
4. Patients without insurance may be eligible to receive a discount for payment in full on the day services are provided. You will need to speak to a Patient Account Representative.
5. A No-Show Charge will apply should you fail to keep your scheduled appointment without giving us a 24-hour or greater advanced notice of your cancellation. Three (3) consecutive appointment cancellations and/or no-shows may result in dismissal from Pinehurst Medical Clinic. The No-Show fees are \$75 for a new patient office visit, \$25 for an established patient office visit, and \$25-\$250 for procedure/testing appointments.
6. Patients may be charged a fee for the completion of forms.
7. Patients who feel their level of income is not sufficient to enable them to pay the amount they owe may apply for financial assistance by completing an application. This application may be obtained from one of our financial representatives or by calling Financial Services at 910-295-9392. Please note in general, financial assistance is extended only to patients whose family income is at or below 150% of the federal poverty limits.
8. Balances due after your insurance has paid will be reflected on billing statements sent to the patient's, or responsible party's, address. The amount due on the statement is due in full upon receipt. If you are unable to pay the amount in full it is your responsibility to call Financial Services to discuss making other payment arrangements.
9. Unpaid charges billed to your insurance will appear on your statement indicating they are pending a response from the insurance company. If a charge has been filed with your insurance for over 60 days without a response, please contact your insurance company. If the charge remains unpaid it may become your financial responsibility.
10. It is important to remember that health insurance coverage and plans vary, and not all charges will be covered or paid in full. If your insurance denies a service or does not pay in full, you are responsible for paying the remaining balance.
11. Services received as a result of an accident are to be paid promptly. We do not allow additional time for payment where the accident results in a lawsuit or insurance case.
12. If your health insurance plan requires a preauthorization or referral, it is your responsibility to ensure it is obtained before services are received.
13. New patient visits are coded per industry standards based on whether the patient is new to the specialty or subspecialty. Reference the following link for additional information:  
<https://www.aapc.com/blog/41276-new-vs-established-patients-whos-new-to-you/>
14. Failure to pay a balance due promptly may result in one or more of the following:
  - a. Your account may be referred to a collection agency,
  - b. Your past due status may be reported to the applicable credit bureaus,
  - c. Your ability to receive services from Pinehurst Medical Clinic may be jeopardized.

**We encourage those who have questions regarding this policy document or any aspect of their bill to contact us at (910) 295-9391 or toll-free at (866) 327-3159.**



# Pinehurst Medical Clinic

## Access Your Health Information Online

Where you need it, when you need it.

*Powered By FollowMyHealth*

An all-in-one personal health record & patient portal that lets you access your health information online & on the go!



View test & lab results



Receive email care reminders



Send & receive secure online messages



Request appointments



Request Rx refills



Set up proxy accounts for children & dependent adults

To get started with a new account, give receptionist your email. To log in to an existing account, scan below.



Questions?

Call (910) 235-3380 or email [fmhsupport@pinehurstmedical.com](mailto:fmhsupport@pinehurstmedical.com)