SOUTHERN OREGON INTERNAL MEDICINE

Please be advised that completing preliminary health and insurance questionnaires does not establish a physician-patient relationship with this practice. The physician you selected will review your health history and conduct an initial evaluation to determine whether the practice will accept you as a patient.

To our patients:

To provide you with our full time and attention when you come for an appointment, we would like to ask that you be aware of the following guidelines.

Prescription Refills:

- We have a state-of-the-art e-prescribing system. This works best if you **call your pharmacy directly for any prescription refills**, even if you have no refills left. The pharmacy will contact us directly to get approval for a refill or a new prescription.
- Please plan ahead as most local pharmacies request **2-3 business days** to process prescription requests. Pharmacies will typically give you a 2–3-day supply of any non-narcotic medication if you run out without realizing it and you need time for the pharmacy to process the refill.
- For **mail-order prescriptions, please contact your pharmacy via their 800 number or website**. Please be sure to contact your mail-order pharmacy at least two (2) weeks before you will need the refill. If it is necessary for us to complete forms for your mail-order pharmacy, please give us three (3) business days to complete the paperwork.
- Many drug plans will not cover brand-name medication or do so at a much higher cost. We are not always able to obtain prior authorization for your medications. Generally, you can expect to receive generic medications or pay a higher cost if you prefer the brand-name drugs.

Walk-in appointments:

- We almost always have same-day appointments available for urgent needs. Please call ahead to schedule an appointment instead of arriving at our office and requesting to see the provider. Walk-ins impact our ability to see scheduled patients on time.

Test results:

- We will notify you regarding all lab results either at your appointment, by phone, or by mail.
- If you have not been contacted with your results two (2) weeks after your appointment, please call our office to follow up.
- Pathology reports, pap smears, and bone density results may take up to four (4) weeks. Please call our office if you have not been contacted after four weeks.
- Please note that if you request lab work prior to your annual appointment, your insurance may not pay for those labs.
- We are happy to provide you with your most recent lab or radiology reports. Please call ahead, and we can have that ready for you at the front desk for pickup, upload it to the patient portal, or mail the results to you.

SOUTHERN OREGON INTERNAL MEDICINE

Copies of your medical record:

- If you would like a copy of your medical record, we will need a formal request from you, which must be completed in writing and signed by you or your authorized representative.
- Please allow 30 days for medical records requests. There may be a processing charge to release records to yourself. There is no charge to release records from one doctor to another.

Co-pays:

- Our contracts with insurance companies require us to collect your co-payment prior to you seeing the provider. Please be prepared to pay this upon arrival for your appointment.

Diagnostic testing:

- Your physician will generally have the report from any diagnostic testing 2-3 days following your test. The radiologist who reads the study will notify your provider if there are abnormal results that require immediate follow-up.
- CT scans may require insurance pre-authorization if not an emergent exam.
- MRI, PET, Nuclear Medicine, sleep studies, cardiac studies, and other diagnostic tests require insurance pre-authorization. You will be referred to outside facilities for these studies. We contact the imaging facility of your choice, and they will contact you to schedule an appointment. If you have not been contacted after two weeks, please call our office to request assistance scheduling your exam.

We appreciate you choosing Southern Oregon Internal Medicine for your health care needs.

Southern Oregon Internal Medicine
A Rogue Valley Physicians P.C. Clinic

2900 Doctors Park Drive, Suite 200
Medford, Oregon 97504
Phone: 541-282-2200
Fax: 541-282-2237

Please fill in the following information completely (Please Print)

PATIENT INFORMATION: **TODAY'S DATE** _____

NAME _____ NICKNAME_____
LAST FIRST MIDDLE

HAVE YOU EVER RECEIVED MEDICAL TREATMENT UNDER ANOTHER NAME: [ ] YES [ ] NO

IF YES, UNDER WHAT NAME? _____

SOCIAL SECURITY # _____-_____-_____ DATE OF BIRTH _____/_____/_____ GENDER _____

PHYSICAL
ADDRESS_____
STREET ADDRESS CITY STATE ZIP

MAILING ADDRESS
IF DIFFERENT FROM ABOVE_____
PO BOX CITY STATE ZIP

RACE: _____ LANGUAGE _____ HISPANIC OR LATINO [ ] YES [ ] NO

MARITAL STATUS (CIRCLE ONE) SINGLE MARRIED DIVORCED LEGALLY SEPARATED LIFE PARTNER WIDOWED

HOME PHONE_____ EMAIL_____ CELL PHONE_____

EMPLOYED: YES NO EMPLOYER_____ WORK PHONE _____

SPOUSE INFORMATION:

NAME _____ HOME PHONE: _____
LAST FIRST MIDDLE

DATE OF BIRTH _____/_____/_____ SOCIAL SECURITY # _____-_____-_____

EMPLOYER _____ WORK PHONE _____ OCCUPATION _____

INSURANCE INFORMATION -- PLEASE PRESENT CURRENT INSURANCE IDENTIFICATION CARD(S) TO THE RECEPTIONIST.

PRIMARY COVERAGE:

HEALTH INSURANCE: _____ Policy # _____ Group # _____

POLICY HOLDER'S NAME _____ DOB _____/_____/_____ SEX _____

EMPLOYER _____ RELATIONSHIP TO PATIENT _____

SECONDARY COVERAGE:

HEALTH INSURANCE: _____ Policy # _____ Group # _____

POLICY HOLDER'S NAME _____ DOB _____/_____/_____ SEX _____

EMPLOYER _____ RELATIONSHIP TO PATIENT _____

MEDICAL TREATMENT RESULTING FROM AN ACCIDENT (Please Complete Accident Report)

I AM RECEIVING MEDICAL TREATMENT AS A RESULT OF AN ACCIDENT: [ ] YES [ ] NO

IF YES, WHAT TYPE OF ACCIDENT? [ ] MOTOR VEHICLE [ ] WORK ACCIDENT [ ] OTHER _____

INFORMATION FOR PHYSICIAN:

EMERGENCY CONTACT: _____ PHONE:_____RELATIONSHIP:_____

WHO IS YOUR **PRIMARY CARE PHYSICIAN**? _____ PHONE #_____FAX#_____

HOW DID YOU HEAR OF OUR CLINIC?_____

IF SELF-REFERRED, HOW DID YOU CHOOSE US: [ ] OUR WEBSITE [ ] PHONE BOOK [ ] OTHER_____

Revised 09/16/2014

Southern Oregon Internal Medicine
2900 Doctors Park Drive, Suite 200 | Medford, OR 97504
Phone: (541) 282-2200 | Fax: (541) 210-5195

HEALTH HISTORY QUESTIONNAIRE
Diabetes, Thyroid, and Endocrine Disorders

All questions contained in this questionnaire are strictly confidential and will become part of your medical record.

Name (Last, First, M.I.):	Date of birth: □ Male □ Female
Marital Status: □ Single □ Partnered □ Married □ Separated □ Divorced □ Widowed	
Referring doctor:	Primary provider:
Other doctors you see:	Preferred pharmacy for medications:
What is the reason for your referral:	

PERSONAL HEALTH HISTORY

Cardiac Stress Test Date: □ *Have not had test*	DXA/Bone Density Date: □ *Have not had test*

List any medical problems that other doctors have diagnosed. (*Check common health problems from the list below or fill in as needed.)*

□ Heart attack or CHF □ Heart stent □ Atrial fibrillation □ Diabetes

□ Hypertension □ High Cholesterol □ Arthritis □ Asthma

□ Lung disease □ Cancer □ Kidney stones □ Kidney disease

□ Foot ulcers □ Stomach ulcers □ Osteopenia or osteoporosis

□ Obstructive sleep apnea □ Neuropathy □ Stroke

Other:

Have you ever had radiation therapy to your neck (for cancer or skin condition, *not* dental x-rays)?
□ Yes □ No

Surgeries

Year	Health condition leading to surgery	Surgery performed

List your prescribed drugs and over-the-counter drugs and/or nutritional supplements		
Medication Name	Strength	Frequency Taken
Allergies to medications		
Name of drug	Reaction you had	

HEALTH HABITS				
ALL QUESTIONS CONTAINED IN THIS QUESTIONNAIRE ARE OPTIONAL AND WILL BE KEPT STRICTLY CONFIDENTIAL				
Exercise	◻ Sedentary (no exercise)			
	◻ Mild exercise (i.e., climb stairs, walk 3 blocks, golf)			
	◻ Occasional vigorous exercise (i.e., work or recreation, less than 4x/week for 30 min)			
	◻ Regular vigorous exercise (i.e., work or recreation, 4x/week for 30 mins or more)			
Diet	Are you following a diet? ◻ Yes ◻ No If so, which one?			
	# of meals you eat in an average day?			
	Rank salt intake	◻ High	◻ Medium	◻ Low
	Rank fat intake	◻ High	◻ Medium	◻ Low
Caffeine	◻ None	◻ Coffee	◻ Tea	◻ Cola
	# of cups / cans per days			
Alcohol	Do you drink alcohol?			◻ Yes ◻ No
	If yes, what kind?		How many drinks per week?	
	Are you concerned about the amount you drink?			◻ Yes ◻ No
	Have you considered stopping?			◻ Yes ◻ No
	Have you ever experienced blackouts?			◻ Yes ◻ No
	Are you prone to “binge” drinking?			◻ Yes ◻ No
	Do you drive after drinking?			◻ Yes ◻ No
Tobacco	Do you use tobacco?			◻ Yes ◻ No
	◻ Cigarettes pks/day	◻ Chew - #/day	◻ Pipe - # /day	◻ Cigars - # /day
	# of years	◻ Or year quit		
Drugs	Do you currently use recreational or street drugs?			◻ Yes ◻ No
	Have you ever given yourself street drugs with a needle?			◻ Yes ◻ No
Other health habits not covered in the questions above:				

FAMILY HEALTH HISTORY					
	AGE	**SIGNIFICANT HEALTH PROBLEMS**		**AGE**	**SIGNIFICANT HEALTH PROBLEMS**
Father			**Children**	☐ M ☐ F	
Mother				☐ M ☐ F	
Sibling	☐ M ☐ F			☐ M ☐ F	
	☐ M ☐ F			☐ M ☐ F	
	☐ M ☐ F		Grandmother *Maternal*		
	☐ M ☐ F		Grandfather *Maternal*		
	☐ M ☐ F		Grandmother *Paternal*		
	☐ M ☐ F		Grandfather *Paternal*		

EDUCATION AND OCCUPATION
Where were you born? City: State:
What is your highest level of education?
What is your employment status? (What was your last job?)
List some of your favorite hobbies:

REVIEW OF SYSTEMS		
GENERAL	**Yes**	**No**
Do you worry a lot about your health?		
Do you usually feel tired or worn out?		
Do you feel depressed a lot of the time?		
Are you sensitive to cold or hot temperatures?		
Have you recently been drinking more fluids?		
Have you had unusual weight loss or gain?		
Do you have swollen glands or lymph nodes?		
SKIN		
Any change in the color of your skin?		
Skin rashes or itching?		
Dry skin?		
Skin growths?		
Sores or wounds that don't heal?		

EYES	**Yes**	**No**
Cataracts?		
Glaucoma?		
Diabetic eye damage?		
Changes in vision?		
Blurry vision?		
Double vision?		
Tunnel vision?		
EARS, NOSE, THROAT, AND NECK		
Hearing trouble?		
Ringing or buzzing in your ears?		
Change in your voice or hoarseness?		
Thyroid enlarged or neck mass that you can feel?		
RESPIRATORY SYSTEM		
Bothersome cough?		
Difficulty breathing?		
Wheezing or whistling in the chest?		
Do you snore?		
HEART AND BLOOD VESSELS		
Pain, tightness, or pressure in your chest?		
Have you been told your EKG is abnormal?		
Swelling of feet or ankles?		
Heartbeat fast or irregular? Palpitations?		
Cramps in legs when walking?		
Awakened at night by shortness of breath?		
Fingers or toes cold, numb, blanched, or bluish?		
GASTROINTESTINAL SYSTEM		
Recent change in appetite or eating habits?		
Difficult swallowing?		
Frequent indigestion and/or heartburn?		
Frequent nausea or vomiting?		
Constipation?		
Loose stools or diarrhea?		
BONES AND JOINTS		
Burning or pain when you urinate?		
Frequent urination?		
Pass urine at night?		
Blood in the urine?		
Urinary infections?		
Kidney stones?		
REPRODUCTIVE SYSTEM (Men)		
Sterilization? Vasectomy?		

Problems with your penis or testicles?		
REPRODUCTIVE SYSTEM (Men) CONTINUED	Yes	No
Prostrate trouble?		
Trouble getting or maintaining an erection?		
Loss of libido (sex drive)?		
REPRODUCTIVE SYSTEM (Women)		
At what age did your menstrual periods start?		
How often do your periods occur?		
How long do they last?		
Are they regular?		
Bloating or weight gain before your period?		
Sterilization? Tubes tied?		
Are you pregnant or breastfeeding?		
Do you have hot flashes?		
Loss of libido? Interested in sex?		
Have you had any abortions or miscarriages?		
Lumps in your breasts?		
Discharge from nipples?		
NERVOUS SYSTEM		
Frequent or severe headaches?		
Spells of dizziness, faintness, or lightheadedness?		
Change in smell or taste?		
Loss of memory?		
Epilepsy, convulsions, seizures?		
Numbness or tingling in arms, legs, or feet?		
Weakness of muscles?		

Signature

Date

Southern Oregon Internal Medicine
Endocrinology
A Rogue Valley Physicians, P.C. Clinic

Financial Policy

Patient Name:_____ Date of Birth:_____

Thank you for choosing Southern Oregon Internal Medicine for your health care needs. The following is a statement of our Financial Policy, which we require you to read and sign prior to your visit with us. Please be sure to complete both pages.

REGARDING YOUR INSURANCE

A medical practice can't become familiar with the details of every health insurance plan it encounters. It is the patient's responsibility to understand what their insurance covers and what is not, and how much of the cost of services will be the patient's responsibility. We will submit insurance claims as a courtesy to our patients with insurance and will help you in every way possible to obtain your maximum insurance benefits. However, you are responsible for our charges. We ask that you pay any deductible, co-pay, and balance owed at the time of service. Please remember that we can only estimate the amount an insurance company will pay, as payments are based on their fee schedule. Their fee schedules may differ from our charges. While we attempt to help you in every way possible to obtain your maximum allowable insurance benefits, the insurance contract is between you and your insurance company and does not replace your responsibility for your account. If your insurance company has not paid your claim within 45 days, we will ask you to pay the balance in full. We will not be calling your insurance before your visit to verify your coverage.

SECONDARY INSURANCE

Having more than one insurer does not necessarily mean that your services are covered at 100%. We may bill your secondary carrier as a courtesy. You are responsible for any balance after insurance(s) have cleared.

USUAL AND CUSTOMARY RATES

Our practice is committed to providing the best care for our patients, and we charge the usual and customary rate for our area. You are responsible for payment regardless of any insurance company's arbitrary determination of usual and customary rates.

FOR PATIENTS WITHOUT INSURANCE

We ask that our patients without insurance pay at least ½ of their charges at the time of service. The remaining balance must be paid in 2 equal monthly payments. Special arrangements may be made with the advance approval of the billing department. Please let the receptionist know if you need to speak to our billing staff.

OREGON HEALTH PLAN PATIENTS

If you are an Oregon Health Plan/Medical Card patient, we require that you show your current medical card before each visit and that you are currently assigned to the appropriate physician. We will reschedule your appointment if you fail to comply with this policy and do not present your current card. We are unable to call your insurance prior to your visit to verify your coverage.

SERVICE CHARGES

A $25.00 fee will be assessed to your account for any returned check due to insufficient funds.

A fee of $95.00 for established patients and $150.00 for new patients will be assessed to your account for a missed appointment or for less than 24 hours' notice of cancellation.

WE ACCEPT PERSONAL CHECKS, MONEY ORDERS, VISA, MASTERCARD, AMERICAN EXPRESS, DISCOVER, AND CASH

Thank you for your attention to our financial policy. Please let us know if you have any questions or concerns.

I have read the Financial Policy. I understand and agree to the terms of this Policy. In addition, I authorize Southern Oregon Internal Medicine to release any medical information necessary to process a claim. I hereby assign all payments due from my insurance company directly to Rogue Valley Physicians, PC. I understand that I am financially responsible for the charges, and should it become necessary to collect monies in court, all court costs and attorney fees are the responsibility of the patient.

_____ _____

Patient (or Legal Guardian) Signature **Date**

_____

Print Name

Southern Oregon Internal Medicine
2900 Doctors Park Drive
Medford Oregon 97504
Phone: 541-282-2200 Fax: 541-282-2237
www. sointernal.com A Rogue Valley Physicians, PC

SOUTHERN OREGON INTERNAL MEDICINE

Telephone Disclosure form

Patient Name (please print) _____ DOB _____

Welcome to Southern Oregon Internal Medicine. We want to be sure we handle your personal medical information in a way that is acceptable to you. We appreciate your taking the time to fill out this form. If you have a special request, be sure to let your receptionist know.

It is okay to leave information on my answering machine: _____ Yes _____ No

Please indicate which medical information you authorize to be disclosed via the telephone from our office:

_____ Appointments
_____ Lab/Pathology Results
_____ EKG Results
_____ X-ray Results
_____ Medical Chart Notes
_____ Prescription/Sample information
_____ Mammogram Results (men may also need this…)
_____ ALL OF THE ABOVE

Authorization for verbal disclosure of my personal health information to the following individuals:

Name: _____ Relationship: _____

Phone #: _____

Name: _____ Relationship: _____

Phone #: _____

_____ (initial) Do not disclose my health information to anyone.

_____ _____ _____
Signature Date Relationship

This authorization may be revoked by giving written or verbal notice to Southern Oregon Internal Medicine. Such notice will be effective immediately upon receipt by Southern Oregon Internal Medicine personnel. This consent will be valid for up to one (1) year.

Date of consent: _____ Date consent expires: _____

I recognize that the information disclosed may contain information that is protected by federal and state laws (i.e., Drug/Alcohol Abuse, Mental Health, HIV/AIDS), and I expressly consent to the disclosure of such information.
Initial each one that applies:

_____ HIV/AIDS results _____ Mental Health _____ Drug/Alcohol Abuse

_____ _____
Signature Date

Thank you. If you need to contact our office, remember that we may be busy serving other patients, but we will make every effort to return calls within 24 business hours.

ENDOCRINOLOGY APPOINTMENT CANCELLATION/NO SHOW POLICY

Thank you for trusting your specialized medical care to Dr. Hungerford, Southern Oregon Internal Medicine. When you schedule an appointment with Dr. Hungerford, we set aside enough time to provide you with the highest quality care. Should you need to cancel or reschedule an appointment, please contact our office as soon as possible, and no later than 24 hours prior to your scheduled appointment. This gives us ample time to schedule other patients who are waiting for an appointment. Please acknowledge our Cancellation/No Show policy below:

- Any established patient who fails to show or contact our office to cancel an appointment with at least a 24 hours' notice of the appointment time, will be considered a no-show and charged a $95.00 fee.

- Any new patient that no shows or cancels their initial visit less than 24 hours of their appointment time will be charged a $150.00 fee.

- The fee is charged to the patient, not to their insurance company, and will need to be paid before the patient is rescheduled.

- As a courtesy, automated appointment reminder calls at 2 weeks prior to the appointment, 2 days prior to the appointment, and if there is a cell phone listed, a text message 2 hours before the visit time is sent. If a reminder call is not received, the above policy remains in effect.

We do understand there are times when an unforeseen event occurs, and you are not able to keep your appointment. If you should experience such an event, please call our office manager to discuss the possibility of waiving the no-show fee. You can contact our office 24 hours a day, 7 days a week, and should it be after regular business hours, you may leave a message.

Dr. Hungerford, MD, FACE, ECNU
Southern Oregon Internal Medicine
541-282-2200

I have read and understand the Cancellation/No Show policy.

_____ _____

Signature Date

_____

Print Name

Patient Name (PLEASE PRINT) _____ Patient DOB _____

I hereby acknowledge that I have received or declined a copy of Rogue Valley Physicians, P.C.'s (RVP) **Notice of Privacy Practices (revised date 2/16/2026),** which includes information relating to our participation with Reliance eHealth Collaborative**.** Participating in Reliance, we can securely send needed information directly to the other providers caring for you.

Initials

☐ **I AGREE** to have RVP release my records to Reliance

☐ **I DECLINE** to have RVP release my records to Reliance

Signature _____ Date _____

Signer's Name (if different than Patient) _____