

Date: _____

Legal Name	<i>Last</i>	<i>First</i>	<i>Middle Initial</i>	<i>Previous Last Name Used</i>
Legal Sex:	Male	Female	Date of Birth	Social Security #
		Month / Day / Year		
<i>Please be aware that the name & sex you have listed on your insurance must be used on documents pertaining to insurance, billing, and correspondence. Your answers to the following question will help us reach you quickly & discretely with important information.</i>				
Home Phone () ()	Cell Phone () ()	Work Phone () ()	Best number to use: () Home () Cell () Work	
Please indicate if BCH may leave a message for you on the following numbers: () Home () Cell				
Local Address		City	State	Zip
Billing Address (if different from above)		City	State	Zip
Email Address			Do not have email address Prefer not to share email address	
Responsible Party Name		Phone Number	Relationship to you	
Responsible Party Address		City	State	Zip
Emergency Contact's Name		Phone Number	Relationship to you	

1) Which category best describes your current annual income? < \$15,000 \$15,001-\$25,000 \$25,001-\$35,000 \$35,001-\$50,000 >\$50,001 2) Family Size: _____ Total # of family members residing in the same house 3) Language(s) English Spanish Other: _____ 4) Require translation services Yes No	5) Marital Status Single Married Divorced Widowed Separated Partnered 6) Have you ever served in the US military, armed forces, or uniformed services? Yes No 7) Employment status: Full Time Part Time Not Employed Self Employed Retired 8) Student status: Student Full Time Student Part Time Not a Student	9) Racial Group(s) Black/African American White/Caucasian American Indian/ Alaska Native Native Hawaiian/ Other Pacific Islander Asian Indian Chinese Filipino Japanese Korean Vietnamese Other Asian Guamanian or Chamorro Samoan 10) Ethnicity Hispanic/Latino/Latina Mexican / Mexican American / Chicano/a Puerto Rican Cuban Another Hispanic /Latino /Latina origin Not Hispanic/Latino/Latina	11) Do you think of yourself as: Heterosexual (or Straight) Lesbian/Gay Bisexual Other (Queer, Asexual, Pansexual) Don't Know Choose not to disclose 12) What gender do you identify with? Male Female Trans Male Trans Female Choose not to disclose Other: _____
			Please Turn Over 

Date: _____

13) How did you learn about BCH: Friend/Family Other Doctor's Office Insurance Company Postcard/Mailing Hospital/ER Internet Advertising Capital Bay Weekly Other: _____	14) Seasonal Agricultural Worker? Yes No 15) Migrant Agricultural Worker? Yes No	16) Homeless since January this year? Yes No 17) Public housing Resident? Yes No	
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Please indicate below if you have a **preferred pharmacy** for filling prescriptions:

Preferred Pharmacy:		City	
---------------------	--	------	--

Payment/Insurance Information

PLEASE PROVIDE YOUR INSURANCE CARD AT THE TIME OF REGISTRATION.

METHOD OF PAYMENT

I understand and acknowledge that payment is due at the time service is rendered. This includes all co-payments and co-insurance responsibilities. Any variation to this policy must be pre-arranged through our Accounting Department, prior to being seen. We accept Cash, Checks, Money Orders, Visa, MasterCard, American Express, and Discover.

INSURANCE AUTHORIZATION, ASSIGNMENT AND PAYMENT OF SERVICES

I request that payment of authorized Medicare/Other Insurance company benefits be made either to me or on my behalf to Bay Community Health (BCH) for any services furnished me by that party who accepts assignment/clinical provider. Regulations pertaining to Medicare assignment of benefits apply. I authorize any holder of medical or other information about me to be released in order to process payment of such services. I understand it is mandatory to notify the health care provider of any other party who may be responsible for paying for treatment. I also understand that it is my responsibility to be knowledgeable of my insurance benefits and requirements. I understand that based on my health insurance policy, there may be services that the Clinical Provider of BCH may deem necessary that may not be covered by my health insurance, and I shall be held responsible for the payment of such services. I understand and acknowledge that payment is due at the time service is rendered. This includes co-payments, patient responsibility percentage of office visit/procedural charge and any previous back charges. Any variation to this policy must be pre-arranged through our Accounting Department, prior to being seen.

AUTHORIZATION TO TREAT

Permission is hereby given to the Clinical Providers of BCH, to administer such diagnostic, operative, or treatment procedures to the above named patient that are deemed necessary. This includes accessing information from an Carequality/Commonwell Health Information exchange and online pharmacy database about medications that I may be taking for the purpose of continued treatment.

ACKNOWLEDGEMENT OF RECEIPT OF PRIVACY NOTICE

I have been presented with a copy of this provider's *Notice of Privacy Policies*, detailing how my information may be used and disclosed as permitted under federal and state law.

ADVANCE DIRECTIVE

I acknowledge receipt of "Advance Directives" pamphlet/form. This information was given to me as part of my "New Patient" documents. I fully intend to read this pamphlet, and should I decide to choose the use of the advance directives, I will complete the form and will return the signed document back to OPC to maintain with my medical records.

The below signature acknowledges your agreement to the above disclosures:

X

Date: _____

Signature of Patient/Personal Representative

Relation to Patient



Medical History Form

Patient information

Name:		Date of birth:
Occupation:	Home phone:	Work phone:
Address:		

Medications

Allergies to medications

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Medical history

High blood pressure ☐	Hypothyroidism ☐	Kidney stones ☐	Hearing loss ☐
High cholesterol ☐	Hyperthyroidism ☐	Bladder infections ☐	Eczema ☐
Heart disease ☐	Gout ☐	Prostate disease ☐	Psoriasis ☐
Heart attack ☐	Acid reflux/GERD ☐	Headaches ☐	Allergies ☐
Atrial fibrillation ☐	Stomach ulcer ☐	Seizures ☐	Depression ☐
Pacemaker/ICD ☐	Gallbladder disease ☐	Nerve disorder ☐	Anxiety ☐
Heart valve disease ☐	Gallstones ☐	Memory problems ☐	Mood disorder ☐
Artery/vein disease ☐	Liver disease ☐	Anemia ☐	Pregnancy ☐
Heart failure ☐	Pancreatitis ☐	Blood disorder ☐	Menstrual disorder ☐
Stroke ☐	Irritable bowel ☐	Rheumatoid arthritis ☐	Pelvic pain ☐
COPD/emphysema ☐	Constipation ☐	Osteoarthritis ☐	Drug use ☐
Asthma ☐	Colitis ☐	Low back pain ☐	Alcohol abuse ☐
Lung nodule(s) ☐	Diverticulosis/itis ☐	Neck pain ☐	Cancer (specify):
Type II diabetes ☐	Colon polyps ☐	Vision loss ☐	Other:
Type I diabetes ☐	Kidney disease ☐	Glaucoma ☐	Other:

Surgeries		
	when	where
	when	where
	when	where
	when	where

Hospitalizations		
	when	where
	when	where
	when	where
	when	where

Family history (condition/relation)			
Alcoholism	☐	Kidney disease	☐
Asthma	☐	Migraine	☐
Autoimmune disorder	☐	Osteoporosis	☐
Bleeding disorder	☐	Migraine	☐
Cancer	☐	Osteoporosis	☐
Diabetes	☐	Seizure disorder	☐
Glaucoma	☐	Stroke	☐
Heart disease	☐	Thyroid disease	☐
High blood pressure	☐	Other:	

Vaccines			
influenza	☐	when	where
pneumonia	☐	when	where
shingles	☐	when	where
tetanus	☐	when	where

Screenings			
pap smear	☐	when	where
mammogram	☐	when	where
colonoscopy	☐	when	where

Preventive care				
Questions		Yes	No	n/a
Do you wear a seatbelt?		☐	☐	☐
Do you wear a bike helmet?		☐	☐	☐
Do you have a working smoke detector?		☐	☐	☐
If there is a gun at home, is it out of children's reach and unloaded?		☐	☐	☐
Do you wish to be tested for HIV?		☐	☐	☐
Have you ever worked with chemicals, paints, asbestos, or other hazardous materials?		☐	☐	☐

BAY COMMUNITY HEALTH
Notice of Privacy Practices
Effective Date: January 1, 2013

This notice describes how health information about you may be used and disclosed and how you can get this information.
PLEASE READ IT CAREFULLY.

Our Pledge to You about Protecting Your Health Information We at Bay Community Health (BCH) understand that health information about you and your health care is personal. We are committed to protecting this most private information about you. We create a record of the care and services you receive from us. We need this record to provide you with quality care and to comply with certain legal requirements. This notice applies to all records of your care generated by this health care practice, whether made by your personal doctor or health care practitioner or others working in this office. This notice will tell you about the ways we may use and disclose health information about you. We also describe your rights to the health information we keep about you, and certain obligations we have to use or disclose it. **LAW REQUIRES US TO:**

- Make sure that health information that identifies you is kept private;
- Give you this notice of our legal duties and privacy with respect to your health information; and
- Follow the terms of this notice currently in effect

How We May Use and Disclose Health Information About You ***For Treatment*** We may use health information about you to provide you with health care treatment or services. We may disclose information about you to doctors, nurses, technicians, health students, or other personnel who are involved in taking care of you. They may work at our office, at the hospital if you are hospitalized under our supervision, or at another doctor's office, lab, pharmacy, or other health care provider to whom we may refer you for consultation, to take x-rays, to perform lab tests, to have prescriptions filled, or other reasons. The information is needed by these professionals in order to know what treatments you will need. They will record actions taken in the course of your treatment and note how you respond. In the event of a disaster, we may also disclose health information about you to another organization assisting in disaster relief so that your family can be notified about your condition, status and location. ***Communications with Family*** Using our best judgment, we may disclose to a family member, personal representative, or any other person you identify, health information about you related to that person's involvement in your care if you do not object, or in the event of an emergency. ***Appointments*** We may use your information to provide appointment reminders or information about treatment alternatives or health-related benefits and services that may be of interest to you. ***For Payment*** We may use and disclose your health information to others for purposes of receiving payment for treatment and services that you receive. For example, a bill may be sent to you or a third-party payer, such as an insurance company or health plan. The bill may contain information that identified you, your diagnosis, and treatment or supplies you received in the course of care. ***For Health Care Operations*** We may use and disclose health information about you for operational purposes. For example, your health information may be disclosed to members of medical staff, risk or quality improvement personnel, and others to:

- Evaluate the performance of our staff;
- Assess the quality of care and outcomes in your case and similar cases;
- Learn how to improve our facilities and services; and
- Determine how to continually improve the quality and effectiveness of the health care we provide.

Health Information Exchanges We may participate in various health information exchanges to facilitate the secure exchange of your electronic health information between and among several health care providers or other health care entities for your treatment, payment, or other healthcare operations purposes. We have chosen to participate in the Chesapeake Regional Information System for our Patients, Inc. (CRISP), a statewide health information exchange. As permitted by law, your health information will be shared with this exchange in order to provide faster access, better coordination of care and assist providers and public health officials in making more informed decisions. You may "opt-out" and prevent searching of your health information available through CRISP by calling 1-877-952-7477 or completing and submitting an Opt-Out form to CRISP by mail, fax or through their website at www.crisphealth.org.

Health Care Oversight Activities We may disclose health information to a health oversight agency for activities authorized by law. These activities include, for example, audits, investigations, inspections, and licensure. They are necessary for the government to monitor the health care system, government programs, and compliance with civil rights laws. ***As Required by Law*** We may use and disclose information about you as required by law. For example, we may disclose information for the following purposes:

- For judicial and administrative proceedings;
- To assist law enforcement officials in their duties, and
- To report information related to victims of abuse, neglect or domestic violence. We will only make this disclosure if you agree or when required or authorized by law.

To Avert a Serious Threat to Health and Safety We may use or disclose health information about you when necessary to prevent a serious threat to your health and safety or the health and safety of another person or the public. Any disclosure, however, would only be made to someone able to help prevent the threat. ***For Public Health*** We may use or disclose your health information for public health activities. These activities generally include the following:

- To prevent or control disease, injury or disability;
- To report births and deaths;
- To report reactions to medications or problems with products;
- To notify people of recalls for products they may be using, and
- To notify a person who may have been exposed to disease or may be at risk for contracting the disease or condition.

Military or Veterans If you are a member of the armed forces or separated/discharged from military service, we may release health information about you as required by military command authorities or the Department of Veteran Affairs. We may also release health information about foreign military personnel to the appropriate foreign military authorities. ***Workers Compensation*** We may disclose health information about you for workers' compensation or similar programs that provide benefits for work-related injuries or illness. ***Coroners, Health Examiners and Funeral Directors*** We may release health information to a coroner or health examiner. For example, this may be necessary to identify a deceased person or determine the cause of death. We may also release health information about patients to funeral directors as necessary to carry out their duties. ***Inmates*** If you are an inmate of a correctional institution or under custody of a law enforcement official, we may release health information about you to the correctional institution or law enforcement official. This release may be necessary for the institution to provide you with the health care, to protect your health and safety or that of

BAY COMMUNITY HEALTH
Notice of Privacy Practices

Effective Date: January 1, 2013

others, or for the safety and security of the correctional institution. **Government Functions** We may release health information to specialized government functions such as protection of public officials (President of the United States and others), or reporting to various branches of the armed services, authorized federal officials for intelligence, counterintelligence, and other national security activities authorized by law. **Lawsuits and Disputes** If you are involved in a lawsuit or a dispute, we may disclose health information about you in response to a court or administrative order. We may also disclose health information in response to a subpoena, discovery request, or other lawful process by someone else involved in the dispute, but only if efforts have been made to tell you about the request or to obtain an order protecting the information requested.

Your Health Information Rights The health and billing records we maintain are the physical property of Bay Community Health. The information in them, however, belongs to you. You have a right to: **Inspect and Copy** You have the right to inspect and copy health information that may be used to make decisions about your care. Usually, this includes health and billing records. This does not include psychotherapy notes. To inspect and/or copy health information you must request this in writing using the form that we will provide to you upon request. Medical Record copies may be processed by an independent company, and a fee by this company or by Bay Community Health is billed to the patient. The fee varies based on the individual's medical records and specifics of the request, and the request will be processed within 2 to 3 weeks of date of the request. We may deny your request to inspect and copy your health information in very limited circumstances. If you are denied access to your health information, you may request a review of the denial. The person conducting the review will not be the same one that denied your request. We will comply with the outcome of this review. **Right to Amend** If you feel that health information we have about you is incorrect or incomplete; you may ask us to amend the information. To request an amendment you need to submit your request in writing, on one page of paper, legibly handwritten or typed to Bay Community Health, HIPAA Officer, 134 Owensville Road, West River, MD 20778. In addition, you must provide the reason for wanting to amend the information. We may deny your request for an amendment if it is not in writing or does not include a reason to support the request. In addition, we may deny your request if you ask us to amend information that:

- Was not created by us, unless the person or entity that created the information is no longer available to make the amendment;
- Is not part of the health information that you would be permitted to inspect and copy; or
- Is accurate and complete.

Any amendment we make to your health information will be disclosed to those with whom we share information as previously described. **Right to an Accounting of Disclosures** You have the right to request a list of accounting for any disclosures of your health information we have made, except for uses and disclosures for treatment, payment, or health care operations, as previously described. To request a list of disclosures, you must submit your request in writing to Bay Community Health, HIPAA Officer, 134 Owensville Road, West River, MD 20778. Your request must state a time frame that may be no longer than six (6) years and may not include dates prior to April 13, 2003. The first list you request within a twelve-month period will be free. For additional lists, we will charge you the cost of providing the list. We will notify you of the cost involved and you may choose to modify or withdraw your request at that time and before the costs are incurred. We will mail you a list of disclosures in paper form within 30 days of your request, or notify you if we are unable to supply the list within that time period and the date by which we can supply the list, but this date will not exceed a total of 60 days from the date you made the request. **Right to Request Restrictions.** You have the right to request a restriction of limitation on the health information we use or disclose about you for treatment, payment, or health care operations. You also have the right to request a limit on the health information we disclose about you to someone who is involved in your care or the payment of your care, such as a family member or friend. **We are not required to agree to your request for restrictions if we are not able to ensure our compliance or if we believe it will negatively impact the care we may provide you.** If we do agree, we will comply with your request unless the information is needed to provide you emergency treatment. To request a restriction, you must make your request in writing to Bay Community Health, HIPAA Officer, 134 Owensville Road, West River, MD 20778. In your request, you must tell us what information you want to limit and to whom you want the limits to apply. **Right to Request Confidential Communications** You have the right to request that we communicate with you about health matters in a certain way or at a certain location. For example; you can ask that we only contact you at work or by mail to a post office box. To request confidential communications, you must make your request in writing to Bay Community Health, HIPAA Officer, 134 Owensville Road, West River, MD 20778. We will not ask you the reason for your request. We will accommodate all reasonable requests. Your request must tell us how or where you wish to be contacted. **Right to a Paper Copy of this Notice.** You have the right to obtain a paper copy of this notice at any time. To obtain a copy, please request it from Bay Community Health, HIPAA Officer, 134 Owensville Road, West River, MD 20778.

Changes to this Notice We reserve the right to change this notice. We reserve the right to make revised or changed notice effective for health information we already have about you as well as any information we receive in the future. We will post a copy of the current notice in our facility. The notice will contain the effective date on the first page.

Complaints

If you believe your privacy rights have been violated, you may file a complaint with us or with the Secretary of the Department of Health and Human Services. To file a complaint with us, contact Bay Community Health, HIPAA Officer, 134 Owensville Road, West River, MD 20778. All complaints must be submitted in writing. **You will not be penalized for filing a complaint.**

Acknowledgement of Receipt of this Notice

We will request that you sign a separate form or notice acknowledging that you have received a copy of this notice. If you choose, or are not able to sign, a staff member will sign their name and date the acknowledgement form. This acknowledgement will be filed with your records.

Bay Community Health sincerely respects your privacy rights, and will make every reasonable attempt to protect your health information. It is important that you read this notice carefully, and if you have questions or concerns regarding this notice, please contact:

**Bay Community Health
Attention: HIPAA Officer
134 Owensville Road
West River MD 20778
410-867-4700**



Bay Community Health

Notice of Privacy Practices Acknowledgement

Effective Date: January 1, 2013

I have been provided a paper copy of the Notice of Privacy Practices effective as of the date above.

Patient's Name

Patient's Signature

Date

TO BE RECORDED IN PMS/SCANNED IN EPR



Bay Community Health
134 Owensville Road
West River MD 20778
Phone: 410 867-4700 / Fax: 410 867-4934

Patient Name _____ **DOB:** _____

Patient preferred telephone number to be contacted: _____

Please indicate additional persons with whom we may contact on your behalf and indicate their relationship to you:

Name	Relation to Patient	Telephone #	Phone Type
			H W C
			H W C
			H W C
			H W C
			H W C

Patient additional comments: _____

Signature: _____ **Date:** _____

Print Name: _____

BCH Employee Initials: _____

Authorization for Release of Medical Records

Bay Community Health
134 Owensville Road
West River, Md. 20778
(T) 410-867-4700 (F) 855-772-1468

I authorize the following protected health information to be released from the medical record of:

_____ Last Name	_____ First Name	_____ Today's Date
_____ Birthdate	_____ Email Address	_____ Phone Number

Release Records

- ☒ **To**
☐ **From**

Bay Community Health
134 Owensville Road
West River, Md. 20778
(T) 410-867-4700
(F) 855-772-1468

Release Records

- ☐ **To**
☒ **From**

Name/Organization

Address

City / State / Zip

Phone

Fax

Please mail my records

Other: _____

Please call when my records are ready for pick up

Note: Send PAPER RECORDS only

Please fax my records

I understand that to the extent that any recipient of this information, as identified above, is not a "covered entity" under Federal or Maryland privacy law, the information may no longer be protected by Federal and Maryland privacy laws once it is disclosed to the recipient and, therefore, may be subject to re-disclosure by the recipient.

TO BE RELEASED

- ☒ Chart Summary
☒ Office visit
☐ GYN visit
 Urgent Care visits
☒ Lab work

Date of Service

Last Visit & Full PE

Past 1 Year

TO BE RELEASED

- ☒ Immunizations
☒ Radiology reports
 Consultation Reports
 Full Psychiatric Hx
 Other

Date of Service

Past 5 years

➔ Note: If specific dates to be released or a specific provider are not indicated, all records in the category marked will be released.

Indicate the PURPOSE for this disclosure:

I understand the information in my health record may include information related to sexually transmitted disease, acquired immunodeficiency syndrome (AIDS), or human immunodeficiency virus (HIV). It may also include information about behavioral or mental health services, and treatment for alcohol and drug abuse.

I understand I have the right to revoke this authorization I must do so in writing and in response to this authorization. Unless otherwise revoked, this authorization will expire on the following date, event or condition _____.

If I fail to specify and expiration date, event or condition, this authorization will expire in six months of dated signature. I understand that authorizing the disclosure of this phi is voluntary. I need not sign this for in order to assure treatment. I understand I may inspect or copy the information to be used or disclosed, as provided in CFR 164.524. I understand by federal confidentiality rules. If I have questions about disclosure of my health information, I can contact BCH Privacy Officer.

I understand that I may incur a charge for the copying or inspection of patient records. A minimum clerical fee of \$_____ and per page fee of \$_____.

Signature of Patient or Patient Representative

Printed Name/Relationship of Patient Representative

Date

If documents are being picked up at BCH, from someone other than the patient. This authorization form must indicate this accordingly

Signature of person picking up documents

Printed Name/Relationship

Date



BAY COMMUNITY HEALTH

Patients' Bill of Rights & Responsibilities

Bay Community Health is committed to providing quality health care. A well-informed patient that participates in treatment decisions and communicates openly with their healthcare professionals is a patient that will ultimately benefit greatly in their continued healthcare.

You have the Right ...

- To considerate and respectful treatment from your first phone call throughout your office visit and follow-up care.
- To know the names and professional status of the people serving you.
- To privacy/confidentiality concerning your own health care program and medical records.
- To participate in choosing a form of treatment.
- To consent to or refuse any care or treatment.
- To examine and receive an explanation of all charges.
- To receive full information and counseling on the availability of known financial resources for your health care.
- Timely resolution of any questions, complaint, or problem regarding BCH services and/or procedures.

You have the Responsibility ...

- To be honest about your medical history.
- To follow health advice and instructions.
- Report any significant changes in symptoms or failure to improve.
- Maintain and have available an updated detailed medication list.
- Provide sufficient time in making "Follow-Up" and "Annual" appointments to ensure appointment availability.
- To keep appointments or provide 48 hours advance notice for cancellation.
- To insure you obtain prescriptions at the time of your office visit. If a prescription refill must be called in, allow a minimum of 48 hours notice.
- Allow 3-5 working days for specialty referrals.
- Allow 5-7 working days for completions of forms. Forms must be completed/signed by patient; some forms will require an appointment and some forms may incur a patient fee.
- Be knowledgeable and well-informed about your health insurance coverage, especially in regard to:
 1. Prescription/Medication formularies
 2. Preferred Lab Providers
 3. Specialty-Care providers, policies, and procedures
 4. Non-Covered medical services
- To be respectful of all other patients, visitors, and staff.

Bay Community Health Patient Information Sheet

Bay Community Health welcomes you and your family, and we appreciate the opportunity to provide your health care services. We provide Primary Care and Behavioral Health services at all Bay Community Health Locations.

Office Hours

Visit our website (www.baycommunityhealth.org) to view our office hours by location.

Appointment Scheduling/Cancellations/Late Arrivals

- Established patients should arrive 15 minutes prior to appointment time
- New patients should arrive 30 minutes prior
- Sick visits are typically scheduled for the same day or within 48 hours of appointment request
- Same-day appointments are granted based on availability
- Follow-up office visits are scheduled at check-out
- Physical exams/well exams are usually scheduled within 2 to 6 weeks of appointment request
- Our providers may occasionally be running late, and your visit may be delayed. Our staff will try to inform you if this occurs.
- **Cancellations:** 48-hour advance notice on all cancellations is requested
- **Late arrivals:** If you arrive more than ½ way after the start of your scheduled appointment time, please know we will have to reschedule your appointment.

Insurance

While filing of insurance claims is a courtesy we extend to our patients, it is your responsibility to bring your valid and up to date proof of insurance coverage and a photo ID to each appointment. Please be familiar with your co-pay, which is to be paid at each visit.

If you do not have insurance, we can connect you with a BCH team member to discuss health insurance enrollment and/or our sliding fee scale program.

Prescriptions

Our providers believe that patients should be evaluated prior to being prescribed new medications. Prescription refills should be made through the pharmacy, which requires patients to inform their pharmacy with 48 hours advanced notice. "Controlled substance" medications will not be prescribed on Fridays or on the day before a Federal holiday and in most cases will require an appointment with the primary provider. To avoid delays with medication refills, please review medication needs at each office visit.

Patient Portal Access

Our patient portal can be utilized by our patients to request appointments, request medication refills, update patient demographics and correspond with our providers. IF you are interested in establishing a portal account, please provide your email to our front desk staff. You will receive an email with your account information to help set up your account.

Care of Minors

No children under the age of 18 will be seen with the written consent of a parent or legal guardian. Please speak with a front desk team member to obtain the consent form.

Return Telephone Messages

Our providers and/or medical support staff attempt to return all messages in a timely fashion. Return calls are often made during the lunch or late afternoon hours and sometimes on the following day.

Medical Referrals

You may require a medical referral for specialty and/or urgent care. Bay Community Health requests 5 working days to process these referrals. In many cases an office evaluation will be requested to determine the referral's necessity. Please remember there are many health insurance companies many more individual policies. It is the patient's responsibility to know and abide by the regulations of his or her insurance coverage.

Medical Records/Medical Forms

To obtain a copy of Bay Community Health medical records patients must complete a "Request for Medical Records" form and allow a minimum of 5 working days for processing. The processing fee varies depending on the size of the medical chart, but the basic fee is typically \$25.00. There is no charge to obtain copies of immunization records or records pertaining to State of Maryland Workman's Compensation. Depending on the form, there may be a charge applied to the patient bill for this processing. It may also be necessary for the patient to be evaluated in the office prior to form completion.

CRISP

Bay Community Health has chosen to participate in the Chesapeake Regional Information System for our Patients (CRISP), a statewide health information exchange. As permitted by law, your health information will be shared with this exchange in order to provide faster access, better coordination of care and assist providers and public health officials in making more informed decisions, you may "Opt-Out" and prevent searching of your health information available through CRISP by calling 1-877-951-7477 or completing and submitting an Opt-Out form to CRISP by mail, fax or through their website www.crisphealth.org.

Inclement Weather

In the event that the office closes for inclement weather, we will make every attempt to notify our patients via our website, a direct text/email blast message and/or a message on our office voicemail.