Northwest Ohio
Center for Urogynecology and Women's Health

Andrew Croak, DO ~ Tracey Begley, WHNP ~ Jill Nichols, WHNP
28442 E. River Road, Suite 111 – Perrysburg, Ohio 43551
Phone: 419 893 7134 Fax: 419 893 6942

WELCOME! Attached is the information packet for you to complete and return, ***BEFORE YOUR APPOINTMENT CAN BE MADE.***

Depending on version of packet, to return the packet, you may:

COMPLETE PDF FILE & EMAIL: STAFF@NWOUROGYN.COM

FAX IT: 419 893 6942

MAIL IT: 28442 E River Road, #111 – Perrysburg, OH 43551

SCAN & EMAIL: STAFF@NWOUROGYN.COM

STOP IN AND DROP IT OFF IN PERSON

If you do not receive a call within 5 days after sending your packet back, please call the office to confirm it was received.

To speed the process of getting an appointment scheduled, you also have the option to stop in and complete the necessary information and leave it at the front desk.

As a specialist office, it is most helpful to have as much information ***PRIOR*** *to your visit (such as records from other doctors, testing and results, etc.) so that we can be as thorough as possible at your visit.*

If you do plan to bring records with you to the visit, please be advised that your visit could be changed to an information-gathering visit (depending on how much information to review) and a follow-up appointment will be necessary for evaluation.

PLEASE ARRIVE 20 MINUTES AHEAD OF YOUR APPOINTMENT

WE UNDERSTAND YOUR TIME IS VALUABLE, AND
WE GREATLY APPRECIATE YOUR COOPERATION
SO YOUR VISIT WILL RUN SMOOTHLY!

THANK YOU!

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Dear _____,

You have an appointment scheduled with our office on:

_____ at _____.

PLEASE ARRIVE 20 MINUTES AHEAD OF YOUR APPOINTMENT!

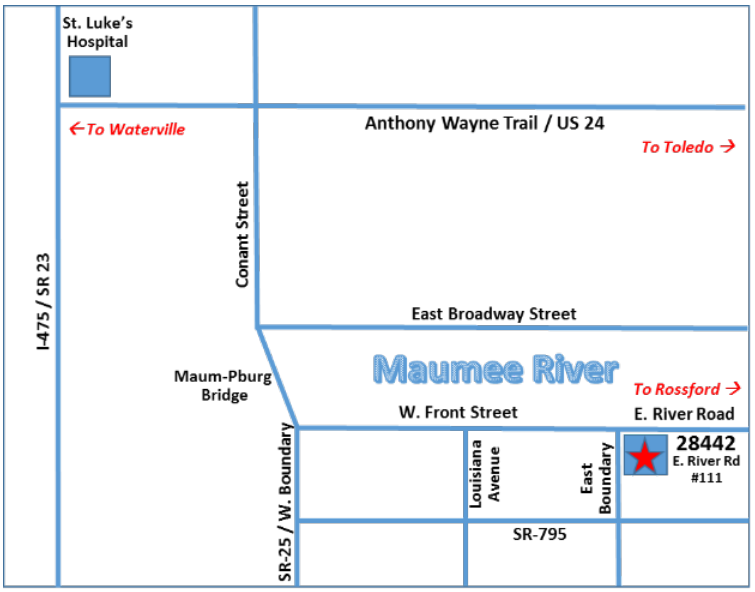
Welcome to our office. We are glad you chose us for all your personal care needs. Our office is located at ***28442 E. River Road, #111 ~ Perrysburg, Ohio 43551.*** *We can be reached at **419 893 7134** if you have questions*. See maps below for office location and parking lot access.

*Please fax, e-mail or mail all completed paperwork **PRIOR** to your visit.*

FAX: 419 893 6942 ***E-MAIL: staff@nwourogyn.com***

It is mandatory that you bring your insurance card, driver's license, and any co-pay at the time of your visit.

We look forward to meeting you, and being able to assist with all of your needs and concerns.



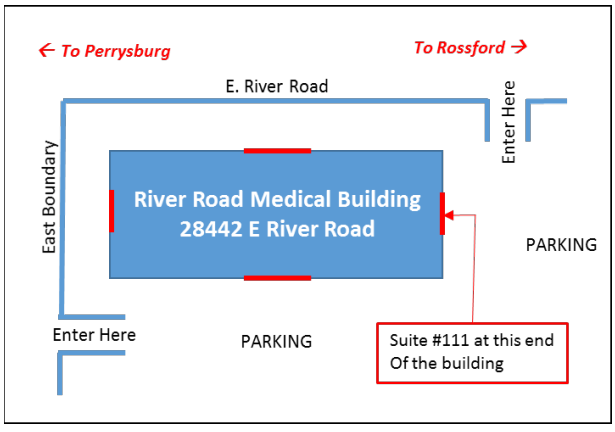
Directions to the Office:

From I-475: Exit expressway at SR-25 Perrysburg exit. Go north on SR-25 (W. Boundary) and follow to intersection of Maumee-Perrysburg Bridge & W. Front Street. Turn right on W. Front Street and follow to East Boundary. Building is on your right.

From Downtown Toledo: Use on-ramp for I-75 South. Exit at the Rossford SR-65 West (Hollywood Casino) off ramp. Follow SR-65 through Rossford into Perrysburg (name changes to E. River Road. Building will be on your left.

From Reynolds Road, West Toledo: Take Reynolds Road (US-20) that passes under the Ohio Turnpike Exit 4A, into Maumee (Conant Street) all the way to Maumee Perrysburg Bridge. Cross bridge (stay in left lane) and follow into Perrysburg (becomes W. Front Street) to East Boundary. Building is on the corner of E. River Road & East Boundary.

From Ohio Turnpike: Exit Perrysburg I-75 & SR-795 Exit. Follow exit to I-75 South to exit for SR-795. Follow SR-795 west to East Boundary. Turn right on East Boundary, cross the railroad tracks, and you will see the building on your right.



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PATIENT INFORMATION

Name:	SS#:	NCDS#:
Address:	Email:	
City/State/Zip:	DOB:	Sex:
Home Phone:	Marital Status:	
Cell Phone:	Emergency Contact:	
Work Phone:	Emergency Phone:	
Primary Care Physician:	Emergency Relationship:	
Language:		
Race: (circle one) ☐ White ☐ American Indian ☐ Asian ☐ Black/African American ☐ Unknown ☐ Declined		
Ethnicity: (circle one) ☐ Non-Hispanic or Latino ☐ Hispanic or Latino ☐ Declined		

INSURANCE INFORMATION

Primary Ins:	Secondary Ins:
ID #:	ID #:
Group #:	Group #:
Co-Pay:	Co-Pay:
Subscriber Name:	Subscriber Name:
Subscriber DOB:	Subscriber DOB:

Consent for Treatment: I as the patient or legal guardian of, authorize the Insurance Carrier to make checks for medical expenses due me payable to the attending staff or associated practice. I also authorize the release of any information regarding treatment to the Insurance Carrier. I further understand that I am responsible for all medical expenses and agree to pay any expenses not covered by the above Insurance Carriers. I understand that after my primary carrier has paid or rejected payment, I am responsible for the remaining balance and that billing my insurance is done of contractual obligation for participating carriers and is done only as a courtesy for other non-participating carriers.

Health Information Privacy Act (HIPAA) - Check all that apply

Home: ☐ OK to leave message w/ detailed information OR ☐ Leave return phone # only
Cell: ☐ OK to leave message w/ detailed information OR ☐ Leave return phone # only
Text: ☐ Appointment Reminder/General message to call our office
Email: ☐ Appointment Reminder/General message to call our office
Home Address: ☐ Ok to mail to my home address

☐ I permit the Practice to discuss my personal health information (PHI) with, and to disclose to, the following individuals:

Name: _____ Phone: _____
Relationship to Patient: _____
Name: _____ Phone: _____
Relationship to Patient: _____

I verify that all of the above demographic, insurance, and HIPAA information is true and correct:

_____ _____
Patient Signature Date
(Typed name confirms electronic signature)

If signed by patient's authorized representative, describe the representative's authority: _____
(Typed name confirms electronic signature)

Northwest Ohio
Center for Urogynecology and Women's Health

Name _____ Age _____ Date of Birth _____ Today's Date _____

Who referred you to our office? _____Primary Care Provider _____

What is the reason for your visit today? _____

Menstrual History

Age at first menstrual period _____ First day of your last period _____ If applicable: How many days do your periods last? _____
How many pads/tampons do you typically use in a 24 hours? _____ pads _____ tampons

	Yes	No	N/A
Are your menstrual cycles regular (every 21-35 days)?	☐	☐	☐
Do you have bleeding or spotting between periods?	☐	☐	☐
Do you have pain with your periods?	☐	☐	☐
Do you have pain in your lower abdomen or pelvis other than painful periods?	☐	☐	☐
If you are menopausal, have you experienced any further vaginal bleeding?	☐	☐	☐

In order to have complete medical diagnoses and treatment, please answer the following:

Gender Identity: ☐ Male ☐ Female ☐ Transgender: ☐ MTF ☐ FTM

If applicable, preference of Gender Pronoun to be used: _____

Sexual History

	Yes	No	N/A
Are you sexually active? (If yes, please circle: with a man / woman / both)	☐	☐	☐
Do you have pain with intercourse?	☐	☐	☐
Do you have bleeding during or after intercourse?	☐	☐	☐
Are you satisfied with your current sexual health?	☐	☐	☐
Are you using birth control? If yes, what method? _____	☐	☐	☐
Have you ever had a sexually transmitted infection? If yes, please explain: _____ _____	☐	☐	☐

Pregnancy History

Total number of pregnancies: _____ Vaginal Deliveries: _____ C-Sections: _____ Miscarriages: _____
Ectopic pregnancies: _____ Abortions: _____

Have you recently had any of the following symptoms (within the last month)?

	Yes	No		Yes	No		Yes	No
Vaginal discharge	☐	☐	Burning or pain with urination	☐	☐	Pressure or bulge at the opening of the vagina	☐	☐
Vulvar itching or irritation	☐	☐	Leakage of urine	☐	☐			
Breast pain	☐	☐	Frequent urination	☐	☐	Incontinence of stool	☐	☐
Breast lump/mass	☐	☐	Difficulty emptying your bladder	☐	☐	Blood in your stool	☐	☐
Hot flashes and/or night sweats	☐	☐	Urinary tract infections	☐	☐	Significant/chronic diarrhea	☐	☐
Weight gain/loss of 10 lbs	☐	☐	Chronic coughing	☐	☐	Significant/chronic constipation	☐	☐

Patient Name _____

Personal Medical History (check all that apply)

☐ Breast cancer	☐ Tension headaches	☐ Thyroid disease	☐ Jaundice/Hepatitis
☐ Ovarian cancer	☐ Migraine headaches	☐ Parkinson's disease	☐ HIV/AIDS
☐ Uterine cancer	☐ Seizures/Epilepsy	☐ Osteoporosis/osteopenia	☐ Birth defects
☐ Colon cancer	☐ Multiple sclerosis	☐ Bone fracture	☐ Exposure to DES
☐ Other cancer: _____	☐ Anxiety	☐ Vitamin D deficiency	☐ Digestive problems
☐ Abnormal pap test	☐ Depression	☐ Arthritis	☐ Breast problems
☐ Diabetes	☐ Heart attack	☐ Joint replacement	☐ Colon problems
☐ High blood pressure	☐ Stroke	☐ Lung disease	☐ Bladder/kidney disease
☐ High cholesterol	☐ Blood clots	☐ Skin problems	☐ Urinary infections
☐ Heart disease	☐ Heart valve problem	☐ Anemia	☐ Glaucoma

Please provide details for any conditions selected above or list other diagnoses not above: _____

_____

_____

Do you have to take antibiotics before dental work or other procedures? ☐ Yes ☐ No If yes, reason: _____

_____

Drug/Food/Other Allergies (Please give reaction, i.e. hives)

☐ **N/A** (please check box if this does not apply)

_____

_____

Surgical History

Date	Procedure	Reason for Surgery
☐ **N/A** (please check box if this does not apply)		

Medications

Please list all prescription and over-the-counter medications, vitamins, and herbal supplements:

☐ **N/A** (please check box if this does not apply)

Name of medication	Dose	How often taken	Name of medication	Dose	How often taken

Patient Name _____

Pharmacy Information

	Name	Street Address	City, State Zip	Phone
LOCAL				
MAIL ORDER				

Family History

	Father	Mother	Brothers	Sisters	Sons	Daughters
How Many?	1	1				
Deceased? Yes/no	☐ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No
Diagnosis:						
Diabetes	☐	☐	☐	☐	☐	☐
Cardiac	☐	☐	☐	☐	☐	☐
Breast Cancer	☐	☐	☐	☐	☐	☐
Cervical Cancer	☐	☐	☐	☐	☐	☐
Uterine Cancer	☐	☐	☐	☐	☐	☐
Colon Cancer	☐	☐	☐	☐	☐	☐
Bleeding Disorders	☐	☐	☐	☐	☐	☐
Osteoporosis	☐	☐	☐	☐	☐	☐

Social History

Marital Status: ☐ Single ☐ Married ☐ Divorced ☐ Widowed Occupation: _____ ☐ Retired

How many servings of caffeine do you consume per day? _____ Type? _____

Do you currently smoke? ☐ Yes ☐ No # Cigarettes/Day: _____ How many years? _____

If no, did you ever smoke? ☐ Yes ☐ No How long ago did you quit? _____

Do you consume alcohol? ☐ Yes ☐ No How many alcoholic beverages/week? _____

Do you use illicit drugs? ☐ Yes ☐ No List: _____

In an average week, how many minutes of vigorous physical activity do you get? _____

Do you consume foods/drinks containing calcium on a daily basis? (i.e., milk, yogurt, cheese, etc.) ☐ Yes ☐ No

Please list any religious or cultural needs regarding your care: _____

Preventative History

Last Pap Smear/Pelvic Exam: _____ Facility: _____

Have you ever had an abnormal pap smear? ☐ Yes ☐ No Treatment if applicable: _____

Last Mammogram: _____ Facility: _____

Have you ever had an abnormal mammogram? ☐ Yes ☐ No Treatment if applicable: _____

Last Bone Density Test (DEXA scan): _____ Facility: _____

Last Colonoscopy/sigmoidoscopy: _____ Facility: _____

Are you up-to-date on your immunizations? ☐ Yes ☐ No

Dates of Last: Flu: _____ Tdap: _____ Pneumonia: _____ Herpes Zoster (Shingles): _____
Gardasil (HPV): _____ Covid-19: _____

AUA SYMPTOM SCORE (AUASS)

Patient Name: _____ Today's Date: _____

Directions: Check **ONLY** one number on each line.

	Not At All	Less Than 1 Time in 5	Less Than Half the Time	About Half the Time	More Than Half the Time	Almost Always
Over the past month or so, how often have you had a sensation of not emptying your bladder completely after you finished urinating?	☐ 0	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
During the past month or so, how often have you had to urinate again less than two hours after you finished urinating?	☐ 0	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
During the past month or so, how often have you found you stopped and started again several times when you urinated	☐ 0	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
During the past month or so, how often have you found it difficult to postpone urination?	☐ 0	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
During the past month or so, how often have you had a weak urinary stream?	☐ 0	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
During the past month or so, how often have you had to push or strain to begin urination?	☐ 0	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
	NONE	**1 Time**	**2 Times**	**3 Times**	**4 Times**	**5+ Times**
Over the past month or so, how many times per night did you get up to urinate from the time you went to bed at night until the time you got up in the morning?	☐ 0	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5

Add the score for each number above and write the total in the space to the right: TOTAL: _____

SYMPTOM SCORE: 1-7 (Mild) 8-19 (Moderate) 20-35 (Severe)

QUALITY OF LIFE (QOL)

	Delighted	Pleased	Mostly Satisfied	Mixed	Mostly Dissatisfied	Unhappy	Terrible
How would you feel if you had to live with your urinary condition the way it is now, no better, no worse, for the rest of your life?	☐ 0	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6

OFFICE POLICIES SIGNATURE PAGE

Thank you for choosing the NWO Center for Urogynecology and Women's Health as your health care provider. We take our responsibility seriously towards providing compassionate affordable care tailored to an individual's specific needs.

1. We give the power of choice, saving patients from unnecessary expense
2. We provide pre-authorization prior to testing and treatment to prevent surprise billing
3. We humanistically only have charged partial deductibles to schedule treatments in the past
4. We are part of an ACO saving our patients in excess of $7 million a year
5. We write off over 70% of what we bill out, so patients get affordable quality care

HIPPA PRIVACY STANDARDS: The United States Department of Health and Human Services has adopted privacy standards -- the "HIPAA Privacy Standards"-- which protect your health information. The HIPAA Privacy Standards establish rules for when healthcare providers and billing agents, such as NCDS Medical Billing, may use or disclose your health information. Importantly, the HIPAA Privacy Standards also tell us what we cannot do with your health information. Activities that are not permitted under HIPAA will require your written authorization. This requires updating and signature yearly. Please refer to the complete packet for clarification.

For 2023 and beyond, a few disturbing trends are occurring:

1. More patients than ever before have insurance with large deductibles. Although most patients pay their deductible responsibilities in a timely manner, an increasing number of patients, despite pre-procedureal assurances, are simply not paying their post-procedural balances.
2. Several insurance companies have begun the egregious practice of initially approving a surgery and then retroactively denying the surgery after it is completed. We are monitoring this trend with the Ohio State Medical Association.

Thus we are asking our patients to kindly understand or refresh themselves with the following billing & iunsurance policy points that are in effect:

BILLING & INSURANCE:

• Plan Participation: ***It is the patient's responsibility to know and understand their insurance plan.***

• Prior Authorization: The courtesy of prior authorization may only be able to provide best cost estimates based on deductibles. A Final balance may vary slightly from initial estimates.

• No Insurance: ***If you do not have insurance, payment in full is expected at the time of service.***

• Deductibles: If insurance deductible has not been met, it will be used to cover treatment expense in accordance with insurance. ***Any unmet deductible will be calculated and expected to be paid in full at the time of service for procedures/surgery***.

• Pre-Surgical Payments: Similar to deductible above, a deposit may be required to schedule elective surgery and is determined by your insurance deductible owed or by cash fee for service. ***Any deposit is due 2 weeks prior to the scheduled surgery date.***

• Co-Pays: ***All insurance co-pays are due at the time of service as required by your insurance company***. If you carry a secondary insurance, a co-pay is still required based on insurance guidelines. ***If you do not have your copay but still wish to be seen, a $30 fee will be applied to your account.***

• Pre-surgical Payments: A deposit may be required to schedule elective surgery and is determined by your insurance deductible owed or by cash fee for service. Any deposit is due 2 weeks prior to the scheduled surgery date.

• Secondary Insurers: A patient is responsible for any balances after primary insurance has cleared. Secondary insurance may be billed as a courtesy, with no guarantee of payment.

• Referrals: If you belong to an insurance plan that requires a referral for specialist care, it is your responsibility to obtain the referral from your Primary Care Physician (PCP) prior to your visit with us.

• Non-Covered Services: It will be patient's responsibility to contact their insurance company if a service is not covered.

• Request for Prescription without a Visit: A $25 fee will be charged for prescription request without being seen in the office (i.e., after hours or weekend call). This would not apply if patient has been seen and requires a medication change.

• Account Statements: If there is a balance on account, you will receive a monthly statement showing amount due. An unpaid balance is considered past due after 45 days. If two consecutive statements have been sent to you but no payment has been received on your account, you may receive a collection letter and be considered for further collection activity.

PENDING OR THREATENING LITIGATION: Dr. Croak takes care of many patients who have had suboptimal surgical outcomes elsewhere. Some situations may not be able to be helped to a patient's degree of satisfaction despite Dr. Croak's best efforts. Because of this fact, Dr. Croak makes it clear that if you are threatening or involved in pursuing litigation for a prior suboptimal outcome, it is your responsibility to inform him of your plan at the time of your first consultation. Dr. Croak reserves the right to decline care at any time pending investigation into your specific situation. The failure to disclose litigation will result in immediate termination from the practice.

MISSED/CANCELLED APPOINTMENTS: If you do not show for an appointment or do not cancel a scheduled appointment 48 hours in advance, a $50 fee may be charged to your account **to be paid in full prior to any future services being rendered**. Repeated missed or cancelled appointments may result in termination of services with this office. If you run late for your appointment (10 minutes or more), staff reserve the right to reschedule the appointment. Keep in mind, it costs minimally $250 in time, supplies, staffing, for the office to prepare for your visit.

THESE POLICIES REMAIN IN FORCE INDEFINITELY AND/OR IF ANY REVISIONS ARE MADE TO SAME.

I have read and understand the Office Policies of NWO Center for Urogynecology & Women's Health and NWO Center for Pelvic Rehabilitation & Wellness.

_____ _____

Patient Signature Date

(Typed name confirms electronic signature)

Revised 02/01/2023