



## **NEW PATIENT REGISTRATION**

Welcome to Crestline Health and Wellness

Ketamine therapy treatments offer relief for many patients and may provide relief for you. We recognize that choosing to move forward with these treatments can be challenging and requires a significant commitment. We look forward to working with you as partners in your care. Please contact us at any time with questions, or with comments, or for more information.

Sincerely,

Dr. Amy van Elkan  
[mail@crestlinehealthandwellness.com](mailto:mail@crestlinehealthandwellness.com)  
205-848-2768

**To register as a new patient please complete and submit the forms in this packet:**

- General Information - 2 pages
- Medical History - 2 pages
- Consents and Authorizations - 2 pages
- General Policies - 2 pages
- Notice of Privacy Practices - 3 pages
- Physician Referral - 1 page

With respect to the Physician Referral please note: We believe in the team approach to medicine, and we recommend a physician referral. We do not require one. Our minimum requirement is that patients have, and list in their paperwork, a psychiatric professional who they can rely upon for their psychiatric needs.

**To submit the completed forms or you may bring with you to your consultation:**

Mail: Crestline Health and Wellness  
300 Office Park Drive, Suite 105  
Mountain Brook, Alabama 35223

Or email: [mail@crestlinehealthandwellness.com](mailto:mail@crestlinehealthandwellness.com)

**Scheduling your treatment:**

Contact us at any time to schedule your treatments.



## General Information

### Patient Information

First Name \_\_\_\_\_ Last Name \_\_\_\_\_ Date of Birth \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Email \_\_\_\_\_ Primary Phone \_\_\_\_\_

Gender \_\_\_\_\_ SSN \_\_\_\_\_ Driver's License Num. & State \_\_\_\_\_

Primary Care Doctor \_\_\_\_\_ Phone \_\_\_\_\_

Psychiatric or Pain Doctor(s) \_\_\_\_\_ Phone \_\_\_\_\_

How did you hear about us? (Physician Referral, Web Search, Advertisement, Other)  
\_\_\_\_\_

### Patient Representative and Responsible Party for Payment (if different than patient)

First Name \_\_\_\_\_ Last Name \_\_\_\_\_ Date of Birth \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Email \_\_\_\_\_ Primary Phone \_\_\_\_\_

SSN \_\_\_\_\_ Driver's License Num. & State \_\_\_\_\_ Relationship to Patient \_\_\_\_\_

**Emergency Contact**

Name

Relationship to Patient

Phone

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**Authorized Contacts with whom we may share health information, in addition to Patient Representative & Emergency Contact Name**

Relationship to Patient

Name

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Relationship to Patient

Name

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Signature of Patient or Patient Representative

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Date



**CRESTLINE HEALTH & WELLNESS**

300 Office Park Drive, STE 105  
Mountain Brook, Alabama 35223  
(205) 848-2768

## Medical History

Patient Name

Date of Birth

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Reason(s) for pursuing treatment with Crestline Health and Wellness

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Current or Past Psychiatric or Pain Diagnoses

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Treatment history

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Past medications you've tried for your Psychiatric or Pain Diagnoses

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ALL Current Medications

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Recreational Drug Use (Check all that apply)

- Tobacco use
- Alcohol use
- Other recreational drug use (Please List)

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Past Surgeries

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Any Problems with previous anesthesia experiences

Allergies or Adverse Reactions

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**Crestline Health & Wellness, 300 Office Park Drive, STE 105, Mountain Brook, AL 35223**  
**(205) 848-2768**



## Medical History Continued

Patient Name

Date of Birth

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Height

Weight

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Current or Past Medical Conditions (Check all that apply)

- |   |  |
|---|--|
| <input type="checkbox"/> Uncontrolled high blood pressure                                     | <input type="checkbox"/> Heart disease or congestive heart failure |
| <input type="checkbox"/> Stroke   | <input type="checkbox"/> Pulmonary hypertension                    |
| <input type="checkbox"/> Delirium   | <input type="checkbox"/> Cerebral aneurysm                         |
| <input type="checkbox"/> Intracranial hypertension  | <input type="checkbox"/> Raised intraocular pressure               |
| <input type="checkbox"/> Schizophrenia  | <input type="checkbox"/> Seizures                                  |
| <input type="checkbox"/> Brain tumors or brain surgery  | <input type="checkbox"/> Thoughts of suicide                       |
| <input type="checkbox"/> Liver disease  |  |
| <input type="checkbox"/> Kidney disease   |  |
| <input type="checkbox"/> Other Medical Conditions (Please list any other medical conditions): |  |

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Are you currently pregnant or breast feeding or planning on becoming pregnant in the near future?

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Any other information you would like to provide

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Signature of Patient or Patient Representative

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Date

### For Office Use

Physician

Date

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## Consents and Authorizations

Patient Name

Date of Birth

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### Authorization for Release of Information

I hereby authorize Crestline Health and Wellness to obtain from any source and examine and use, or discuss and disclose and provide any information necessary regarding the patient with insurance companies and with health care practitioners involved in the care of the patient. These communications of information may include unencrypted electronic communications. This authorization to obtain and release information is valid until revoked. The undersigned may revoke this consent in writing at any time, except with regard to information that has already been shared or disclosures that have already been made in reliance on such consent.

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Signature of Patient or Patient Representative

Date

### Electronic Communications Authorization

I hereby authorize Crestline Health and Wellness to communicate with me using electronic communications including email, text messages, and voicemail. I may be contacted using the numbers or addresses that I have provided to Crestline Health and Wellness or that I have used to initiate contact with Crestline Health and Wellness. These communications may include appointment information, protected health information and confidential information. I understand that these electronic communications are not encrypted.

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Signature of Patient or Patient Representative

Date

### Acknowledgment of Review of Notice of Privacy Practices

I have received and reviewed the Crestline Health and Wellness's Notice of Privacy Practices.

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Signature of Patient or Patient Representative

Date



## Treatment Authorization

Patient Name

Date of Birth

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I have the legal right to consent to medical and surgical treatment because I am the patient or I am the patient representative. I voluntarily authorize and consent to the medical care, treatment, and diagnostic tests that the providers at Crestline Health and Wellness and their designated associates or assistants believe are necessary. I understand that by signing this form, I am giving permission to the doctors, nurses, physician assistants, and other health care providers of Crestline Health and Wellness to provide treatment as long as a physician/patient relationship exists, or until I withdraw my consent.

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Signature of Patient or Patient Representative

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Date

### Agreement to Pay

I understand that I am directly responsible for all charges incurred for medical services for the patient. I furthermore agree to pay interest, collection expenses and attorney's fees incurred to collect any amount I may owe.

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Signature of Patient or Patient Representative

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Date



## General Policies

Patient Name

Date of Birth

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The following are general policies of Crestline Health and Wellness. Please review them carefully.

### Payment

- A non-refundable deposit of 60% of your fee may be collected prior to each appointment date. The balance of the fee is due at or before the scheduled treatment. If the complete payment is not rendered at the time of service, no service will be provided.
- Payments may be made with cash or credit card.

### Insurance

- Crestline Health and Wellness is not contracted with insurance companies, and does not file claims for services.
- If a patient or patient representative wishes to pursue reimbursement from their insurers it is their responsibility to do so, including assembling and filing the necessary documents and directing the insurers to send any such reimbursements directly to the patient or patient representative. At the patient's request Crestline Health and Wellness will provide receipts for service containing procedure codes that may be used for pursuing reimbursement.

### Appointments

- Services are by appointment only.
- Crestline Health and Wellness may provide reminder phone calls or emails regarding a scheduled appointment, but it is the responsibility of the patient or patient's representative to be aware of the appointment date and time and to arrive on time for a scheduled appointment whether or not reminder communications have been received.
- Arriving late places a burden on the staff and other patients. If a patient arrives late for an appointment the staff will attempt to fit the patient into the schedule and provide treatment that day. However, if this is not possible, the patient will be considered a no-show. Arriving more than 30 minutes late for your appointment will be considered a no-show.

### No-Shows and Late Cancellations

- Patients who fail to show to an appointment or who give less than 2 business days notice when cancelling or rescheduling an appointment place an extra burden on the staff and patients of Crestline Health and Wellness
- No-shows and late cancellations are subject to a \$100 fee.

### Prescriptions

Crestline Health and Wellness provides NO prescriptions.

**Crestline Health & Wellness, 300 Office Park Drive, STE 105, Mountain Brook, AL 35223  
(205) 848-2768**





Communications for Regular and Urgent Matters

- If you have a life threatening emergency you should call 911. For other urgent matters, you are encouraged to direct inquiries to your primary care physician or specialty physicians.
- If you have an urgent matter, that is related specifically to treatment you have received from Crestline Health and Wellness, you may contact Crestline Health and Wellness to speak with the doctor on call.
- The preferred form of contact with Crestline Health and Wellness is email. Emails are checked regularly, and we will make every effort to respond to emails within 24 hours.

Termination

In some cases it may be necessary to terminate any physician-patient relationship and forgo further treatment(s) by Crestline Health and Wellness for a patient. Termination may occur at any time and may be initiated by either the physician or the patient. Reasons for termination by the physician may include non-compliance with treatment, missed appointments, cancellations or other factors. Crestline Health and Wellness will continue to provide care for 30 days after notice of termination, when appropriate, in order for the patient to arrange treatment with a new provider.

I acknowledge that I have read (or had read to me) and fully understand the information on this form.

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Signature of Patient or Patient Representative

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Date



## Notice of Privacy Practices

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

**Your Health Information Rights:** When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities to help you.

- Get a copy of this privacy notice: You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically.
- Get an electronic or paper copy of your medical record: You can ask to see or get an electronic or paper copy of your medical record or health and claims records and other health information we have about you. We may charge you a reasonable, cost-based fee for copying your information. You must make this request in writing.
- Ask us to correct your medical record: You can ask us to correct your health information or health and claims records if you think they are incorrect or incomplete. We may say no to your request, but we'll tell you why in writing within 60 days. You must make your request in writing and you must provide a reason for the request.
- Request confidential communications: You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address. We will say "yes" to all reasonable requests. You must make this request in writing and you must tell us how or where you wish to be contacted.
- Ask us to limit what we use or share: You can ask us not to use or share certain health information for treatment, payment, or our operations. We may say "no" if it would affect your care. If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will say "yes" unless a law requires us to share that information.
- Get a list of those with whom we've shared information: You can ask for a list (accounting) of the times we've shared your health information, who we shared it with, and why. We will include all the disclosures except for those about treatment, payment, or health care operations, or certain other disclosures (such as any you asked us to make). We will include each disclosure we made for the past six (6) years, unless you request a shorter time period. We will provide one accounting a year for free but will charge you a reasonable, cost-based fee if you ask for another one within 12 months.
- Choose someone to act for you: If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information. We will make sure the person has this authority and can act for you before we take any action.
- File a complaint if you feel your rights are violated: You can complain if you feel we have violated your rights by contacting us. You can also file a complaint with the United States Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting [www.hhs.gov/ocr/privacy/hipaa/complaints/](http://www.hhs.gov/ocr/privacy/hipaa/complaints/). We will not retaliate against you for filing a complaint.



## Notice of Privacy Practices continued

**Your Choices:** For certain health information, you can tell us your choices about what we share. If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

- In these cases, you have both the right and choice to tell us to: Share information with your family, close friends, or others involved in your care; or Share information in a disaster relief situation. If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.
- In these cases we never share your information unless you give us written permission: Marketing purposes; or Sale of your information.

**Our Uses and Disclosures:** How do we typically use or share your health information? We typically use or share your health information in the following ways.

- Help manage the health care treatment you receive: We can use your health information and share it with professionals who are treating you. For Example, your doctor may send us information about your diagnosis and treatment plan so we can arrange appropriate treatment.
- Payment: We can use and share your health information to bill and get payment from your insurance company or a third party if appropriate. For example, we may need to provide your health plan with information about treatment you received so that your health plan will pay us or reimburse you for the treatment
- Run our organization: We can use and share your health information to run our practice, improve your care, and contact you when necessary. For example, we use health information about you to manage your treatment and services or improve our services.
- Electronic: We may share your information electronically.

How else can we use or share your health information? We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes. For more information see: [www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html).

- Help with public health and safety issues. We can share health information about you for certain situations such as: preventing disease; helping with product recalls; reporting suspected abuse, neglect, or domestic violence; reporting reactions to medications or product problems; or preventing or reducing a serious threat to anyone's health or safety.
- Do research. We can use or share your information for health research.
- Comply with the law. We will share information about you if state or federal laws require it. Including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.
- Respond to organ and tissue donation requests. We can share health information about you with organ procurement organizations.
- Work with a medical examiner or funeral director. We can share health information with a coroner, medical examiner, or funeral director when an individual dies.
- Address workers' compensation, law enforcement, and other government requests. We can use or share health information about you: for workers' compensation claims; for law enforcement purposes or with a law enforcement official or correctional institution; with health oversight agencies for activities authorized by law; or for special government functions, such as military, national security, and presidential protective services.



## Notice of Privacy Practices continued

- Respond to lawsuits and legal actions. We can share health information about you in response to a court or administrative order, or in response to a subpoena.

### Our Responsibilities:

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

Changes to This Notice: We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our office and on our website.

Contact: If you have any questions about this Notice of Privacy Practices you may contact our privacy officer by sending an email to [mail@crestlinehealthandwellness.com](mailto:mail@crestlinehealthandwellness.com) and referencing the Notice of Privacy Practices in the email subject line.



## Physician Referral

This form is to be completed by the referring physician.

Patient Name

Date of Birth

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Physician Name

Specialty

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Physician Email

Physician Phone

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I am currently treating this patient for:

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This patient and I would like to initiate infusion therapy as an adjunct to the management of this illness. I acknowledge that I may review information about this therapeutic option at Crestline Health and Wellness and that I may contact Crestline Health and Wellness to discuss the treatment. I will follow up with this patient during and after the completion of the treatment course at Crestline Health and Wellness or refer him or her to a licensed medical professional for follow-up.

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Physician Signature

Date

To return the completed form:

Email: [mail@crestlinehealthandwellness.com](mailto:mail@crestlinehealthandwellness.com)

Mail: Crestline Health and Wellness  
300 Office Park, Suite 105  
Mountain Brook, Alabama 35223

**Crestline Health & Wellness, 300 Office Park Drive, STE 105, Mountain Brook, AL 35223  
(205) 848-2768**