



Enhanced Concierge Care Benefits Included as Part of the Annual Fee: These offerings are not covered by Medicare or by other insurance plans.

- ◆ ***Direct communication during business hours.*** When you call my office during office hours there will be no recording to navigate ... only real people to take your call, with a real concern for your health and well-being. All phone calls will be returned promptly, but if you deem your problem urgent we will make every effort to speak to you at the time of your call.
- ◆ ***Personal cell phone number will be provided to you.*** This allows easy and direct communications for urgent medical problems that occur outside of my regular office hours. I will use my reasonable best efforts to be available to hear from you when you are ill or injured to coordinate your care. However, for emergencies, always call 911 first.
- ◆ ***Convenient email and text communication for non-urgent health issues or questions.*** You will receive a prompt response from me personally (usually within 24 hours). You may send a text message if a brief communication is appropriate. Because email and text communications are not always secure, please use discretion when choosing topics to discuss with me via these platforms. Your patient portal is the best way to communicate securely and confidentially.
- ◆ ***Little or no office waiting room time, and longer appointments.*** Office visits will start promptly. Appointments will generally be scheduled for approximately 30 minutes, but some appointments (for example, a Comprehensive Annual Health Assessment) will be scheduled for approximately 60 minutes. Our aim is to afford you the time to thoroughly address all of your questions and concerns, regardless of the reason for your visit.
- ◆ ***Extended office hours.*** Office visits are best scheduled when the full complement of staff is available. However, should you require an occasional visit outside of our usual office hours, we will certainly do our best to reasonably accommodate you.
- ◆ ***Strong focus on preventive medicine and long-term health and wellness.*** As part of my commitment to your long-term health and wellness, my philosophy is to educate you about the importance of fitness, weight management and healthy living. In addition to the clinical services I already offer through my practice, I will assist you in identifying and evaluating wellness providers and offerings. This will support your effort to take an active role in managing and maintaining your good health.
- ◆ ***Personalized hospital care.*** Should you need to be hospitalized, I will make myself available when I can to communicate with you and to serve as an advocate on your behalf, even when you are admitted to a facility at which I do not have privileges or where I am not your attending physician. If you wish, unless hospital policy or protocol does not allow, I will do what I reasonably can to remain involved in your care, including by making courtesy visits and/or communicating with the hospitalists or the other attending physicians who are providing services to you.
- ◆ ***House calls.*** If you are acutely ill and unable to come to the office, but not homebound, a house call may be offered at no additional charge beyond an office visit fee. However, the need for each out-of-office visit will be determined on a case-by-case basis, at my discretion.
- ◆ ***Long-distance care.*** Whether you are on a brief vacation or living some of the year in a second residence, I am available for consultation. However, if in my judgment you need to be seen by a local physician, I will encourage you to seek medical attention. I will communicate with you directly, as well as with your treating physician as needed, to support the coordination of your care on health issues that may arise.
- ◆ ***Home prescription delivery service in extenuating situations.*** A staff member from my practice will personally pick up your non-narcotic prescription from a local pharmacy and deliver necessary medication to your home. This service will be determined on a case-by-case basis, at my discretion.
- ◆ ***Care for visiting relatives and/or friends.*** Should your out-of-town family or friends become ill during a visit to



the Sumter area, I will be happy to see them in my office and assist with their medical care. I will treat them as though they are a member of my practice.

◆ **Periodic newsletter on topics relevant to your health and well-being.** I will provide seasonal newsletters on medical subjects of interest.

Comprehensive Annual Health Assessment

In our ongoing efforts to assist you in adopting and maintaining a healthy lifestyle and optimizing your quality of life, you will be encouraged and reminded by my staff to schedule a Comprehensive Annual Health Assessment, regardless of condition or necessity, each year. This is a comprehensive annual visit, unrelated to any illness or injury. It will include a thorough examination and an appropriate array of screening tests based on your age, health status and risk factors. We will devote ample time to assess your total health. Together, we will develop a plan for improving your health over the coming year.

Every patient is advised to have an annual evaluation. Depending on your particular health situation, additional tests (such as blood tests, a colonoscopy, mammogram, etc.) may be recommended. These will be billed by the performing entity, and you or your insurer will be responsible for payment of these tests. We will use the results of your exam to help you develop a plan for the year to improve health and fitness and to address any new or existing health goals.

The membership fee does not apply to the Welcome to Medicare assessment or annual wellness exams. Portions of the Comprehensive Annual Health Assessment and associated tests may be “covered” services under Medicare and other commercial insurance plans and will be billed accordingly. The annual membership fee applies only to non-covered components of the Comprehensive Annual Health Assessment.

My Staff

My staff is an important part of your experience with my office. They not only have the expertise to advocate on your behalf, but they also will continue to assist you in navigating through other aspects of the medical community when necessary.

Insurance Information

Commercial Insurance Patients

Office visit charges are not included in your annual fee. I intend to remain an in-network provider for many PPO insurance plans. I will bill your insurance for all covered services. Patients will be responsible for deductibles, co-pays and exclusions in accordance with individual insurance plan guidelines. It is my intention that no insurance-covered medical services are included in your annual fee.

As medically indicated, I will make it a priority to refer you to in-network physicians for any necessary consultations and to in-network facilities for diagnostic tests and hospitalizations. Any services rendered by these physicians or facilities will be billed by the performing entity and should likely be covered by your insurer according to in-network fees.

Medicare Patients

We will submit claims to Medicare and to your supplemental insurance on your behalf for Medicare-covered services. Patients will be responsible for deductibles, co-pays and exclusions in accordance with individual insurance plan guidelines. The annual membership fee is intended to only include non-clinical, non-covered services as described herein that are **not covered** by Medicare and **will not be paid for or reimbursed** by Medicare. For any patient who has a Medicare Advantage plan, an office visit fee will be charged and payment will be the responsibility of the patient.

Annual Fees

Please see the Patient Agreement form for annual fees and instructions.