



9 Commons Street
Rutland, VT 05701
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HIGHLIGHTS & DETAILS

Benefits Included In TRUE CARE Vermont's direct medical practice:

- ◆ **Direct phone access to me or to my assistant during business hours.** All phone calls will be returned promptly as possible. You, the patient, define what "urgent" means. If you think it is urgent, we think it is urgent.
- ◆ **Enrollment in OhMD for secure text messaging.** This will allow easy access to us for urgent medical problems that occur outside of my regular office hours. Ideally, we want to hear from you when you are ill or injured, before you consider a visit to a hospital or urgent care center. In the event of a true emergency *call 911* first.
- ◆ **Convenient office e-mail access via secure Portal for non-urgent health issues or questions.** You will receive a prompt (usually within 24 hours) response from us. Additionally, if you have a medical problem that is minor and routine, medical advice may be offered by phone or email, as appropriate.
- ◆ **Same-day or next business day appointments.** Except for your annual evaluation, office visits will be available on short notice at your request even for minor medical issues, or non-urgent medical problems.
- ◆ **Office Hours. Little or no office waiting room time, and more time with me.** Annual Wellness Exam appointments will be scheduled for up to 90 minutes and other visits for 30 – 60 minutes, allowing adequate time to answer all of your questions and address all of your needs.
- ◆ **Strong focus on preventive medicine and long-term health and wellness.** Our philosophy is to educate you about your personal medical needs and risks. We will work with you to assess your level of fitness and determine an appropriate personal wellness plan. This will allow you to take an active role in managing and maintaining good health. Nutrition and fitness counseling are available to help support your wellness efforts.
- ◆ **End-of-life counseling visits with patient and family.** If serious illness and injury occur, we will be there to help you through the maze of modern healthcare. We will be honored to offer counsel regarding serious illness and end of life issues. Upon request, we will discuss viable options, legal choices, and personal concerns, and will assist you in creating appropriate documentation for your wishes.
- ◆ **Remote care.** When you are in a skilled nursing facility, on a temporary or permanent basis, we will be involved with your care through attendance at care conferences, periodic site visits and communication with those involved with your care, on a case-by-case basis. We will be available to your family to address any concerns and offer counsel.
- ◆ **Long distance care.** Whether you are on a brief vacation or living some of the year in a second residence, we are available. We will communicate with you directly, as well as with your treating physician to coordinate your care on health issues that may arise.
- ◆ **Travel medicine consultation.** We will offer guidance on CDC recommended inoculations and/or precautions to be taken while traveling.
- ◆ **Patient Portal to our Electronic Record.** Our patient portal allows you to connect by computer to your secure electronic medical record. There, you can send encrypted messages, request medication refills, make appointments and review your health information. Because of the sensitive nature of medical concerns, the portal is our preferred method of communicating electronically with our patients. Ask us to help you set up your account.

- ◆ **Second opinion chart review by respected colleague.** In order to ensure a fresh perspective, particularly with patients who have chronic or complex medical issues, when medically indicated your chart will be reviewed by a respected colleague at no additional charge.

Annual Comprehensive Wellness Evaluation: *

This is a comprehensive annual visit, not necessitated by any illness or injury. It will include a thorough examination and an appropriate array of screening tests based on age, health status and risk factors. The preventive portion of your annual exam can be done in my office. Depending on your particular health situation, appropriate additional tests (such as blood tests, a colonoscopy, stress test, mammogram etc.) may be recommended, and you or your insurer will be responsible for payment for those tests.

In our ongoing efforts to assist you in adapting and maintaining a healthy lifestyle and optimizing your quality of life, you will be encouraged and reminded by my staff to schedule this very important annual exam each year.

Our Staff:

Staff members are an important part of your experience with our office. They will not only have the expertise to advocate on your behalf but will continue to assist you in navigating through other aspects of the medical community when necessary. All staff members are held to the highest standards of ensuring the privacy of our patients.

Insurance Information:

Commercial Insurance Patients

We intend to remain an “in-network” provider for many plans. Regardless of your plan, we will bill your insurance for all covered services. Office visit charges and minor procedure fees such as in-office tests & EKG, etc. will be billed to your insurance company as usual and are not included in your annual fee. It is our intention that no insurance-covered medical services are included in your annual fee.

In the event that we are not a Provider on your insurance plan, there will be no co-pay. To compensate for my out-of-network status, my office visit fees will be significantly reduced and will be due at the time of your visit. Even if we are not a provider on your insurance plan, we will attempt, whenever possible, to refer you to “in-network” physicians for any necessary consultations and to “in-network” facilities for diagnostic tests and hospitalizations if needed. Any services rendered by these physicians or facilities would therefore be covered according to in-network fees.

Instructions:

1. Please complete, sign and return the attached “Patient Agreement” form.
2. Your annual fee may be paid annually, semi-annually by credit card or in full by check to *TRUE CARE VERMONT*. If you opt for credit card payment the fee will automatically be charged to the credit card you indicate on your Patient Agreement Form. Self-Enroll: <https://truecarevermont.hint.com/signup>

If you have further questions, please call 802-779-7522. We will be happy to assist you.