

A handwritten signature in black ink that reads "Dr. Stacey". The signature is written in a cursive style with a vertical line to its right.

ROBINSON

MD



PATIENT HANDBOOK

Welcome!

Whether you have decided to join our practice or are considering becoming a member, this *Patient Handbook* details how we differ from most traditional medical practices and outlines our policies. If you have any questions after reviewing this handbook, please contact our office for clarification.

Sincerely,

***The Robinson MD Team:
Dr. Stacey J. Robinson and Staff***

TABLE OF CONTENTS:

- Section 1: Introduction and Summary of Benefits
- Section 2: Office Policies
- Section 3: Patient Rights and Responsibilities
- Section 4: Frequently Asked Questions
- Section 5: Plan Options

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Patient Handbook – Section 1

Summary of Benefits

The following services and procedures are available:

Membership in our practice entitles you to the following primary care services:

- Acute care “sick visits”
- Comprehensive medical history review and annual preventative physical examination
- Routine office visits
- Routine Phlebotomy Service for submission to Lab for processing
- Telephone & Telemedicine Consultations

The following in-office procedures are also available:

- EKG
- Blood draws
- Cryotherapy (i.e., “freezing” of skin lesions)
- Urinalysis
- Strep testing/Flu Testing
- Well-woman gynecologic exams
- Spirometry/Peak Flow
- Pulse oximetry (oxygen measurement)
- Laceration repair

Section 1 -Continued

- Suture removal
- Vaccinations for seasonal flu, pneumonia, tetanus
- Shingles and Hep A/B vaccines are offered for an additional fee/co-pay
- B12 injections
- Joint/soft tissue injections

- Body Composition Analysis
- School physicals

Additional benefits of Concierge membership include:

- 24-hour access to your physician by cell phone, text, and email
- Extended appointments for counseling, wellness, education and evaluation of complex medical concerns
- Labs conveniently drawn in-office
- After-hours medication refills (except for controlled medications)
- Hospital advocacy for in-patient care
- Assistance in navigating medical options and coordinating with specialists
- Assistance in researching costs of prescription drugs and out-of-pocket procedures
- Comprehensive written plan
- International travel consultations
- Testing and guidance in choosing vitamins and nutritional supplements

Patient Handbook – Section 2

Office Policies

Office Hours are by appointment only. We are in the office from 9:00 a.m. to 4:00 p.m., Monday through Thursday. We are closed on Fridays except for supplement pick-up. We also offer appointments before and after hours as needed. Lunch is taken daily from 12:00 to 1:30 p.m. The phones will roll to voicemail from 12:00-1:00 each day.

Email correspondence may be used for administrative issues (i.e. billing reminders and invoicing, coordination of appointments, labs, etc.) and non-urgent medical questions.

Contacting the doctor is possible via telephone or email. If you need to reach the doctor during business hours, please call the office at (727) 329-8859. Practice members are given the doctor's personal cell phone number, which should be reserved for medical matters that come up during non-business hours or if you have an inquiry that cannot wait until the next business day.

Office Visits are scheduled at a standard 30-minute minimum, depending on the circumstances of your visit.

Vacations are planned in advance. We will let you know how to reach the doctor or a covering physician and have your medical needs addressed during their absence. If you require face-to-face medical attention while the doctor is away, our office will arrange a visit with a local, qualified physician.

Health Insurance is not a requirement for patients within our practice. However, we strongly encourage patients to have at least catastrophic coverage.

Please provide our office with your insurance cards (primary, secondary and Rx) at the time of registration. Having current insurance information is important when referring patients to specialists, placing lab or radiology orders and obtaining authorization for prescription drug/coverage. Update our office immediately if your insurance information changes.

Section 2 – Continued

We cannot guarantee that your insurance plan will cover the cost of any procedure or prescription. As a courtesy, upon request, our office will provide claim forms for office visits for you to submit to your insurance.

Depending upon your insurance plan, the doctor's services may apply to your out-of-network deductible. If that deductible is met, you may receive reimbursement from your insurance company. Please contact your insurance company regarding questions about specific claims or reimbursement.

Enrollment: We limit the number of patients in the practice so that our office may offer a high level of personalized care and service. Once capacity is reached, enrollment will be closed and a waiting list will be implemented.

Delinquent accounts will be assessed a \$25 late fee if payment is 10 days past due. If payment is not made for 90 days, the *Membership Agreement* may be terminated and become null and void. Patients may be re-enrolled at discretion of our office and if membership capacity has not been reached.

Narcotic Therapy patients on long-term narcotic pain medications are required to sign a Pain Contract, and have periodic drug testing to monitor compliance with treatment. Payment of the membership fee does not guarantee prescription of narcotic pain medication. Patients will not receive controlled medication prescriptions on the New Patient's Initial visit or any time after hours or on weekends. The doctor may require that you see a Pain Specialist.

Patient Handbook – Section 3

Patient Rights and Responsibilities

You have a right to:

- Be treated with courtesy and respect and receive timely attention to your health needs.
- Receive care that is considerate and respectful of your dignity, values, and beliefs.
- Be communicated with honestly and openly.
- Be educated about the benefits, risks, and costs of appropriate treatment alternatives.
- Make informed decisions regarding recommended treatment by the physician.
- Trust in the security, personal privacy, and confidentiality of your medical information.

You have a responsibility to:

- Treat physicians and staff members with consideration and respect at all times.
- Respect the physician's time.
- Use the physician's personal cell phone only when the physician cannot be reached at the office or for after-hour medical issues that can't wait until the next business day.
- Understand that Home Visits will be at the discretion of the physician and based upon medical necessity.
- Communicate honestly about your medical history, medication use, compliance with treatment, and opinions/desires about treatment plan.
- Ask questions if you do not clearly understand information or instructions about your care and treatment.
- Keep scheduled appointments and arrive on time for your appointments. Call the office if you are unable to make your appointment or if you are running late. Two (2) or more No-Show or Cancelled appointments within 24 hours of scheduled time will be grounds for termination of membership.
- Follow the treatment plan coordinated by your physician. You will receive a written plan of care after each visit.
- Be responsible for your own actions if you refuse treatment or physician advice.

Patient Handbook – Section 4

Frequently Asked Questions

How is your practice different from a traditional practice? There are many differences. Most notably, in a traditional practice a doctor may care for several thousand patients. In our practice, the number of patients is limited to a few hundred. This is intentional as it allows the doctors and their staff to focus on one thing: Excellent, comprehensive and individualized care.

How quickly can I see the doctor? Our member patients generally will be able to make next day appointments, which start on time (no waiting). If you are ill, same day attention is always our priority. Initial/first-time appointments are typically scheduled two weeks from enrollment to allow time for request and receipt of patient prior records and review of same by the doctor. Initial appointments will normally last 90 minutes.

Can I email the doctor or call on cell phone? You may email the doctor with non-urgent inquiries at any time. The doctor provides the member patients with a personal cell phone number for text or voice calls. Please reserve this number for medical matters that arise during non-business hours or if you have an inquiry that cannot wait until the next business day.

Do you draw labs in the office? For our patients' convenience, labs can be drawn in-office. These labs will be processed according to your individual insurance plan. If you have a high-deductible plan or do not have insurance, ask about the self-pay/physician bill rates we have negotiated with a laboratory. We want to help keep your lab costs predictable and as low as possible.

What if I am hospitalized? The doctor will coordinate your admission under the care of a hospitalist. If you are admitted to a local hospital a doctor will visit you to act as your advocate.

Can the doctor care for my child? Yes. However, we do not stock childhood vaccines. It is strongly recommended that your child have a pediatrician as well.

Why don't you accept insurance? The level of care and attention we offer our patients would not be possible if we subscribed to insurance plan networks. In general, insurance-based practices require large overhead, which is met by maintaining high-patient volume. This can make it difficult to see your doctor in a timely manner and it means less face-time with your doctor. Our patients have peace of mind that the doctor will be there when they need them, in large part, because we have only a few hundred patients.

Why do you require an annual fee? The flat, annual fee allows us to see fewer patients thus offering the highest level of personalized care and access possible. Additionally, this fee ensures that your primary care costs are predictable and transparent.

Can I pay the annual membership fee in installments? Yes. Patients may pay the yearly membership fee in monthly or quarterly installments. These payments are automatically billed to your debit/credit card on the 1st of each month or quarter, depending on your choosing. The first 90 days of membership is due upfront if paying monthly. Patients who pay in-full for the year will not incur an installment fee.

What is *not* covered by the annual patient fee? Lab processing, radiology, ER hospitalization, and specialist visits are not included in the membership fee and will be covered according to your individual insurance plan. Some vaccines and/or injections are billable depending on plan and/or insurance.

Will my insurance reimburse me for the annual patient fee? No. But you may be able to use your Health Savings Account (HSA) for the annual fee. This fee may also be deducted from your itemized taxes. Make sure to consult your employer/HSA plan or tax advisor for more information.

What if I have Medicare? Patients with Medicare may join the practice and receive all of the same services provided to non-Medicare patients. The doctor has decided to opt-out of Medicare. This means that we do not bill Medicare for any service and patients are not allowed to submit claim forms for visits. Medicare will still cover any medications, labs, tests, or specialty referrals as long as they are covered by Medicare.

Do I have to pay co-pays to your office? Co-pays are not applicable in the Concierge Practice Model because we do not bill insurance. Vaccinations are the only exception as they are processed via VaxCare.

Do you accept HMO insurance? We are unable to accept patients with HMO insurance plans. If you have this type of insurance, only your approved/assigned primary care provider may make referrals and order tests for you.

Can you help lower my other healthcare costs? We help guide patients through the insurance industry hoops as best as possible on many levels. Additionally, our unique availability allows our members to call the doctor when they would otherwise seek medical attention at an urgent-care center or emergency room, saving them money.

What if I no longer wish to be a member? Contracts are on an annualized basis. You may cancel your membership with the practice for any reason in writing. We require 30 days written notice (email is acceptable) from the patient. Please email Sheila@robinsonmed.com.

Is the annual membership fee refundable if I leave the practice? Memberships are non-refundable. Our ability to stay small and have skilled staff is directly related to being able to depend on a fixed budget.

Do patients sign a contract for care? Yes. You will be asked to review and sign a *Patient Agreement for Physician Services*. This document was written with legal counsel. Its purpose is to inform, guide and protect both patient and physician. The term of the Agreement is for 12 months and renews automatically provided the patient pays the membership fee each term.