

## Terms and Conditions – Individuals/Families

(Effective 7/1/2022)

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### Establishment as a Patient

A person is considered established as a patient in the practice when all the following conditions are met:

1. They (or their family representative) have signed the terms and conditions (this document) and submitted appropriate paperwork.
2. They (or their family representative) have been seen, either in person or by virtual care.
3. They (or their family representative) have paid the first monthly payment.

### Family Unit

A family unit is defined as the members of a single household who are under direct care of the head of that household. This includes

- Head of household
- Spouse/Partner
- Children, biological or those under the guardianship of the head of household and/or spouse.
- Children away at college/other school who are still considered members of the household unit.

Family unit (unless otherwise agreed to by the practice) does *not* include

- Grandparents or parents of the head of household
- Non-family members living with the family
- Family members living at another residence.

### Services

The following services are offered by the practice to its active members:

- Office visits – up to 8 per individual member per month at no charge.<sup>1</sup>
- Office procedures – See appendix for list of in-office procedures done at no cost. For those not on the list, we charge only to cover our own cost. We will tell patients the cost of these up-front, before doing them.
- Lab tests – Patient is charged or “client bill” (basically wholesale) price for labs (plus small mark-up), which means that the cost is minimal compared to the insurance-based price.
- Phone/Email/Messaging – Care is given at no charge to the patient using communication tools.

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<sup>1</sup> A \$50 fee will be required for each 30-minute office visit during a calendar month in which the member has already been seen 8 times.



- Coordination of care/record keeping – The practice works to coordinate care with the member and with other physicians, and also works to minimize those visits whenever possible.
- Extended hour care – The practice provides appropriate care after-hours, including answering phone calls and secure messages as needed.

Lab tests and procedures are done at the discretion of the clinician (and agreement of the patient). It is our policy to always notify patients of the cost prior to doing the labs and/or procedures.

Our office also offers low-cost generic medications dispensed directly to patients in our offices. As with procedures, we will always discuss the price of medications before dispensing and billing for it.

### **Regarding hospital care**

The practice does not provide care directly to patients while they are admitted to the hospital, but coordination of care can continue. Discussions between patients, family members, and hospital caretakers, with the practice staff regarding the care in the hospital are encouraged. In fact, we expect people admitted to the hospital to call us so we can help during this time.

## **Fees and Payment**

Fees fall under two categories: Monthly Subscription Fees, and Service Fees.

Effective July 1, 2022 we will no longer charge a registration fee

### **1. Monthly Subscription Fee**

The monthly subscription fee depends on the age(s) of the member(s) in a family/household unit:

- Age 0-18: \$45 per month
- Age 19-39: \$60 per month
- Age 40-64: \$70 per month
- Age 65 and up: \$85 per month
- Family Fee (up to 5 family members) \$225 per month

Additional family members after the 5th are an additional \$15 per month.

### **2. Service Fees**

Service fees include fees for services outside of those covered by the monthly payment. These include:

- Lab tests sent out to the local lab, which are not billed to insurance.
- In-office tests/procedures not covered by the monthly payment.
- Other services outside the list of covered services.



Payment for these procedures is expected at the time they are performed.

### **Payment of Monthly Fees**

- The practice requests that members set up recurrent billing via automatic draft from credit/debit card or funds transfer from a bank account to ensure that payment is on time.
- Those requesting the ability to be invoiced each month are expected to pay that invoice within 30 days of the date of billing or incur a \$10 late fee.
- Failure to make a payment within 60 days of the due date will cause membership to be suspended, with services not being given by the practice until all owed payments are received.
- Recurrent non-payment may result in termination from the practice.

### **Termination**

Termination of the agreement between members and the practice can occur either by the member or the practice in the following circumstances:

1. The member/patient requests in writing (email is acceptable) that the relationship be terminated.
2. The practice informs the member/patient in writing that the relationship is terminated.
3. The member/patient becomes more than 60 days delinquent on the account (as listed above).

I understand and agree with these terms/conditions.

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Signature

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Name

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Date Signed

## Appendix: Covered Services/Procedures<sup>2</sup>

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The following tests are covered at no additional charge to the patient:

- Urinalysis
- Rapid test for Strep Throat
- Urine test for pregnancy (up to 2/year)
- Urine test for protein in diabetics (up to 1/year)
- Electrocardiogram (EKG)
- Pulmonary Function Testing (PFT)
- Removal of cerumen (ear wax)
- Repair of minor lacerations
- Removal of benign skin lesions/warts<sup>3</sup>
- Simple Aspiration/Injection of joint<sup>4</sup>
- Pap Smear/Well-woman care<sup>5</sup>
- Basic vision/hearing tests

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<sup>2</sup> Tests are performed at the discretion of the clinical staff

<sup>3</sup> Patient will be responsible for charges by pathology lab if lesion is sent for analysis.

<sup>4</sup> Patient will be responsible for charges for analysis of fluid and cost of medication injected into joint

<sup>5</sup> Patient will be responsible for charges by pathology lab for analysis of specimen.