

## **HIGHLIGHTS & DETAILS**

### **Benefits Included In My Practice:**

- ◆ **Direct phone access to me or to my assistant during business hours.** All phone calls will be returned promptly, but if you deem your problem “urgent” I will speak to you at the time of your call. You, the patient, define what “urgent” means. If you think it is urgent, we think it is urgent.
- ◆ **My personal cell phone number will be provided to you.** This will allow easy access to me for urgent medical problems that occur outside of my regular office hours. Ideally, I 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 for non-urgent health issues or questions.** You will receive a prompt (usually within 24 hours) response from me, personally. Because email and text communications are not secure, please use discretion when choosing topics to discuss with me via this medium. 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.** With the exception of your annual evaluation, office visits will be available on short notice at your request even for minor medical issues, or non-urgent medical problems.
- ◆ **Convenient walk-in/no appointment needed services.** You may “walk-in” for nursing services such as blood pressure checks, Coumadin blood tests and vaccines at a time that is convenient for you.
- ◆ **Extended office hours.** Office visits are best scheduled during normal office hours when the full complement of staff is available. However, should you require occasional visits outside of my usual office hours, I will certainly do my best to accommodate you
- ◆ **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.** My philosophy is to educate you about your personal medical needs and risks. I 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.
- ◆ **Care for visiting relatives and/or friends.** Should your out-of-town family or friends become ill during a visit, I will assist with their medical care and will treat them as if they were members of my practice.
- ◆ **End-of-life counseling visits with patient and family.** If serious illness and injury occur, I will be there...to help you through the maze of modern healthcare. I will be available to offer counsel regarding serious illness and end of life issues.
- ◆ **House calls and selected nursing home visits.** If you are ill or otherwise unable to come to the office, a house call or selected nursing home visit may be offered; however, each out-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. I will communicate with you directly, as well as with your treating physician to coordinate your care on health issues that may arise.
- ◆ **Remote care.** When you are in a skilled nursing facility, on a temporary or permanent basis, I 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. I will be available to your family to address any concerns and offer counsel.
- ◆ **Newsletter on topics relevant to your health and well being.** We will be providing periodic newsletters on topics related to medical news. We’ll post timely notices about health-related topics on our website, [yourHealthyourDoctor.com](http://yourHealthyourDoctor.com)
- ◆ **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.

## HIGHLIGHTS & DETAILS – CONT'D.

### 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. 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

I intend to remain an “in-network” provider for many plans. Regardless of your plan, we will continue to 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.

Even if I am not a provider on your insurance plan, I 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.

#### \* Medicare Patients

We will continue to submit claims to Medicare and to your supplemental insurance on your behalf for Medicare-covered services. As of January 2011, Medicare includes portions of your annual comprehensive wellness examination as a covered service. Once your annual exam has been completed, and we have billed Medicare and received their payment for that service, patients will be reimbursed the amount paid to our office by Medicare for those portions of the annual exam which they cover. The annual membership fee only includes services that are not covered by Medicare and will not be paid for or reimbursed by Medicare. For those patients who have a Medicare Advantage plan, an office visit fee will be charged and payment will be the responsibility of the patient.

### Annual Fees:

(Ages at the time of enrollment.)

- \$1,750/year = Individual age 50 and over \*
- \$3,200/year = Couple age 50 and over \*
- \$1,200/year = Individual age 45-49 \*
- \$2,100/year = Couple age 45-49 \*
- \* No charge for single dependent children (age under 26) of single or couple members age 45 and over.
- \$800/year = Individual age 44 and under
- \$1,200/year = Adult Couple age 44 and under, or individual age 44 and under with children.

### Instructions:

Please complete, sign and return the attached “Patient Agreement” form in the enclosed self-addressed envelope. Payment of your annual fee may be made by check, Visa, MasterCard, and Discover. We will be happy to accept semiannual payments **by credit card only**. Please make checks payable to **(Bruce Bullock, MD, PC or Seth Coombs, MD, PC)**. Also, please note: membership will be available on a first-come, first-served basis.

When we receive your payment, we will mail you a welcome packet with information for new patients, wallet card with my contact information and forms for you to request your medical records to be sent from your previous doctor.

**If you have further questions, please call 802-770-1805. We will be happy to assist you.**