

## **HIGHLIGHTS & DETAILS**

***BRUCE BULLOCK, MD, PC***

***SETH COOMBS, MD, PC***

***SUZANNE JONES, PA-C***

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

- ◆ **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 text access for non-urgent health issues or questions.** You will receive a prompt (usually within 24 hours) response. Because email communications are not secure, please use email for non-medical communication. Additionally, if you have a medical problem that is minor and routine, medical advice may be offered by phone or secure text, 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.** We do make Nurse appointments, but 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, longer appointments** will be scheduled for 30 – 60 minutes, allowing adequate time to answer all your questions and address all your needs.
- ◆ **TeleVisits and TeleVideo visits** are available and often preferred based on your symptoms.
- ◆ **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 honored to offer counsel regarding serious illness and end of life issues. Upon request, I will discuss viable options, legal choices, and personal concerns, and will assist you in creating appropriate documentation for your wishes.
- ◆ **House calls.** If you are ill or otherwise unable to come to the office, a house visit may be offered; however, each out-office visit will be determined on a case-by-case basis, at my discretion, at no additional charge beyond an office visit fee (insurance and copay, if applicable).
- ◆ **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.
- ◆ **Chronic Illness Portfolio.** To assist you in the management of a chronic illness, a portfolio containing all your pertinent personal medical information will be provided. This will enhance the communication and coordination among medical providers.
- ◆ **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.
- ◆ **Travel medicine consultation.** I 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.** 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 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 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 I am 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 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. 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.)

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| <input type="checkbox"/> \$ 1,950/year = Individual age 60 and over | <input type="checkbox"/> \$ 1,400/year = Individual age 45-49        |
| <input type="checkbox"/> \$ 3,600/year = Couple age 60 and over     | <input type="checkbox"/> \$ 2,500/year = Couple age 45-49            |
| <input type="checkbox"/> \$ 1,750/year = Individual age 50-59       | <input type="checkbox"/> \$ 1,100/year = Individual age 44 and under |
| <input type="checkbox"/> \$ 3,200/year = Couple age 50-59           | <input type="checkbox"/> \$ 1,900/year = Couple age 44 and under     |

## **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.**