

Physician's Clinic Direct Care Member Services Guide and Agreement

Website: www.PhysiciansClinicSpokane.com

Phone: 509.747.1411

Adult - \$59/month

Of Note: Physicians Clinic requires that you obtain health insurance for services not included in your Direct Care Patient Provider Primary Care Arrangement. Contact your insurance broker or call On Stage Health for a broker referral.

- **Direct Care – Physician's Clinic is a patient centered / physician directed program**
- **This agreement does not provide comprehensive health insurance coverage. It provides only the health care services specifically described.**
- **Please note these categories of services:**
 - **Services included in your monthly Direct Care fee**
 - **Non-covered services**
 - **Services provided on a flat fee basis**
- **Your insurance plan will not be billed for services covered by your Direct Care Fee.**
- **Location, physicians, and more information is at www.PhysiciansClinicSpokane.com.**

Services included in your monthly membership fee

1. Physician's Clinic provides office visits, joint injections, EKG's, wart removal, skin biopsies, PAP smears, annual physical exams, spirometry, wound care, and other in-office procedures.
2. Physician's Clinic can address hypertension, diabetes, hyperlipidemia, heart disease, asthma, arthritis, osteoporosis and other chronic conditions. Your provider may use a variety of approaches to help you and manage your chronic condition.
3. Physician's Clinic provides age specific periodic physical exams and offers / recommends health screenings. Your provider will discuss and recommend improvements for your future health.
4. Physician's Clinic provides primary care services as here defined: "Primary care means routine health care services including screening, assessment, diagnosis, and treatment for the purpose of promotion of health, and detection and management of disease or injury."
5. Physician's Clinic offers the same or next-day evaluation [during regular office hours] for urgent medical problems appropriate to primary care (e.g. colds, illness, minor accidents and other conditions that don't require care from emergency rooms, hospitals or specialists).
6. Physician's Clinic provides after-hours telephone coverage. One of the group's medical professionals is on call at all times to discuss your questions with you and make recommendations.
7. If laboratory tests are needed, Physician's Clinic will perform blood draws and sample collection in their clinic.

Non-covered services

1. If your chronic condition changes and you require more specialized care than Physician's Clinic provides, they will refer you to an appropriate specialist and can offer assistance in relating to their care. Specialist physician expense is not covered by your Direct Care fee.
2. If you require hospital care, your hospital care will be provided and coordinated by a hospitalist physician [A hospitalist is a primary care physician who assumes the bedside care of a hospital patient in the place of the patient's primary care provider.] The cost for the hospitalist, hospital services, tests and specialty related care is not covered by your Direct Care fee.
3. Recommended tests, supplies, etc. not included in your Primary Care Fees will be discussed with you in advance and your permission received before being ordered. These are not covered by your Direct Care fee.
4. Imaging procedures and radiologists' interpretation of these services are not included in your monthly membership fee. They will be billed to your insurance company or be payable by you.
5. Acupuncture, chiropractic care, cosmetic surgery, dental care, drug and alcohol dependency treatment, emergency room care, hearing care, home health care, hospice care, hospital care, infertility services, marital and family counseling, massage therapy, maternity/prenatal/labor/delivery services, mental health care, physical therapy, rehabilitation services, sexual dysfunction, sterilization services, vision care, and weight loss treatment.

Services provided on a flat fee basis:

1. Lab tests performed by Physicians Clinic are provided on a flat fee basis and are payable at the time of the sample collection.
2. Lab tests performed by non-Physicians Clinic laboratories will be billed to your insurance company and/or be payable by you.
3. Physician's Clinic may administer selected vaccines. Vaccines are available on a flat fee basis. Please ask your physician for more details.

Your Responsibilities as a Direct Care Member

1. Your Direct Fee must be paid via ACH or credit card at the beginning of each month.
2. The Direct Fee will not change more frequently than annually with at least 60 days notice.
3. An initial registration fee of \$15 is charged for each member.
4. You may cancel your Direct Care membership at any time by sending an email to On Stage Health at Cancel@OnStageHealth.com. Direct Fees you have paid for the future will be returned to you.
5. You may re-enroll in Direct Care. A two month new dues re-enrollment fee applies.
6. If you have a question or a complaint about your Direct Care Arrangement you may call a Direct Care Physician's Clinic representative at: **1-509-747-1144**. Physician's Clinic and On Stage Health will attempt to address your concerns.
7. Contact information for the Washington State Office of the Insurance Commissioner Telephone: 360-725-7080

**Welcome to The Physicians Clinic of Spokane
Direct Care**