

The Rockwood Clinic of Spokane Direct Care Member Services Guide and Agreement

Website: www.RockwoodClinic.com

Phone: 509.838.2513

\$39 / month – Adult

\$29 / month - Child

Of Note: Rockwood Clinic is only accepting 250 members at this time. We will accept the first 250 who sign up on a first come, first served basis.

- **Direct Care – Rockwood 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.RockwoodClinic.com.**

Services included in your monthly membership fee

1. Rockwood Clinic (including Urgent Care locations) provides office visits, joint injections, EKG's, wart removal, skin biopsies, PAP smears, annual physical exams, spirometry, wound care, splints and casting, and other in-office procedures.
2. Rockwood 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. Rockwood Clinic provides age specific periodic physical exams and offers / recommends health screenings. Your provider will discuss and recommend improvements for your future health.
4. Rockwood 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. Rockwood Clinic offers the same or next-day evaluation [in office or Urgent Care Clinics] 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. Rockwood Clinic provides urgent care services in posted evening and weekend hours and 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, Rockwood 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 Rockwood 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:

[Services charged will be approved by you prior to being ordered.]

1. Lab tests performed by Rockwood Clinic are provided at or near cost on a fee schedule basis and are payable at the time of the sample collection.
2. Lab tests performed by non- Rockwood Clinic laboratories will be billed to your insurance company and/or be payable by you.
3. Imaging (x-ray) tests are provided at or near cost on a fee schedule basis and are payable at the time provided.
4. Rockwood Clinic may administer selected vaccines. Vaccines are available at or near cost and are payable when administered. 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 if you would like to cancel services prior to the end of the month.
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 Rockwood Clinic representative at: **1.509.838.2531**. Rockwood 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 Rockwood Clinic
Direct Care**