

Patient Services Guide 2015

1 About FFDPC

FFDPC is a membership-based primary care provider. It was developed to provide improved delivery of comprehensive primary care including treatment of acute health issues like colds or flu, chronic conditions like arthritis or osteoporosis, and, most importantly, to promote general health and wellness through routine wellness visits. FFDPC also treats minor urgent care issues such as sprains, cuts and other conditions that do not require specialized or hospital care.

2 What is Direct Primary Care?

Direct primary care (DPC) is a retainer-based model for primary care practices. Patients enroll as members of the primary care provider organization and pay a monthly fee for access to a defined set of primary care services. In return, patients have ready access to physicians who deliver continuous, comprehensive, and personalized primary care.

3 Getting Started

3.1 Choose Your Provider

Having a primary care provider (PCP) you trust is important, since you and your PCP will work together as partners in your health and care. If you have an existing relationship with one of FFDPC's practitioners, you can expect that relationship to continue. If you are new to FFDPC, you are entitled to select which practitioner you wish to see. You are also free to change practitioners should the need arise. FFDPC will make every reasonable effort to meet your request provided the requested practitioner has openings in his/her patient panel.

3.2 Schedule Your Visit

Consult your PCP early and often. Your PCP will get to know you during your annual wellness visit, but don't wait. Schedule visits to address all day-to-day primary care needs including urgent care, preventive care, and chronic disease management needs. Through proactive health risk management, we can identify and manage health issues early more efficiently and effectively at a lower cost. One of the main goals of DPC is to reduce the need for admissions, emergency room visits and hospitalizations.

3.3 After Hours Access

If you have a life-threatening emergency, call 911. If you have an urgent medical issue, FFDPC is available for telephonic consultations both after hours and on weekends. If you need to speak to a medical provider after hours, you can reach the FFDPC on-call provider by calling 208-932-0657.

4 Services and Benefits

4.1 Primary and Preventative Care

Working with you, your PCP will evaluate your current health and make recommendations for maintaining or improving your well-being. Visits may include annual wellness exams, women's health, or well child visits, as well as blood pressure and other screenings, immunizations, and lifestyle and health risk reduction coaching. Covered preventative care includes:

- Routine physicals including annual physicals; school, athletic, scout, and mission physicals
- Pre-conception health and peri and post-menopause care
- Well child care and developmental evaluations
- Wellness planning
- Wellness labs
- Electrocardiograms
- Vision and baseline hearing screenings
- Spirometry
- Body composition analysis
- Weight management including nutritional analysis, nutritional counseling, and eating plans
- Mole mapping
- STD testing
- Influenza vaccine
- New born circumcision

4.2 Chronic Condition Management

If you suffer from a chronic medical condition, your PCP is prepared and available to help you manage your condition and guide you in making the best health care decisions. Covered chronic conditions include:

- Diabetes
- Arthritis
- Acid reflux
- Hypertension/Blood pressure issues
- Hyperlipidemia/High cholesterol

- Cardiovascular disease
- Chronic fatigue
- Fibromyalgia
- Asthma, allergies, and COPD
- Non-narcotic pain management
- Low back pain
- Musculoskeletal and skin disorders

4.3 Urgent Care

FFDPC strives to provide same day care for your urgent medical problems. Urgent care involves those situations requiring prompt medical attention, but that are not serious or life threatening. Covered urgent care includes:

- Flu, colds and coughs
- Sprains and strains
- Sinus and ear infections
- Kidney and bladder infections
- Asthma, bronchitis, pneumonia, sore throats, fevers, and strep tests
- Back pain
- Simple splinting of broken bones
- Wound care including contusions, lacerations, blisters, hematomas and minor burns
- Cryotherapy
- Nebulizer breathing treatments
- Abscess drainage and foreign body removal

4.4 Minor Surgeries and Procedures

Your PCP is prepared and qualified to perform minor surgeries and other medical procedures if required for your diagnosis including:

- Wart destruction
- Simple lypoma removal
- Toenail removal
- Removal of moles, lesions, cysts and skin tags
- Skin biopsies
- Joint Injections
- Trigger point injections

4.5 Labs and Diagnostic Testing

FFDPC is equipped to provide an extensive complement of diagnostic testing and laboratory work through both in house and outside referral labs. Covered labs and diagnostic testing include:

- In-house rapid strep
- Flu test
- Urinalysis
- CBC

- Comprehensive metabolic panel
- Lipid panel
- PSA
- PAP
- Thyroid test
- Hemoglobin A1c
- Mono Test
- Stool Occult Blood
- TB Test
- Pregnancy Test
- Electroencephalograms
- Electrocardiograms

4.6 Hospital and Specialist Cooperation

Should you require specialized care, FFDPC will make the necessary referral, perform pre-operative exams as required, and work with you and your specialist to manage your after care. If you have insurance to cover the specialized care, FFDPC will strive to make the referral to an in-network specialist. Should you require hospitalization, FFDPC will work with a hospitalist to coordinate and manage your care.

4.7 Occupational Health

Workplace injuries should be addressed as such promptly. If you suffer a workplace injury inform your employer immediately, complete a required paperwork, and advise FFDPC that the injury occurred in the workplace.

5 Hours of Operation

FFDPC maintains the following regular office hours:

- Monday – Thursday: 7:30 am – 6:30 pm
- Friday 7:30 am – 4:00 pm

FFDPC is closed on weekends and the following holidays: New Year's, Presidents' Day, Memorial Day, Independence Day, Thanksgiving Day, and Christmas Day. For non-life threatening but urgent medical issues, you are encouraged to take advantage of after hours access as outlined in section 3.3.

6 Fees

Membership fees are as follows:

Individual: \$100/month.

Family: \$100/month for the first member, then \$50 per added family member up to a maximum monthly fee of \$300/month/family.