

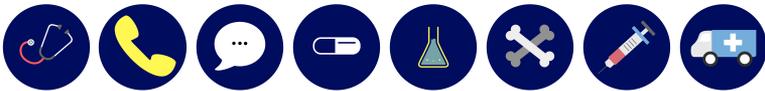
New Patient Welcome Packet

NoCo
primary care

...it's your healthcare

NOCO primary care

...it's your healthcare



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Welcome to NoCo Primary Care! We want to thank you for entrusting your healthcare to us. We are humbled and appreciative of the trust you put in us. We believe you have a choice of where to spend your healthcare dollars, and we believe you deserve easy access to your provider, clear pricing, and high-quality care. *You* should be the priority in your healthcare.

I started this clinic because I am passionate about my calling to healthcare, and I believe patients deserve better than the current system of healthcare in the U.S. It is our goal to provide the highest quality medical care, and to make accessing your healthcare easy, and to emphasize clarity in costs. I believe in ongoing education and I regularly do continuing education, and maintain Board Certification in Internal Medicine and Pediatrics.

This small booklet is intended to be a good resource for you for questions you might have about how the clinic works. You may also call or message if you have questions.

What is Direct Primary Care?



Direct Primary Care (DPC) is an innovative alternative payment model that improves access to high-functioning healthcare with a simple, flat, affordable membership fee. There are no fee-for-service payments and no third party billing. The defining element of DPC is an enduring and trusting relationship between a patient and his or her primary care provider. Patients have extraordinary access to a physician of their choice, and physicians are accountable first and foremost their patients. DPC is embraced by health policymakers on the left and right and creates happy patients and happy doctors all over the country!

Direct Primary Care is about delivering primary care. We do encourage patients to have some type of insurance for those significant health issues and hospitalizations that may come along. There are plans through the government insurance exchange, and there are more affordable catastrophic insurance plans called “Health-Sharing” plans.

Contact Information and Policies:

Office hours:

Monday: 8:00 am - 5:00 pm

Tuesday: 8:00 am - 5:00 pm

Wednesday: 8:00 am - 5:00 pm

Thursday: 8:00 am - noon

Friday: 8:00 am - 5:00 pm

**typically closed daily for lunch from noon to 1:00 pm*

NoCo Primary Care

239 W 67th CT

Loveland, CO 80538

Main Number: 970-599-0330

Medical Emergencies: call 911

Poison Help Line: (800) 222-1222





Our ***Spruce App*** is the preferred way to communicate. This app is free to you, and is HIPAA compliant, meeting the government standards for security and privacy of health information. This app allows texting and sending pictures, video and documents. If you haven't signed up for your spruce account, let us know and we will send an invite to your phone or email.

Also, if you have consented to non-secure methods of communication, you may text our main number, 970-599-0330, with needs or questions, or to schedule an appointment.

It is our goal to respond quickly during business hours. After hours, we try to respond within 24 hours for non-urgent messages, and within an hour for urgent messages. **If you have an urgent need call 970-599-0330. please don't text for urgent needs.**

There may be times when I am in the mountains without cell service for a few hours.

We will communicate planned clinic closures at least a few days ahead of time. When I am out of contact or out of town, I will have a colleague who will help with urgent issues.

If you have a medical emergency, call 911. For urgent issues, we want to save you the cost of urgent care or ED visit if we are able, so please call, so we can discuss what's going on.

Prescription Policies:

We are able to obtain many medications at significant discount. We add 10% to these wholesale prices to cover our costs. Our goal is to help you find the least expensive medication options. It may be cheaper going through the pharmacy, and using the GoodRx website can help find the cheapest price for your medication. If the pharmacy is less expensive, or you prefer the pharmacy, then we can give you a prescription, or send it directly to the pharmacy.

If your prescription is filled through us, we will talk about the cost ahead of time. Prescriptions less than \$25 are just added to your next month's invoice. Prescriptions over \$25 are charged that day.

Please let us know several days in advance if you are due for a refill or needing medications. If we don't have it in stock, we can typically get it in stock within a few days.

We cannot obtain any controlled medications for our in-house pharmacy. This includes pain medications, stimulants like Adderall, and anxiety medications like Xanax.



Lab Policies:



We can order labs through any lab you prefer. We have especially good discounted lab prices through Quest Labs, and results typically come back directly to me within 1-2 days. Quest labs are cash pay, and billed through our office. We talk about those costs ahead of time, so you know what to expect. Labs that less than \$25 are just added to your next month's invoice. Labs over \$25 are charged that day.

We also have very affordable cash options for pap tests and pathology.

The Quest labs are located inside Safeway store.
You do not need an appointment for labs.

Lab Locations, Phone Number and Hours:

Quest: Fort Collins

1426 E. Harmony

(970) 226-3333

M-F: 7am-3:30pm; Closed for lunch 11:30am-12pm

Saturday: 8am-12pm

Quest: Greeley

4548 Centerpiece Drive

(970) 330-0555

M-F: 7am-4pm; Closed for lunch 12pm-1pm

Quest: Longmont

1632 Hover St

Longmont, CO 80501

(303) 774-7700

M-F: 7am-4pm; Closed for lunch 12pm-1pm

Imaging and X-rays:

We can order imaging at your location of choice. We often use Health Images in Longmont. We get consistent great feedback from patients, and their scheduling is prompt. Results come directly to me in a very timely fashion. They also have a cash pay option that is significantly discounted. We can typically give you an idea of the cost of different imaging tests that might be needed as we discuss your plan, but Health Images will give you the exact amount prior to having the tests done. These prices are all-inclusive, with no surprise bills months later. Typically, this cash option does not apply towards your deductible. If you think you might reach your insurance deductible in a given year, it might be better to use your insurance for a test and this can be done through Health Images as well. (Ironically, if a test or lab is ordered through insurance at many places, your portion to pay may be higher than if you just paid cash- this is part of the problem with insurance driven primary care.) If you do choose to pay cash at time of service, you may be able to submit this to your insurance.

Health Image
1551 Professional, Ln., Ste. 155
Longmont, CO 80501
(720) 494-4777



A Note About Vaccines:



We have childhood vaccines and many adult vaccines in clinic, and can bill these to your insurance, or have cash pay prices for these. Typically, for cash pay, it is cheaper to go through the Health Department.

I believe in and encourage vaccinations. I have seen many awful diseases in my career, and I also have two children of my own. However, I also understand some parents are not comfortable doing vaccines, and you are still welcomed to our clinic. We will not pressure you to vaccinate yourself or your children, but I will want to discuss this from time to time. I have no incentive to encourage vaccines other than your health.

The Larimer County Department of Health and Environment Immunization Clinic is another option for vaccines if you do not have insurance, or if your insurance does not cover vaccines;

Loveland:
205 E 6th street
Loveland, CO 80537
(970) 619-4580

Fort Collins:
1525 Blue Spruce Drive
Fort Collins, CO 80524
(970) 498-6767

Hospital and Specialist Information:

Our goal is to guide you to the best specialist care when that is needed. Cash pay arrangements have been difficult to obtain with specialists, but we always encourage you to ask for cash pay discounts. We have options for cash pay for things like colonoscopies and will discuss this if that test is needed

If you are admitted to a local hospital, I am able to obtain those records through **UCHealth** and **Banner**.

