

PHILOSOPHY OF CARE

welcome.

Thank you for your interest in Kansas City Direct Primary Care. As you may already know, here at KCDPC we think about your health and healthcare a little differently.

basics.

- Our entire focus is on wellness, preventive medicine, and keeping you healthy. To achieve that aim, we may emphasize treatments that seem simple or get back to basics—like eating well, exercising, getting good rest, lowering stress, etc.
- As part of our commitment to keeping you well and healthy, we generally do not prescribe controlled medications (opioids, benzodiazepines, amphetamines, etc.). If you currently take any of these medications we will work with you to move towards treatments and medicines that support your long-term health and well being.
- We expect that you will work with us just as much as we work with you to achieve the best health possible! In that vein, it's important that you're honest with us when we discuss your health or when we're making plans for treatment. If we recommend something you absolutely can't see yourself doing—speak up!

communication.

- We want to be reachable! No runaround! There are 3 ways to communicate with us:
 1. In-person: see the section discussing appointments, below.
 2. Phone: unless we're with a patient, we will be available to answer the phone during office hours at 913-730-0331 (general line) or 913-703-5001 (for members *only*). After-hours, you may leave a voicemail for us to return the next business day.
 - Urgent messages: may be left by dialing mailbox #102. For urgent matters, we try to call you back within an hour, so if you don't hear from us, feel free to call back. Things like refills, appointment scheduling, and lab questions should be deferred until the next clinic day. For emergency matters, you're better served by calling 9-1-1!
 - Please do not text us with medical concerns or questions; if it's concerning enough to contact us about, it's concerning enough to make a phone call or send us an email.
 - The relationships we have with our patients are built on trust, open communication, and mutual respect. Just as we won't call you in the middle of the night to check in, please don't call us with non-urgent matters at 3 AM (And DO let us know if you work nontraditional hours so we can make note of it and not bother you while you're sleeping—sleep is important!)
 3. Email:
 - Medical questions: email the doctor directly.
 - Scheduling & refills: info@kansascitydirectprimarycare.com
 - As you're likely aware, email can't be guaranteed as a 100% secure means of communication. Though we use HIPAA-compliant software for our email service, chances are that your email provider doesn't.

appointments.

- Appointments can occur via phone, Skype/FaceTime, or in person. Your doctor will help you decide what the best modality is for your concern.

- Appointments are generally 30 minutes long & are scheduled:
 - Monday 8:30 am - 4:30 pm
 - Tuesday from 7:00 am - 7:00 pm
 - Wednesday 8:30 am - 4:30 pm
 - Thursday 8:30 am - 4:30 pm
 - Friday Closed

Note: We will be closed for major federal holidays, terrible weather, etc.
Check our Facebook page (or give us a call) for the latest hours.

- We also offer house calls and after-hours visits at an additional fee when *both* a provider and chaperone are available (safety first!). You and your doctor can chat to see if this is the best way to serve you or if coming in when the office is open would be better.
- If you are unable to come to an appointment, let us know at least 3 hours beforehand so we can get someone else in for care; otherwise, you'll incur a \$20 "no-show" fee.
- If you end up in the ER or admitted to a hospital, please let us know. Due to logistical, hospital-based reasons, we can't be your doctor in the hospital, but we can stop by to say hello and help you have a smooth discharge!
- Our goal is to be there for you when you need us; however, our providers are allowed—and expected!—to take time for vacation, illness, taking care of family, etc. When your usual doctor is away, we will make every effort to find a substitute to fill their place.

fees.

- Transparency: we will make it a point to discuss pricing with you before we order anything—if you don't hear us mentioning costs, speak up!
- Medications, labs, and major medical supplies: these are not included in your monthly membership fee; however, they're offered to our members at rates that can't be beat.
- Home visits & after-hours visits are available at an additional cost; most current pricing is always available online.
- Discounts: there are a few ways to reduce your monthly membership fees. If you commit to 12 months of membership, we'll thank you by decreasing your membership fees by 5%. If you refer someone to KCDPC and they stay for more than 3 months, you get a month's membership free!
- We care about your visitors: if a friend is in town and needs medical care, we can take care of them on a fee-for-service basis.

payment & membership.

- We require you have a bank account or credit card on file for your monthly membership fee payment (we prefer bank account auto-debits, as they help keep your care affordable!).
- You may also pay with cash, though payment is due before the 1st of the month and you are still required to have a credit/debit card or bank account on file as a backup.
- If we're having trouble processing your monthly payment, we'll reach out to you.
 - If we don't hear from you and you haven't paid 45 days past your due date, we'll cancel your membership. PLEASE reach out to us if you're having financial difficulty or having trouble making ends meet. We'll try to work with you!
 - Here's the kicker: anyone wishing to re-join after his/her membership lapses for 30 days will be charged a per-household \$150 re-enrollment fee.