

welcome.

Thank you for joining Kansas City Direct Primary Care. We're happy to have you on board! As you are already well aware, 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 are currently on any of these medications, we will work with you to move towards treatments and medicines that better 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 can't see yourself doing—speak up!

communication.

- 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.
 - Urgent messages: may be left by dialing mailbox #102 for Dr. Edwards and mailbox #104 for Dr. Short. 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. For emergency matters, please call 9-1-1!
 - 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)!
 - Don't text us! Our software sends auto-texts, but responses to this service are filed into your record (not actually texted to us).
 3. Email:
 - Medical questions: email your doctor directly
 - If you don't get a response in the timeframe you'd like, or you're needing a refill or appointment, please contact the front staff at info@kansascitydirectprimarycare.com

appointments.

- Appointments can occur via phone, videoconference, or in person and may be with your physician or a staff member, depending on the concern. We will help you decide what the best modality is.
- Appointments are generally 30 minutes long. We are in the office:
 - Monday 8:30 am - 4:30 pm
 - Tuesday 7:00 am - 8:00 pm*

- Wednesday 8:30 am - 4:30 pm
- Thursday 8:30 am - 4:30 pm
- Friday 8:30 am - 4:30 pm

*If visits are scheduled early/late, otherwise 8:30-4:30.

Note: We are closed for major federal holidays, terrible weather, etc.
Check our social media (or give us a call) if you're not sure!.

- We also offer house calls and after-hours visits at an additional fee when *both* a provider and chaperone are available (safety first!) and your physician deems the visit appropriate.
- There is a \$20 "no-show" fee for missed appointments. If you are unable to come to an appointment, please let us know as soon as possible so we may care for others in that timeslot.
- 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 still want to know!
- 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 (but can't guarantee) 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, procedures, and major medical supplies *are not* included in your membership fee; however, they're offered to our members at rates that can't be beat.
- Discounts: there are a few ways to reduce your monthly membership fees.
 - If you commit to 12 months of membership, we'll decrease your membership fees by 5%.
 - If you set up auto-pay with automatic bank transfer (ACH), we'll decrease your membership fees by 5%.
 - If you refer anyone to KCDPC and they stay for more than 3 months, you get a month's membership free (a \$65 value)!

payment & membership.

- We *require* you to have a bank account or debit/credit card on file for automatic membership fee payment.
- You may pay with cash; however, payment must be made prior to the 1st of the month.
- 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 45 days will be charged a re-enrollment fee and any unpaid balance must be paid at the time of re-enrollment.

Discussed _____, _____ by

_____ and _____
(Patient) (KCDPC Representative)