

## welcome!

Thank you for joining Kansas City Direct Primary Care. We're happy to have you on board!

- Our entire focus is on *wellness, preventive medicine, and keeping you healthy.* To achieve that aim, we emphasize treatments like eating well, exercising, getting good rest, lowering stress, etc.
- We do not prescribe controlled medications (opioids, benzodiazepines, amphetamines, etc.).

## communication.

- 1. Refill, appointment request or triage, quick medical questions: call 913-730-0331 or email <u>info@kansascitydirectprimarycare.com</u>
- Provider specific questions are answered within 24 hours:
  Nohemi Alvarez-Landa, NP-C: <u>nohemi.alvarez@kcdpc.com</u>
- 3. Urgent messages after hours: mailbox #105; leave a message and I will call you back within an hour. For emergency matters, please call 9-1-1!
  - Never text please, it's not monitored.

## appointments.

- Appointments (in-person, phone, or telehealth) are generally 30 minutes long. We are in the office: Monday, Wednesday, Thursday, Friday: 9:00 am 4:30 pm and Tuesday 9:00 am 7:30 pm\*
- \*Only open late for scheduled visits, otherwise we close at 4:30. • Note: We are closed for major federal holidays, terrible weather, etc. Call before coming in, please!
- There is a \$20 "no-show" fee for missed appointments.
- When warranted, we offer house calls and after-hours visits at an additional fee when both a provider and chaperone are available.
- When your usual clinician is away, we will make every effort (but can't guarantee) to find a substitute to fill their place.

## fees.

- <u>Medications, labs, procedures, and major medical supplies are not included in your membership</u> <u>fee</u>; however, they're offered to our members at rates that can't be beat.
- We require 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!
  - To re-join after a membership lapses for 45 days a re-enrollment fee and any unpaid balance must be paid at the time of re-enrollment.

**KCDPC** Representative

I affirm that I understand the above:

Patient

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Date

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