**Patient Agreement Appendix 1**

**Medical Services**

Medical Services means those medical services, provided by the PRACTICE, that the Physician is licensed and permitted to perform under the laws of the Commonwealth of Pennsylvania that are consistent with his/her training and experience. Membership in the PRACTICE includes the following Medical Services:

* 1. **Primary Health Care Services.** The PRACTICE shall provide office-based Medical Services to the Members listed above.
     1. Well/preventative office visits, which are visits for the preservation of physical and mental wellness, discussion of preventative guidelines, nutrition and exercise following recommended guidelines by the American College of Physicians and the US Preventative Services Task Force.
     2. Evaluation of new problems, including but not limited to treatment of sore throats, coughs, colds, other minor illness and injury, certain minor surgical procedures, and any other services within the scope of internal medicine training.
     3. Follow-up visits for the management of long-term medical conditions including, but not limited to, asthma, hypertension, diabetes and other chronic conditions/illnesses within the scope of internal medicine.
     4. Care coordination to assist other health team members by organizing and forwarding pertinent information from primary exams for use by specialists including progress notes, laboratory results, and imaging reports.
  2. **Urgent Medical Care.** A Member who has an acute illness or is otherwise in need of medical care for a condition which is not life-threatening who calls the PRACTICE's main phone number at 267-454-6896 between Monday-Friday before 2:00 pm or on a weekend or holiday before 12:00 noon, shall receive a return call before 5:00 pm that same day. Most of calls will be returned within 60 minutes, unless the Physician is with a patient. After a telephone consultation with the Member, the Physician will determine, within his/her sole discretion, whether the illness or medical condition requires same-day Physician care. If same-day Physician care is warranted, arrangements will be discussed with the Member to determine whether an office visit, phone visit, Urgent Care or Emergency Room visit is most appropriate. If same-day care is not warranted in the Physician's judgement, the Member shall be scheduled for an appointment on the next available day which is not a weekend day or holiday.
  3. **Specialist Care/Referrals.** If the Physician feels a healthcare need is outside of the scope of primary care, referral to a specialist will be warranted. Membership in the PRACTICE does not preclude medically necessary specialist evaluation or referral as deemed appropriate by the Physician. If the Member does not agree to follow through on a recommendation for specialist referral by the PRACTICE, the Member will be asked to sign an Against Medical Advice form and the PRACTICE reserves the right to terminate the Member’s membership. Although the PRACTICE may help procure specialist cash pricing for the Member, it is not the responsibility of the PRACTICE to guarantee discounted specialist pricing. If the PRACTICE does not have information providing specialist cash pricing on hand, it will be the Member's responsibility to obtain such pricing at the specialist's office.

**Non-Medical Services**

The PRACTICE shall also provide Principal/Patient Members with the following Non-Medical Services:

1. **Continuous Access.** Member shall have access to the PRACTICE via direct telephone, email, text and video visits on a continuous basis. During routine visits Members will receive training on how best to communicate with the PRACTICE, such that:
   1. **Non-urgent** needs may be communicated by Member during business hours or after hours but may not be addressed for 1-2 business days.
   2. **Urgent needs** will be communicated by Member by directly calling the office number during office hours and by calling after office hours for urgent issues. If the Member is having a life-threatening emergency issue, Member agrees to call 911 or proceed directly to an emergency room. The PRACTICE will try to return all calls/messages within 60 minutes to the best of its ability. If Member does not receive a call, text, message back from the PRACTICE after 60 minutes, Member agrees to try and call the PRACTICE by phone again.
2. **Email Access.** The Member shall be able to communicate with the PRACTICE through a non-secure platform using office email addresses directly linked to the Member’s electronic health record. These emails will be provided upon enrollment.

1. **Text Messaging.** Member shall be able to communicate with the PRACTICE using office text messaging on a non-secure platform directly linked to the Member’s electronic health record. The number to be used for texting will be provided upon enrollment. The Member acknowledges that during office hours the PRACTICE may not be able to check text messages so if there is an urgent medical need that requires immediate attention, the Member is to call the office.
2. **Video Visits.** Video visits are accomplished through a non-secure platform using the electronic health record or Skype.
3. **No Wait or Minimal Wait Appointments.** Every effort shall be made to assure that Member is seen by the Physician immediately upon arriving for a scheduled office visit or after only a minimal wait.
4. **Same Day/Next-Business-Day Appointments.** Routine visits can be scheduled by calling the office, emailing, or using a self-scheduling feature. For acute issues requiring same/next day appointments, Members can call the office prior to 12 noon on a normal office day (Monday through Wednesday and Friday) to schedule an appointment. Every reasonable effort will be made to schedule it the same day. If there is no availability that day, the visit will be scheduled the next business day.