



CREEKSIDE MEDICAL
CONCIERGE CARE



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H&Ds | HIGHLIGHTS & DETAILS

Enhanced Concierge Care Benefits Included as Part of the Annual Fee

These offerings are not covered by Medicare or by other insurance plans. Our practice size is smaller which allows us and our office staff to provide you with the following membership benefits:

Direct communication during business hours. When you call our office during office hours there will be no extensive phone tree to navigate only real people to take your call, with a real concern for your health and well-being. In the event you must leave a message, your phone call will be returned promptly.

Same-day or next business day appointments. We will do our best to see you for an urgent medical issue (with the exception of your annual exam) on the same day or next business day. Our goal is to reduce urgent care and emergency room visits.

After-hours communications for urgent issues. This allows easy and direct communications for urgent medical problems that occur outside of our regular office hours. We will use our reasonable best efforts to be available to hear from you when you are ill or injured, to coordinate your care. **However, for emergencies, always call 911 first.**

Convenient electronic communication portal for non-urgent health issues or questions. You will receive a prompt response from us (usually within 24 business hours). Your patient portal is HIPAA compliant and the best way to communicate securely and confidentially.

Little or no office waiting room time, and longer appointments. Our goal is for office visits to start promptly. Appointments will generally be scheduled for approximately 30 or 60 minutes, depending on the complexity and number of concerns we are discussing. Our aim is to afford you the time to thoroughly address all your questions and concerns, regardless of the reason for your visit.

Extended office hours. Office visits are best scheduled when the full complement of staff is available. However, should you require an occasional visit outside of our usual office hours, we will certainly do our best to reasonably accommodate you.

Strong focus on preventive medicine and long-term health and wellness. As part of our commitment to your long-term health and wellness, our philosophy is to educate you about the importance of fitness, weight management and healthy living. We will assist you to identify and evaluate wellness providers and offerings and review recommended screening studies. This will support your effort to take an active role in managing and maintaining your good health.

Personalized hospital care. Should you need to be hospitalized, we will make ourselves available when we can to communicate with you and to serve as an advocate on your behalf, even when you are admitted to a facility at which we do not have privileges. If you wish, unless hospital policy or protocol does not allow, we will do what we reasonably can to remain involved in your care by communicating with the hospitalists who are caring for you during your hospital stay.

"Virtual" consultations and long-distance care. Whether you are on a brief vacation, living some of the year in a second residence, or otherwise unable to come to the office, we will offer a "virtual" consultation as determined on a case-by-case basis, at our discretion and subject to applicable state law requirements. However, if in our judgment

you need to be seen by a local physician, you will be encouraged by us to seek medical attention. We will communicate with you directly, as well as with your treating physician as needed, to support the coordination of your care on health issues that may arise.

Hearing screening. As part of our commitment to preventive care, we will provide you with an annual hearing screening exam, excluding diagnostic hearing and balance exams, regardless of any reported symptoms. We believe that regular hearing screenings are an important tool for early detection of hearing loss.

Care for visiting relatives and/or friends. Should your out-of-town family or friends become ill during a brief visit to the area, we will be happy to offer a one-time office visit and assist with their medical care. We will treat them as though they were members of our practice.

Quarterly newsletter on topics relevant to your health and well-being. We will provide seasonal newsletters on medical subjects of interest.

Travel medicine consultation. We will offer guidance on CDC recommended inoculations and/or precautions to be taken while traveling.

Insurance Information

Commercial Insurance Patients

Office visit charges are not included in your annual fee. We intend to remain an in-network provider for many insurance plans. We will bill your insurance for all covered services and patients will be responsible for deductibles, co-pays and exclusions in accordance with individual plan guidelines. It is our intention that no insurance-covered medical services are included in your annual fee.

As medically indicated, we will make it a priority to refer you to in-network physicians for any necessary consultations and to in-network facilities for diagnostic tests and hospitalizations. Any services rendered by these physicians or facilities will be billed by the performing entity.

Medicare Patients

We will submit claims to Medicare and to your supplemental insurance on your behalf for Medicare covered services. Patients will be responsible for deductibles, co-pays and exclusions in accordance with individual insurance plan guidelines. The annual membership fee is intended to only include services as described herein that are not covered by Medicare and will not be paid for or reimbursed by Medicare.

Annual Fees & Instructions

Please see the Membership Agreement form for annual fees and instructions.