



Dear Patient,

Welcome to Medical Concierge Care where we practice Medicine with a personal touch. We're honored to serve you and are committed to providing you with the most comprehensive healthcare possible. Please read the information below and let us know if you have any questions about the forms or any of our practice policies.

Here are some important steps you can take toward better health:

- * Don't smoke cigarette or use other tobacco products.
- * Don't drink alcohol.
- * Eat diet low in fat and high in vegetables and fruits.
- * Exercise at least 3 times per week.
- * Learn about ways to deal with stress and tension.
- * Maintain ties with your family, neighbors, co-workers and your church community.

Prescriptions:

You will be provided with all your prescriptions at the time of your appointment. Please be prepared with all your needs when you are in the office. You will get enough refills to last until your next appointment and one month extra in case you need to reschedule your appointment.

Results:

Laboratory results and diagnostic testing are important methods of evaluation in today's medicine; we will discuss the results at a follow-up appointment. This will give you an opportunity to ask questions, become familiar with the meaning of the testing, discuss therapies, and plan the next step. Please make sure you schedule a follow-up appointment. If your results are abnormal we will call you as soon as we get the report, **ONLY IF IT IS ABNORMAL**. Otherwise, take the opportunity to discuss all testing at your follow up appointment.

After hour calls:

If you have a life threatening condition, such as chest pain, shortness of breath, or signs of a stroke, please do not call us. Immediately go to the ER or dial 911.

Hospitalist:

If at any time you require a hospital admission, you will be seen by the Hospitalist affiliated with Medical Concierge Care.

Appointments:

Appointments are required for all visits except those involving urgent care. You are requested to provide no less than 24 hours' notice to the Practice in the event of cancellation of an appointment. Please arrive on time and bring all your medications with you. Our goal is to offer you the highest level of care. To assist us in this task, please completely fill out the enclosed forms and return them to us

before your scheduled appointment. If you cannot complete and provide the forms prior to your appointment, you are requested to arrive 20 minutes prior to your appointment, allowing us time to input/update your medical records.

Different types of visits we offer:

Acute care visit: This is a sick visit. A short period of time may be scheduled for your urgent need. If you have other needs, always let the medical assistant know.

Physicals or Health maintenance examination: This is a routine exam that varies according to age and gender. These usually include a vaccination update, screening tests for some types of cancer and cholesterol, or other blood testing if indicated. Medicare only covers one physical exam within one year of when your benefits first become effective. Some commercial insurances provide a “physical” as part of their benefits.

Chronic Disease management: If you suffer from Hypertension (high blood pressure), Diabetes (high blood sugar), Hyperlipidemia (High Cholesterol), Osteoarthritis, or any other condition that requires prescription medication, you will need an appointment at least every 6 months. At this time the chronic condition will be evaluated for appropriate control and or progression as well as side effects of the medications you take. If your chronic condition is NOT controlled, the frequency of your appointment will go to 6 weeks or 3 months until controlled.

Thank you for choosing Medical Concierge Care as your healthcare provider!