



OVERVIEW

WELCOME!

We welcome you to our unique mobile medical practice, where a full spectrum of traditional and premier primary care is delivered privately and conveniently, in locations of your choice. Our website, www.DocAtYourDoor.care, has full details about who we serve, where we serve, what we provide, how we provide it, and at what cost. Some of the key information is summarized below. We request and appreciate your review of this information, so that all parties are 'on the same page' and we can hopefully avoid any surprises along the way.

OUR PHYSICIAN:

Our founder and sole physician provider is **William L. Simpson, MD** – born and trained in Virginia, fully licensed in Virginia, board certified in Internal Medicine, and with 25 years experience providing office-based primary care, acute hospital care, rehabilitation care, and long-term care in Fauquier county and in the surrounding north central Virginia community.

WHO and WHERE WE SERVE:

Doc At Your Door serves **teens, adults, and seniors in Fauquier and surrounding counties** at any location they choose: home, work, school, camp, hotel, hospital, assisted living facility, nursing home, anywhere!! You do not have to be homebound to be seen at your home! Since we have only one provider, our availability as well as the boundaries of our service area can vary day to day, week to week, depending on the volume, complexity, and location of our case-load at any given time. Although our ultimate goal is to serve whoever in our community requests our services, we must, and do, reserve the right, at our sole discretion, to decline taking on new patients at any given time, in order to maintain adequate availability for our established panel of patients. (Of note, tobacco users are ineligible for our services. Also, we do not chronically prescribe controlled substances, such as narcotics and benzodiazepines.)

OUR TRADITIONAL SERVICES:

Dr. Simpson can either serve as your primary care physician OR work in tandem with your office-based primary care physician – your choice! We provide **wellness care** (like physicals), **acute illness care** (like strep throat and UTIs), **acute injury care** (like sprains and contusions), and **chronic illness care** (like hypertension and diabetes). We can check vital signs, vision, hearing, oxygen levels, and more on-site. We can order (and even collect) blood, urine, and other specimens on-site, perform EKGs, flush ears, give vaccines, change wound dressings, arrange for imaging, and most any other primary care service that is traditionally performed in an office.

OUR PREMIUM SERVICES:

Doc At Your Door is uniquely positioned to be able to provide state of the art **telemedicine** services to our established patients – consultations via phone, fax, E-Mail, and video! (To receive these services, you must have been seen in person by our physician at least once within the previous 12 months.) Additionally, we bring back vitally needed continuity to our nation’s health system by providing **transitional and navigational care** to our patients when they are moving from one care setting to another, or simply trying to figure out what specialists and tests to get, in what order, from whom and where. (Dr. Simpson is even available to accompany patients to their appointments, if they so desire!) We also provide **end-of-life care** as needed, helping with care coordination, palliation, and comfort care.

OUR FEES / YOUR PAYMENTS:

Unlike most medical practices (but like most other professional services), Doc At Your Door charges for services based upon **time and materials**.

- **Care Time** (physician time caring for you and/or on your behalf)
 - \$5 per minute (6am – 6pm weekdays)
 - \$7 per minute after hours (6pm-6am weekdays, weekends, and holidays)
- **Travel Time** (physician roundtrip time travelling from Main Street in Warrenton, VA)
 - \$2 per minute
- **Materials** (supplies, medications, vaccines, etc.) as incurred

As an example, if your home is 12 minutes from Warrenton and you request a visit for fever, and the physician requires 8 minutes to diagnose you and dispense a supply of appropriate antibiotics, that visit would be charged as follows:

<i>Care Time</i>	<i>8 minutes</i>	<i>x \$5 per minute</i>	<i>= \$ 40.00</i>
<i>Travel Time (roundtrip)</i>	<i>12 x2 = 24 minutes</i>	<i>x \$2 per minute</i>	<i>= \$ 48.00</i>
<i>Antibiotic</i>	<i>7 day supply@\$20</i>		<i>= \$ 20.00</i>
			<i>TOTAL COST = \$108.00</i>

(More expensive than a traditional office co-pay, yes . . . but consider the savings from no time off work, no travel time, no traffic, no long waits to be seen, no exposure to viruses and bacteria in the physician’s office, and no waiting at the pharmacy . . . many patients find tremendous value in this arrangement!)

We do NOT participate with any insurance companies, including Medicare and Medicaid.

All charges are fee for service and due in full at the time of service. We accept cash, check, and credit card payments. (Telemedicine services require an *advance* credit card payment.)

We do not document or code our visits in a manner dictated by or acceptable to insurance companies, including Medicare or Medicaid . . . therefore, **it will not be possible for you to seek reimbursement of your costs for our services from your insurer.** (In fact, Medicare requires that its beneficiaries sign a ‘private contract’ with us, in advance of any services, acknowledging our non-participation status and agreeing not to file any claims with Medicare for reimbursement.)

SCHEDULING APPOINTMENTS:

In non-urgent primary care situations, to request a service of any kind, contact us 24/7 via:

- **PHONE, TEXT, FAX (1-833-362-8800)**
- **E-MAIL (Dr.Simpson@DocAtYourDoor.care)**

You will be asked to leave a message providing name; DOB; desired service, location and time; and contact information. We regularly check for these messages **Monday - Friday at 6am, 10am, 2pm, and 6pm.**

- If your message is left during these hours, we will respond ASAP that same day.
- If your message is left after hours (after 6pm, on weekends, or on holidays), we will respond the next business day.

In urgent primary care situations (when you feel your primary care situation cannot wait, or should not wait, for a routine response as above), to request an urgent response from our physician, call us 24/7 via:

- **PHONE (1-833-362-8800)** . . . *follow the phone instructions for 'Urgent Calls'.*

You will be asked to leave a message providing name; DOB; the reason for your urgent call; and contact information. If you do not get a response from our physician within 45 minutes, please assume the message was not received and call again with the same information. (If you do not get a response after a second attempt, please assume that our physician is either not getting your message or is unable to respond. In that case, please seek alternative care from either your office-based provider, an urgent care center, or a hospital emergency room – whichever you deem most appropriate for the situation.)

Please note that urgent phone consults with our physician may result in a consultation fee, depending upon the nature of the call and the required response.

In emergency situations, (or urgent care situations that are beyond the scope of a primary care physician), please seek immediate care from an urgent care center or a hospital emergency room – whichever you deem most appropriate for the situation.

IF WE ARE NOT AVAILABLE:

Please note that If our physician is not available on any given day, we will indicate that on our phone message and on our website. If you deem that your situation cannot wait for him to be available, please seek more immediate care from your office-based provider, an urgent care center, or a hospital emergency room.

PREPARING FOR A VISIT:

There are a number of things you can and should do to prepare for either an on-site visit or a telehealth visit with our physician. Please see our website for details (under the 'Prepare for a Visit' section on the 'Schedule a Visit' page). **For first time patients**, preparing for a visit should include reviewing our **New Patient Forms** in advance, to familiarize yourself with them. Our physician will bring copies of these forms to your first visit for your signature. If you have a printer, you may print them in advance and complete/sign them ahead of time.

Thank you for your interest! More specifics can be found at www.DocAtYourDoor.care