**xvi. Patient Agreement Appendix 1**

**Medical Services**

Medical Services means those medical services, provided by the PRACTICE, that the Provider 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 Academy of Pediatrics, American Academy of Family 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 illnesses and injury, certain minor surgical procedures, and any other services within the scope of family practice 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 family 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 570-689-1866 between Monday-Friday before 12:00 pm or on a weekend or holiday before 12:00 noon, shall receive a return call before 6:00 pm that same day. Most of calls will be returned within 60 minutes, unless the Provider is with a patient. After a telephone consultation with the Member, the Provider will determine, within his/her sole discretion, whether the illness or medical condition requires same-day Provider care. If same-day Provider 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 Provider's judgement, the Member shall be scheduled for an appointment on the next available day which is not a weekend day or holiday.
  3. **Access.** Members will be provided continuous 24/7 access for acute medical issues.
  4. **Specialist Care/Referrals.** If the Provider 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 Provider. 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.** Members 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 during office hours and by calling the private cell phone number for the Provider after office hours whenever necessary; Member agrees NOT to email urgent issues during office hours as the PRACTICE is seeing Members for visits and giving full attention to Members in the office. In this situation, it is strongly recommended that the Member calls the office directly at 570-689-1866. 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 another non-secure platform.
3. **Phone Calls/Visits.** Members will use the office number during office hours as outlined above. Member will use a Provider’s private number, which will be provided upon enrollment, to call the PRACTICE after-hours/weekends/holidays for acute issues.
4. **No Wait or Minimal Wait Appointments.** Every effort shall be made to assure that a Member is seen by the Provider immediately upon arriving for a scheduled office visit or after only a minimal wait.
5. **Same Day/Next Day Appointments.** Routine visits can be scheduled by calling the office or emailing the staff. For acute issues requiring same/next day appointments, Members can call the office prior to 12 noon on a normal office day (Monday through Friday) to schedule an appointment. Every reasonable effort will be made to schedule it the same day. If Member calls after 12 noon for an acute/urgent issue, and if there is no availability that day, the visit will be scheduled the next business day.