



COMPASS HEALTH
DIRECT PRIMARY CARE

**WELCOME
GUIDE**



GREETINGS

WELCOME TO COMPASS HEALTH, WHERE YOUR HEALTH AND WELLNESS ARE OUR TOP PRIORITIES. WE ARE THRILLED TO HAVE YOU JOIN OUR FAMILY OF PATIENTS, AND WE LOOK FORWARD TO PARTNERING WITH YOU ON YOUR JOURNEY TO OPTIMAL HEALTH.

AT COMPASS HEALTH, WE BELIEVE IN A PATIENT-CENTERED APPROACH TO HEALTHCARE. THIS MEANS THAT WE PRIORITIZE BUILDING STRONG, TRUSTING RELATIONSHIPS WITH EACH OF OUR PATIENTS, AND WE TAILOR OUR CARE TO MEET YOUR INDIVIDUAL NEEDS AND PREFERENCES. OUR GOAL IS TO PROVIDE YOU WITH COMPREHENSIVE, COMPASSIONATE, AND PERSONALIZED CARE THAT GOES ABOVE AND BEYOND YOUR EXPECTATIONS.



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ABOUT ERIN

Erin Kosich is a compassionate and dedicated Family Nurse Practitioner (FNP) committed to providing high-quality, patient-centered care to individuals and families. Erin is passionate about preventive care and believes in the importance of empowering her patients to take an active role in their health. By building strong, trusting relationships with her patients, Erin strives to create a supportive and collaborative healthcare environment where everyone feels valued and respected.



Erin Kosich, FNP
FOUNDER

ABOUT HEATHER

Heather is a warm and committed Family Nurse Practitioner (FNP) who is dedicated to delivering holistic, patient-centered care to individuals and families. She is deeply passionate about preventive health and women's wellness, with a special interest in supporting patients through every stage of life. Heather prioritizes meaningful connections, taking the time to truly listen and understand her patients' needs. Through her compassionate, relationship-based approach, she fosters a welcoming and collaborative environment where patients feel supported, empowered, and genuinely cared for.



Heather Alico Lauria, FNP

HELPFUL TIPS



CLINIC OFFICE HOURS

Monday-Friday 8:00-5:00

MEDICATION REFILL REQUESTS

Refill requests will be acknowledged within 24 hours. You can request refills either through contacting the clinic directly or through your pharmacy.

APPOINTMENTS

Preventative wellness exams will be 90 minutes and offered annually. Chronic disease appointments are every 3 months (more often as needed). For sick visits, please schedule through the scheduling link below or by texting Compass Health. Call or text if you need assistance scheduling or don't see an appointment time that suits your needs.

<https://compasshealthdpc.hint.com/booking?appointment-type=appty-2a9e19837403dbe6>

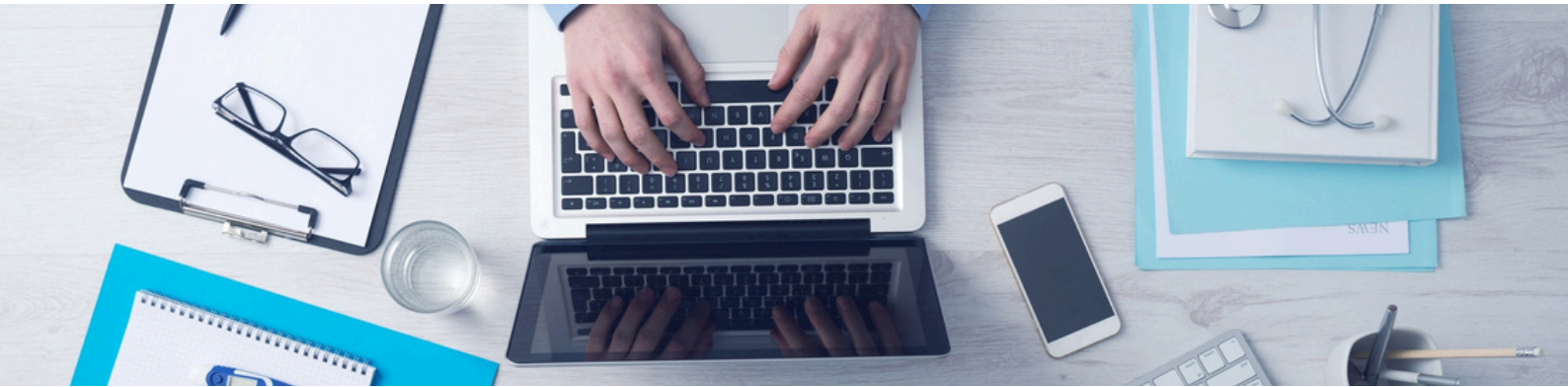


GETTING IN TOUCH

By providing multiple channels for communication and ensuring timely responses to patient inquiries, Compass Health aims to foster strong, collaborative relationships

1. **Phone Calls - (984) 265-7334:** Our practice welcomes phone calls during office hours for appointment scheduling, inquiries about services, or urgent medical concerns.
2. **Email - erin@compasshealthdpc.com or heather@compasshealthdpc.com:** Our secure email provides a convenient platform for non-urgent communication. Through email, patients can schedule appointments, request prescription refills, and send secure messages to their provider. For more urgent needs, please use the texting service or the secure Spruce app.
3. **Text Messaging - (984) 265-7334:** For quick and simple communication, our practice offers text messaging. Patients can opt-in to receive text notifications and reminders, making it easy to stay connected. We respond to text during regular business hours, but feel free to text her whenever it is most convenient for you!
4. **Spruce App -** Download the Spruce app to message securely with us. Link: spruce.care/compasshealthdirectprimarycare
5. **Telemedicine:** In addition to in-person visits, we offer telemedicine appointments for virtual consultations. Patients can schedule telemedicine appointments for follow-up visits, medication management, or minor health concerns, providing flexibility and convenience in accessing care from anywhere.
 - a. Please note: the patient must be located in North Carolina to receive telemedicine services.
 - b. Visits can be scheduled using the same scheduling link!

FAQ



How do I get started with my first appointment?

Use the scheduling link at www.compasshealthdpc.com/welcome-to-compass-health to schedule your first visit. Our office is located at 5107 Southpark Dr Suite 203, Durham.

What is included in my membership?

Our membership includes a wide range of primary care services such as preventive care, chronic disease management, urgent care, and basic diagnostic tests. We also offer telemedicine consultations and discounted lab work for added convenience. Our membership includes one preventative physical annually as well as UNLIMITED texting, phone consultations and visits (virtually and in-person).

Are any labs included in my membership?

Yes! Our membership includes common labs for a preventative annual physical: hemoglobin A1c, lipid panel, comprehensive metabolic panel and thyroid stimulating hormone. For any additional labs recommended, you can have these done at our discounted rate. All lab results will be sent directly to your email; you can also set up a patient account on the Labcorp website for results.

Can I cancel my membership?

Of course! Compass Health just requires a 30-day written notice for cancellation.

What if I need to access care outside of regular office hours?

We understand urgent care needs can arise at any time! If you need after-hours care, you can access this through urgent care or emergency medical services and communicate with your provider for follow-up.



COMPASS HEALTH
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THANK YOU!



COMPASS HEALTH
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Navigating you to better health.

Questions? We're here to help.

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