



# PATIENT HANDBOOK



# WELCOME!

**Who we are:**  
Story Family Medicine is a Direct Primary Care (DPC) clinic located in Moscow, Idaho. Under the DPC model, patients receive comprehensive primary health care directly from their provider. Patients pay for this care through a monthly membership, paid directly to Story Family Medicine.

Take a moment to read about how and why we're different.



Transparent  
Costs



Timely  
Service



Flexible  
Visits



Quality  
Care

**Our Goal:**  
**Provide excellent and faithful medical care.**



# OUR PROVIDERS

Story Family Medicine is all about people, and it shows.

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*Rachel Carnes*

NURSE PRACTITIONER



*Rod Story*

FOUNDER & MEDICAL DOCTOR



*Lisa Halpert*

NURSE PRACTITIONER



*Matthew Rice*

DOCTOR OF OSTEOPATHY



*Andrew Becker*

PHYSICIAN ASSISTANT



*Matthew McCabe*

MEDICAL DOCTOR

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Behind the scenes at Story Family Medicine, we have truly compassionate and committed people dedicated to practicing unique, personalized, and faithful medicine.

# OUR SUPPORT TEAM

None of our medical work would be possible without our patient support team. They work hard, both in front and behind the scenes, to uphold the providers and facilitate our care for you.



Our members have an important role to play. You are responsible to care well for yourself and your family, and we will be careful not to overstep. We will work hard to give you the tools and the time you need to be a good steward of your body and resources.

# Make the Most of Your Membership

We are not your average medical office. Direct Primary Care is an ongoing relationship with your provider.

**SFM membership includes 12 visits + one complete physical with your provider each year. Visits over the threshold will be billed at \$75 for each visit.**

Here are a few tips to help you make the most of your care:

## Tip 1: Schedule an Annual Physical!

There is no better way to use SFM than to take time with your provider to review your health, have a complete physical exam, and consider lab testing for health screening. We are thankful to have the time AND cost-effective services to individualize our care.

## Tip 2: Make a Care plan

We strive to communicate our medical care in a way that you clearly understand and can take with you. Our main tool for this is called the “Care Plan.” This is a short report highlighting your visit and what you and your provider anticipate going forward.

## Tip 3: Schedule Reminders

We find that follow-up visits are hard to schedule in advance. Instead, we keep many appointments open each week for scheduling when needed. We use scheduled reminders and messages to connect with you from time to time.

# Practice Info

## Hours of Operation

Story Family Medicine is open 5 days a week to care for you.

Monday	<b>8:30 am - 5:00 pm</b>
Tuesday	<b>8:30 am - 5:00 pm</b>
Wednesday	<b>8:30 am - 5:00 pm</b>
Thursday	<b>8:30 am - 5:00 pm</b>
Friday	<b>8:30 am - 12:30 pm</b>

## Location and Contact Information

Story Family Medicine  
1350 Troy Road, Suite 4  
Moscow, Idaho 83843  
United States

- Office: (208) 310-7773
- Fax: (208) 301-6030
- Email: [hello@storyfamilymed.sprucecare.com](mailto:hello@storyfamilymed.sprucecare.com)

## Follow Us



@StoryFamilyMed



@StoryFamilyMed

# Membership Plans

## Monthly Membership Pricing

3-month commitment required, 3% additional charge for credit or debit cards

Age	Rate
0 - 21 <i>When combined with an adult membership. Married couples do not qualify for this reduced rate.</i>	\$48
0 - 64	\$105
65+	\$125
Family Plan <i>2 adults and 2 children</i>	\$260
Each Additional Child <i>Beyond the two children included in the Family Plan</i>	\$15

### Registration Fee. \$105

\$99 one-time fee per person. Not to exceed \$210 per family, when all family members are registered at the same time.

*Direct Primary Care is not health insurance. Membership provides affordable care for most of your family's medical needs. For catastrophic coverage, SFM recommends purchasing insurance or joining a Healthcare Sharing Ministry. DPC members usually are able to choose higher deductible coverage, ultimately saving significantly on healthcare costs.*

# Communication

## How to Communicate

There are several ways to contact SFM:

- 1) Text our clinic number at (208) 310-7773
- 2) Message through our secure mobile app - Spruce
- 3) Email our clinic at [hello@storyfamilymed.sprucecare.com](mailto:hello@storyfamilymed.sprucecare.com)

The Spruce app allows for photo and video uploads as well as scheduled telemedicine visits.

- Texts and emails are answered in a routine timeframe during office hours. Please expect 24-hour turnaround time.
- Texts are best for brief, simple questions or requests (think “tweets”)
- Example “I need a visit...” “Please refill my medication.”
- For more involved medical questions, please call to schedule a visit or phone call with your provider.

### HOW TO SCHEDULE APPOINTMENTS

Call or text: (208) 310-7773

Message: through your Spruce app portal or

Email: [hello@storyfamilymed.sprucecare.com](mailto:hello@storyfamilymed.sprucecare.com)

## Urgent Care Needs

If appropriate, our providers gladly care for your urgent needs after hours (including weekends and holidays).

To reach the on-call provider after hours you will need to call the clinic (208) 310-7773 and then press “1” for urgent. This will ring through to the provider’s personal phone.

Text messages, Spruce messages, or emails are NOT received as urgent and will be responded to during the next business day.

Download  
Spruce



# Timely Response

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## **The Story Family Medicine Experience**

Response times that you can expect from SFM

**Routine phone calls:** Same or next business day

**Lab results:** 3-5 business days after send-off

**Pap smears and skin biopsy results:** 10-14 business days after send-off

**Speciality Referrals:** 1 week; Please call if you have not been contacted

SFM communications are often expedient, but the hand-off to other offices or a hospital can result in communication gaps. We appreciate it when our members keep in contact and help us track orders!

## **Insurance Prior Authorizations**

If you have insurance and need a study (MRI, CT, or sleep study, for example) or referral to a specialist, we will process this for you. Prior authorizations are very time intensive and we will do our best to communicate with you in a timely manner.



Why pay cash for MRI, X-Rays,  
CT, medications, labs, or sleep studies?

# Count the cost...



## Pay Cash



## Bill Insurance

Ask SFM for cash pay options

Schedule your labs, procedure,  
imaging, etc.

Pay cash price

### CASH OPTIONS

- Often cheaper than insurance
- Transparent pricing
- Faster scheduling

**Patient:** Provide SFM with current insurance info, including a current photo of your card

**Patient:** Contact your insurance company

- Know your coverage
- Know your deductible
- Know your in-network\* options
- Know if a prior-authorization is needed

**SFM will:**

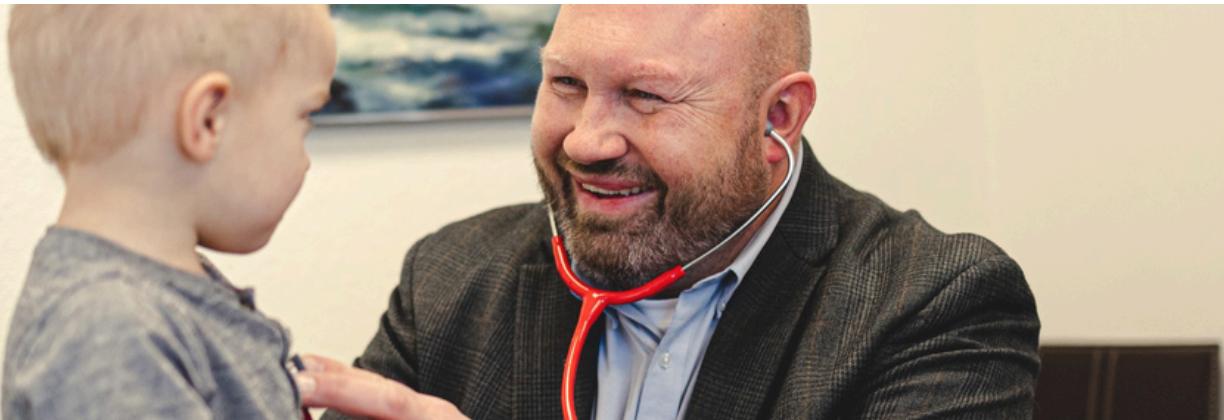
- Attach insurance information
- Provide diagnosis and procedure codes
- Arrange for prior-authorization as needed

**Patient:** Wait for insurance authorization

**Patient:** Schedule your labs, procedure, imaging, etc.

\*SFM is "out of network" for ALL insurance plans.

# Appointments



Same-day or next-day office appointments are available Monday-Friday, excluding holidays.

**Membership includes** up to twelve (12) primary care visits + one annual physical per person per year at no additional cost. Appointment types include:

- Wellness exams
- Acute and chronic disease management
- Virtual visits (for acute care not requiring physical examination or testing)
- Procedures: cryotherapy, stitches, casting, dermatology, and more (see below)
- In-office studies: EKG, spirometry
- After-hours urgent care

Charges for additional in-office primary care visits after the first twelve are subject to a \$75 per visit fee.

**In-Office Procedures** - Procedures have a fee of \$35 to cover the cost of supplies.

**Obstetric Services** - SFM providers are not able to provide routine prenatal care. We will gladly coordinate care with midwifery or obstetrics.

**Vaccinations** - Routine childhood vaccines are available to Idaho children, under the age of 19 years. The vaccine itself is free through the state vaccine program, though Story Family Medicine charges a \$20 administration fee per vaccine with a max of \$60.

Select adult vaccines are made available to our patients at wholesale cost plus an administration fee.

# Medication & Refills



## Prescription Medication

SFM is a licensed pharmacy and we can order prescription medications for members at wholesale cost. Orders are placed every Tuesday and are usually dispensed the following business day. Medications dispensed through our clinic are billed at our actual cost plus a \$6 dispense fee.

We will notify you by text when medications are ready to be picked up.

## Controlled Substances

As a rule, SFM does not manage or prescribe chronic controlled substance prescriptions (narcotics, benzodiazepines, amphetamines, etc.).

## Pharmacy Prescription Medication Refills

- Some refills may require an appointment with your provider.
- Message refill requests through Spruce or call us.
- In your message for prescription refills, tell us:
  - Patient's name & phone number.
  - The name of the prescription, dose, and quantity.
  - The pharmacy name, phone number, and address where it is to be refilled.
- If this is a new prescription that SFM has not filled for you, please contact the pharmacy and ask them to fax us (208)301-6030 the refill request.
- Please contact us at least two business days before your refill is due.
  - While we can often fill it earlier, this allows time for potential issues and provider schedules.

# Records & Labs

## The Story Family Medicine Experience

### Medical Records

We can provide you access to your chart through the Elation patient portal, including lab results. Please contact our office to request this access.



### Labs

We are able to draw most labs with our in-house phlebotomists. You will be billed for your labs at the time of service. Occasionally, payment for labs will be invoiced to your account upon receipt of the lab bill to our office. We pay the bill on your behalf, usually on the 5th of the following month, and then invoice your account and schedule the payment to be deducted from your account on file within 7 business days. You will be notified via email before scheduled charges take place.



# THANK YOU!

## Our Mission

At SFM we seek to follow Jesus Christ's example by serving our patients through excellent, cost-effective, attentive, and merciful care.

[Read our Mission Statement](#)



**Thank you for allowing us to care for you!**

**Questions?  
We're here to help.**

[www.storyfamilymed.com](http://www.storyfamilymed.com)

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