



Welcome to Story Family Medicine
1150 Alturas Drive, Suite 101, Moscow, ID 83843

Hours:

Monday: 8:30am - 5pm
Tuesday: 8:30am - 5pm
Wednesday: 8:30am - 5pm
Thursday: 8:30am - 5pm
Friday: 8:30am - 12:30pm
Closed 1 hr for lunch Monday - Thursday

Phone: (208) 310-7773

Email: hello@storyfamilymed.sprucecare.com

Fax: (208) 301-6030

We are honored to care for you! Please take a moment and read about Story Family Medicine (SFM). SFM is a Direct Primary Care clinic, and we are different from most family practices.

Appointments: For appointments, please call (208) 310-7773.

Phone, Email, Text, and Video:

There are several secure, HIPAA-compliant ways to message SFM:

- 1) Text directly to our clinic number at (208) 310-7773
- 2) Message through our secure phone app - Spruce
- 3) Email our clinic at hello@storyfamilymed.sprucecare.com

The Spruce app also allows for video uploads, and for scheduled telemedicine visits.

Texts and emails are answered in a routine timeframe during office hours.

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

Communication: SFM works hard to keep communications with you simple. We use text or email for the following needs:

- 1) Medication refill requests
- 2) Lab and xray results
- 3) Non urgent medical question
- 4) Instructions for referrals

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

Response times that you can expect from SFM:

Routine phone calls: will be returned the same or next business day.

Labs: Please give us 3-5 business days for results

Pap smears, skin biopsies: 7-10 days for results

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

Medication and Refills: SFM orders medications for members at wholesale cost. Orders are placed every Tuesday, and usually dispensed the following business day. Meds dispensed through our clinic are billed at our actual cost plus a \$5 service fee.

We will notify you by text when medications are ready to be picked up. Meds are NOT charged until they are dispensed to you.

Insurance Prior Authorizations: If you have insurance and need a study (MRI or 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.

Controlled Substances: As a rule, SFM does not manage chronic controlled substance prescriptions (narcotics, benzodiazepines, amphetamines).

Payment: 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. Membership is due monthly. Failure to routinely pay the membership will result in discharge from Story Family Medicine. 30 days written notice is required to terminate your membership.

Clinic Closures: SFM provides time off for our staff with clinic closures on several holidays per year. On-call coverage is usually available during these clinic closures.

Home Visits: SFM providers are pleased to care for you at home, as appropriate. Please contact our office to arrange.

Hospital Care: Hospital care is provided on a case-by-case basis. Please contact our office as a need arises.

Thank you for joining us on this adventure. "Medical care the way it should be!"