

Appendix 1: Services and Payment Terms

1. **Medical Services.** As used in this Agreement, the term Medical Services shall mean those medical services that the Physician is permitted to perform under the laws of the State of Washington and that are consistent with his/her training and experience as a Family Medicine Physician, as the case may be. A representative sample includes: regular office visits, physical exams, acute and chronic disease management, preventative health education, specialty consultation and coordination, CLIA-waived in-clinic laboratory testing and microscopy, EKG performance/interpretation and blood pressure checks.

Non-included services, provided at an additional significantly reduced cost. A representative sample of non-included services involves skin biopsy*, lesion removal*, pap smear* (*extra charge for pathology services). In addition, if you desire our pricing, we can offer reduced priced medications, labs and radiologic studies at significantly lower costs, though payment is required at the time ordered. Non-included services, labs, x-ray, pathology fees will be posted in the office and on-line and are subject to change. These services will be available to you at a reduced rate if you choose to utilize these services.

Non-included services not provided. These are services we personally don't provide in our office, they include: hospital care, prenatal care past 16 weeks and obstetrical care, outside physician fees, referrals, pathology, lab and radiologic fees. The Physician may from time to time, due to vacations, sick days, and other similar situations, not be available to provide the services referred to in this paragraph. During such times, Patient's calls to the Physician, or to the Physician's office, will be directed to a physician who is "covering" for the Physician during his/her absence, or the Patient may need to find other care delivery service through alternate urgent or emergency care center, should the need not be able to wait until return of the Physician. NHC will make every effort to arrange for coverage but cannot guarantee such coverage.

2. **Non-Medical, Personalized Services.** NHC shall also provide Patient with the following non-medical services ("**Non-Medical Services**"):

- a. **24/7 Access.** Patient shall have access to the Physician via instant messaging (texting), email, or direct phone to the Physician on a twenty-four hour per day, seven day per week basis, for medical issues that arise outside of normal office hours. Patient shall be given a phone number where patient may reach the Physician directly and access to an application that allows for secure direct instant-messaging of the Physician. During the Physician's absence for vacations, out-of-town travel, continuing medical education, illness, emergencies, or days off, NHC will make an effort to provide the services of an appropriate licensed healthcare provider for assistance in obtaining medical services if the absence is expected to be for multiple days. If no back-up provider is available, or if the patient is unable to get in contact with Dr. Meyer, then they are advised to seek care through the closest emergency room, should they have an acute care need or emergency.
- b. **E-Mail Access & Instant-messaging.** Patient shall be given the Physician's e-mail address and a link to secure instant messaging through which non-urgent communications can be addressed. Such communications shall be dealt with by the Physician or staff member of the Practice in a timely

manner. Patient understands and agrees that email, the internet and instant messaging should never be used to access medical care in the event of an emergency, or any situation that Patient could reasonably expect may develop into an emergency. Patient agrees that in such situations, when a Patient cannot speak to Physician immediately in person or by telephone, that Patient shall call 911 or the nearest emergency medical assistance provider, and follow the directions of emergency medical personnel. ^[SEP]

- c. **Minimal wait Appointments.** Every effort shall be made to assure that Patient is seen by the Physician as soon as possible upon arriving for a scheduled office visit or after only a minimal wait. If Physician foresees a minimal wait time, Patient shall be made aware and advised of the projected wait time.
 - d. **Same Day/Next Day Appointments.** When Patient calls, e-mails or messages the Physician prior to noon on a normal office day (Monday through Friday) to schedule an appointment, every reasonable effort shall be made to schedule an appointment with the Physician on the same day. If the patient calls, e-mails or messages the Physician after noon on a normal office day (Monday through Friday) to schedule an appointment, every reasonable effort shall be made to schedule Patient's appointment with the Physician on the following normal office day.
 - e. **Home Visits.** Patient may request that the Physician see Patient in their home if the Patient is too ill to come in and the Physician considers such a visit reasonably appropriate. These visits are available in a 20-minute driving radius from the office and may be subject to an additional fee. ^[SEP]
 - f. **Specialists.** NHC Physician shall coordinate with medical specialists to whom Patient is referred to assist Patient in obtaining specialty care. Patient understands that fees paid under this Agreement do not include and do not cover specialist's fees or fees due to any medical professional other than the NHC Physician.
3. **Payment terms.** Patient will be billed monthly for NHC membership. Patient may provide a credit card or voided check for direct withdrawal from their checking account for automatic payment if desired. Billing will occur monthly in the last week of the calendar month. When a patient joins the practice mid-month, a prorated charge for the corresponding partial month will be charged initially followed by the full recurring monthly fee to follow. If medications, laboratory services, pathology services or radiological services are sought from NHC then those charges will also be charged in the same fashion. Payment for 6 months or more can be made up front and the funds will be held in a trust account. The unused portion will be refunded upon cancellation of membership. If the member becomes delinquent with their monthly membership fee, no office visits will be authorized until the membership is up-to-date. Medication refills could be denied if the member is delinquent on their monthly membership fee, or does not comply with routine follow-up appointments. Every effort on the part of the Physician and NHC will be made to avoid such a situation.
4. **Monthly Fee, subject to change:**
- a. Children 0-18 year old, \$25 a month with parent membership
 - b. Adults 19-40 years old, \$85/month
 - c. Adults 41-59 years old, \$100/month
 - d. Adults 60+ years old, \$120/month
5. **Insurance: We do not accept any medical insurance, and are not contracted with any insurance companies. Medicare patients are not allowed to submit receipts for reimbursement to Medicare**

or their secondary insurance company, per Medicare guidelines. We do not submit any insurance claims. We are however, happy to work with and consider your existing insurance plan when making referrals for care outside of NHC.

6. Enrollment fee: There is no enrollment fee.