



# GRANTS PASS FAMILY MEDICINE PC

## Member Services Guide

Grants Pass Family Medicine, PC provides clinic-based primary care services to its members. Members may schedule appointments as needed for preventative care such as yearly exams, chronic disease management and in-office procedures. Same or next-day appointments are available for minor injuries and illnesses. There are no copayments to be seen in the office. All office visits are included in the membership.

### **Chronic Disease Management**

Ongoing care is provided for conditions such as high blood pressure, diabetes, asthma etc., with the goal of improving quality of life and reducing complications. If specialist care is needed, appropriate referrals will be made. The cost of specialist care is not included in the membership fee.

### **In-Office Procedures**

To aid in diagnosis or treatment, procedures such as skin biopsy, freezing of skin lesions, toe nail removal, breathing treatment, stitches, electrocardiogram (EKG), drainage of abscess, etc., are performed in the office. When there is a supply (ie. a splint) or laboratory cost associated with a procedure you will be informed in advance.

### **Laboratory Testing**

We have negotiated for our member patients greatly reduced lab prices with a national reference laboratory. Often these prices are up to 90% off the insurance based price. We will always tell you in advance what you will pay for these labs. We perform blood draws onsite. We do perform a limited number of onsite tests (strep tests, pregnancy tests and urinalysis as examples) that are included with membership.

### **Medications and Immunizations**

Injectable medications (vitamin shots, antibiotic injections, and joint injections as examples) are available in the office. Most of these are included with your membership or provided at cost. We do not charge an administration fee. Childhood vaccines are facilitated through Josephine County Health Department. We will advise adults of needed vaccines, and a yearly flu vaccine will be available in the office. Local pharmacies are able to provide other routine adult vaccinations.

### **Preventive and Wellness Care**

Periodic health exams and recommendations for screening tests and procedures in accordance with national clinical care guidelines are included. Promotion of a healthy lifestyle and healthy behaviors is our goal.

### **Urgent Care and Treatment**

Evaluations for illnesses or injuries that do not require emergency or specialist care, but are commonly addressed in an outpatient primary care office, are included. After-hours visits for these issues will be available most of the time when medically necessary. There is no additional charge for after-hours visits.

### **Prescription Pharmaceuticals**

In addition to standard prescriptions which can be sent electronically to your pharmacy for payment either by cash or through your insurance, common generic medications will be available and dispensed in our office directly to you at wholesale prices.

### **Care Outside of the Office**

Except for vacations and/or unexpected situations, your provider will be available to you by telephone, email, text or video chat. We make house calls (within a specified geographical area) if necessary. An additional fee may be incurred for house calls outside of Grants Pass. Our goal is for you to have access to your physician by the method that fits you the best. In the event your provider is on vacation, telephone coverage from another provider will be available to you.