



Michael E. Ford, MD

## **H&Ds** | HIGHLIGHTS & DETAILS

### **Enhanced Concierge Care Benefits Included as Part of the Annual Fee**

*These offerings are not covered by Medicare or by other insurance plans. My practice size is smaller which allows me/my office staff to provide you with the following membership benefits:*

**Direct communication to me or my assistant during business hours.** When you call my office during office hours there will be no recording to navigate only real people to take your call, with a real concern for your health and well-being. In the event that you need to leave a message, your phone call will be returned promptly. If you deem your problem "urgent" I will make every effort to speak to you at the time of your call.

**My personal cell phone number will be provided to you.** This allows easy and direct communications for urgent medical problems that occur outside of my regular office hours. I will use my reasonable best efforts to be available to hear from you when you are ill or injured, to coordinate your care. **For emergencies, however, always call 911 first.**

**Convenient email communication for non-urgent health issues or questions.** You will receive a prompt response from me personally (usually within 24 hours). Because email communications are not always secure, please use discretion when choosing topics to discuss with me via this platform. Your patient portal is the best way to communicate securely and confidentially.

**Little or no office waiting room time, and longer appointments.** Office visits will start promptly. Appointments will generally be scheduled for approximately 30 minutes, but some appointments (for example, a Comprehensive Annual Health Assessment) will be scheduled for approximately 60 minutes. My aim is to afford you the time to thoroughly address all your questions and concerns, regardless of the reason for your visit.

**Extended office hours.** Office visits are best scheduled when the full complement of staff is available. However, should you require occasional visits outside of our usual office hours, we will certainly do our best to reasonably accommodate you.

**Strong focus on preventive medicine and long-term health and wellness.** As part of my commitment to your long-term health and wellness, my philosophy is to educate you about the importance of fitness, weight management and healthy living. In addition to the clinical services I already offer through my practice, I will assist you to identify and evaluate wellness providers and offerings. This will support your effort to take an active role in managing and maintaining your good health.

**Personalized hospital care.** Should you need to be hospitalized, I will make myself available when I can to communicate with you and to serve as an advocate on your behalf, even when you are admitted to a facility at which I do not have privileges or where I am not your attending physician. If you wish, unless hospital policy or protocol does not allow, I will do what I reasonably can to remain involved in your care, including by making courtesy visits and/or communicating with the hospitalists or other attending physician providing services to you.

**Independent or skilled facility care.** Should you need to be in an independent or skilled nursing facility, on a temporary or permanent basis, I will make myself available when I can through communication with those involved with your care, on a case-by-case basis. I will also make myself available to your family to address any concerns and offer counsel.

**House calls.** If you are ill and unable to come to the office, but not homebound, a house call may be offered at no additional charge beyond an office visit fee. However, the need for each out-of-office visit will be determined on a case-by-case basis, at my discretion.

**Adult dependent children of members are welcome.** If a parent opts to join my personalized care practice, I will be happy to care for the first two of his/her adult dependent children between the ages of 18 up to 26 without an additional membership fee. There will be a reduced fee for any additional dependents.

**“Virtual” consultations and long-distance care.** Whether you are on a brief vacation, living some of the year in a second residence, or otherwise unable to come to the office, I will offer a “virtual” consultation as determined on a case-by-case basis, at my discretion and subject to applicable state law requirements. This includes your enrolled dependents who may be away at college. However, if in my judgment you need to be seen by a local physician, you will be encouraged by me to seek medical attention. We will communicate with you directly, as well as with your treating physician as needed, to support the coordination of your care on health issues that may arise.

**Care for visiting relatives and/or friends.** Should your out-of-town family or friends become ill during a short visit to the area, I will be happy to see them in my office and assist with their medical care. I will treat them as though they were a member of my practice.

**Quarterly newsletter on topics relevant to your health and well-being.** I will provide seasonal newsletters on medical subjects of interest.

**Travel medicine consultation.** I will offer guidance on CDC recommended inoculations and/or precautions to be taken while traveling.

**Seminar groups.** On occasion, I will host meetings to discuss a variety of timely health issues and offer an opportunity for small group interaction.

## Comprehensive Annual Health Assessment

In my ongoing efforts to assist you in adopting and maintaining a healthy lifestyle and optimizing your quality of life, you will be encouraged and reminded by my staff to schedule a Comprehensive Annual Health Assessment, regardless of condition or necessity, each year. This is a comprehensive annual visit, unrelated to any illness or injury. It will include a thorough examination and an appropriate array of screening tests based on age, health status and risk factors. Each person is unique and there is no one-size-fits-all approach when it comes to prevention and treatment. Depending on your particular health situation, additional tests (such as blood tests, a colonoscopy, mammogram, etc.) may be recommended. These will be billed by the performing entity, and you or your insurer will be responsible for payment of these tests. I will use the results of our exam to help you develop a plan for the year to improve health and fitness and to address any new or existing health goals. Every patient is advised to have an annual evaluation.

The membership fee does not apply to the Welcome to Medicare assessment or to any annual wellness checkup. Portions of this Comprehensive Annual Health Assessment and associated tests may be “covered” services under Medicare and other commercial insurance plans and will be billed accordingly. The annual membership fee applies only to non-covered components of the Comprehensive Annual Health Assessment.

## My Staff

My staff is an important part of your experience with my office. They not only have the expertise to advocate on your behalf but will assist you in navigating through other aspects of the medical community when necessary.

## Insurance Information

### Commercial Insurance Patients

Office visit charges are not included in your annual fee. I intend to remain an in-network provider for most PPO insurance plans. I will bill insurance for all covered services and patients will be responsible for deductibles, co-pays and exclusions in accordance with individual insurance plan guidelines. It is my intention that no insurance-covered medical services are included in your annual fee.