

# Member Services Guide

BlueFire Med LLC 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 diseases like high blood pressure, diabetes, or asthma, 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. We have negotiated for more affordable cash pay services with some medical providers.

#### **In-Office Procedures**

To aid in diagnosis or treatment, procedures such as skin biopsy, freezing of benign skin lesions, toe nail removal, breathing treatment, stitches, electrocardiogram, fracture treatment, drainage of abscess, etc., are performed. When there is a supply or laboratory analysis 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 of the insurance based price. We will always tell you in advance what you will pay for these labs. We perform blood draws onsite. Lab results are available by phone, in person, or email. We do perform a limited number of onsite tests which are included as part of the membership (strep tests, pregnancy tests and urinallysis as examples). We perform EKGs and lung function testing as needed as part of your membership.

#### **Medications and Immunizations**

Injectable medications (vitamin shots, antibiotic injections, and joint injections as examples) are available in the office at the cost we pay for the item. We do not charge an administration fee. We will advise adults of needed vaccines, but they are not available in the office at this time. Local pharmacies are able to provide routine adult vaccinations. We utilize the local health department for pediatric vaccines, as they are at a fully or partially subsided cost to patients.

# 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.

# **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. All controlled substances will have to be sent to a local pharmacy to be filled and are not able to be dispensed from our in office pharmacy.

# Care Outside of the Office

Except for vacations and/or unexpected situations, your provider will be available to you by telephone, text, email, or secure video communication. We make house calls (within Manhattan city limits) if necessary on a limited basis to be discussed ahead of time to determine if appropriate. An additional fee may be incurred for house calls. Our goal is for you to have access to YOUR provider by the method that fits you the best. In the event your provider is on vacation, coverage from another provider will be available to you.