



MEMBER GUIDE

Welcome to EuDoc! We are happy to have you as a member and look forward to working with you to achieve your health goals. We do things a little different here than you may be used to, so here is a member guide as an introduction to our services.

COMMUNICATION

As a member, you get a direct line to your doctor. Here are the important contact details and how best to use them

Email: Available to members

Best used for non-urgent issues. Expect a turnaround time of a few days at most for email communication. Examples of when to use email include, but are not limited to, sharing articles, asking general medical questions, asking questions about the practice, or giving any non-emergent notifications. Email is not guaranteed to be HIPAA secure, so we do not share sensitive health information over email unless you give us a written request for any information you may need.

Message or text: Spruce/Patient Portal or Phone

Our preferred method of communication is through the Spruce App. This is a HIPAA secured messaging platform where health information can be shared freely. We will try to respond to messages on Spruce within 1-2 hours during business hours. Messages sent after hours will receive a response the following morning. Most communication should be sent through Spruce. You can also use your patient portal, but we do not get notifications on our phones from the portal which may delay our response to you. Texting us at the number below is also an option but is not HIPAA secure. If you choose to text, then you assume the risks of communicating personal information over an unsecured line.

Phone number: Available to members only

Calling the direct line is for urgent issues only. If you are having a life-threatening emergency, please call 911. This is also the after-hours line for urgent issues only. Dr. Qiu and Dr. Keener alternate covering overnight. If you have an issue that absolutely cannot wait until the following morning, you can call this number.

VISITS

You can make appointments by requesting them on your patient portal (<https://eudoc.md-hq.com/>) or messaging your doctor. When the appointment is confirmed, you will receive an email confirmation.

In-person: You can choose 30 or 60 minute in person visits. Even if you don't need a full 30 minutes, you can still pick this option.

Virtual: These are phone calls or video calls done through Spruce. If for some reason you are unable to use Spruce, we use another secure platform called Doximity which does not require you to download any app. Virtual visits are scheduled as 30 minute visits. More complicated issues requiring the full hour are generally better done in person.

LABS

We offer labs through Lab Corp at our special membership pricing. These prices are often more than 80% off the standard charge at any surrounding health system. We bill you for these labs at point of service and you will know the cost of your labs prior to paying for them. If you choose to use your insurance for labs, our prices no longer apply, and we do not know how much the labs will end up costing you.

LATE AND NO-SHOW POLICIES

Out of respect for other patients, please try to show up on time for your visit. We have no penalty for showing up late, but you may not have the full 30 or 60 minutes for your visit, especially if we have other patients who need to be seen. We do not have a penalty for no shows either, but we do ask you let us know as soon as possible if you are unable to make your appointment. You will receive a confirmation email when you schedule and appointment and another reminder by text and email 24 hours before your visit. Multiple no shows can be grounds for dismissal from the practice.

BILLING AND CANCELLATION

You are billed the registration fee at your first visit. Your monthly membership fees are billed at 30 day intervals at the end of a service period (i.e. if you start membership on the first of the month, you will be billed on the 30th for that month). If your payment fails, we will make every attempt to reach you. Failure of payment after 30 days will result in termination of membership.

While we hope to partner with you for a long time, we understand this may not be a good match or life happens and you need to end your membership. We ask that you provide at least 24 hour notice. You will be billed a prorated fee for the days your membership was active in the last pay period.

ADDING VALUE

Since we do not have to deal with the hassle of insurance, we spend our administrative time finding ways to increase the value of your membership. We would love to hear from you about how we can better serve you and make your membership more valuable. Feel free at any time to let us know what you would like to see and we will work with you to try and make it happen!