



## Frequently Asked Questions

### What is Concierge Medicine?

Concierge medicine, also known as retainer medicine, or boutique medicine, is an emerging model in physician care. Due to limited patient enrollment, a concierge physician is able to provide the kind of personalized and attentive care that every patient deserves. In many ways this represents a throwback to the old-fashioned, small medical practice that existed decades ago in which every patient was extremely well-known to both physicians and their staff. At the same time, we are now able to take full advantage of the latest available technological advances, such as e-mail correspondence with patients, electronic medical records, and electronic prescriptions. Additionally, physicians today can provide 24/7 personal cell phone availability for patients, as well as same-day appointments and extended patient visits.

### What makes Beacom Health different than a traditional medical practice?

- 24x7 access to your doctor, including his cell phone and e-mail.
- Highly personalized health advice tailored to your goals and lifestyle.
- Same day service.
- Privacy during your visits.
- Complete accommodation of your needs.
- Guidance through the process of seeing specialists as well as diagnostic testing and out-of-office procedures.

### What does my annual fee include?

As a patient of Beacom Health, you will receive 24 hours a day, seven days a week access to Dr. Beacom and his staff. The limited number of patients that Dr. Beacom treats allows him to provide ample time and attention to your medical needs, personalized, and focused not only disease management, but wellness and prevention. Appointments are available same-day or within 24 hours, around your convenience. You will also receive a comprehensive annual physical.

### Do you accept insurance?

Yes. Dr. Beacom is a participating provider with a number of health plans. Office visits and clinic services will be billed to insurance by our office, and patients will be responsible for their respective co-pays, co-insurance payments, and deductibles. Please call our office to confirm that we are enrolled with your insurance carrier.

### Will insurance cover my annual fee?

It is unlikely that the annual fee will be reimbursable. However, certain Health Savings Account (HSA) and Flexible Spending Account (FSA) plans may possibly allow for reimbursement for all or part of the fees for physician services. Patients should consult with their human resources representative at their place of employment, or their HSA or FSA plan managers.



### **How large is Dr. Beacom's practice?**

While most traditional primary care physicians have over 4,000 registered patients, Beacom Health is committed to a practice of no more than 400 patients. Because of the size of his practice, Dr. Beacom is able to provide immediate treatment of illness and extensive preventative care with a new focus on individualized attention and relationship development.

### **How are my records maintained?**

We have invested in a state-of-the-art electronic medical record system (EMR). Our EMR is secure, HIPAA compliant, and ensures that your records are accessible to Dr. Beacom at all times.

### **Who provides coverage in your absence?**

During times when Dr. Beacom is on vacation, a trusted, well-qualified physician will provide call coverage in his absence.

### **What happens if I need to see a specialist or be hospitalized?**

Dr. Beacom and his staff are available to provide complete coordination of care. We will guide you through the process of seeing a specialist as well as diagnostic testing and out-of-office procedures. This includes calling other doctors and specialists for you, arranging appointments and following through on your case. Depending on the diagnosis or procedures performed by the specialist, Dr. Beacom will find out results, interpret them for you and develop a game plan for you on the same day. If you are in the hospital, your doctor will see you daily and will maintain frequent contact with you and the hospital staff to monitor your care.

### **What happens if I experience a chronic or long term illness?**

At Beacom Health, you are treated like a member of your private physician's family. Rather than passing you off to a specialist, Dr. Beacom becomes your health guardian. If necessary, he will personally research your condition and then discuss your illness with leaders in the field of your illness to ensure that you receive expert care and the latest, most advanced treatment plans available. Furthermore, our entire staff is available to help you navigate the increasingly complex healthcare system that fails some patients with severe or chronic illnesses.

### **Will I be healthier?**

We can't promise that, no. But what we can promise you is peace of mind, knowing that your private physician is dedicated to you and your health, working on your behalf, paying attention to every single detail at all times.

