

PATIENT APPLICATION AND AGREEMENT

_____ (“Patient”) identified would like to participate in the Direct Primary Care or Full Concierge Practice (“Practice”) offered by Dr. Ann Mai (“Provider”). Patient and Provider acknowledge and agree to the following terms and conditions in connection with participation in the Practice.

DIRECT PRIMARY CARE SERVICE FOR MEMBER PATIENTS

- Elimination of all previous administrative fees
- Ability to make appointments online and communicate with the office via **PatientFusion.com - no texting!**
- Same day or next day appointments for urgent medical issues; with 7 days for annual exams
- Medical service to coordinate Patient's complete health care needs, including prescription refills, specialty care referrals, laboratory and diagnostic imaging needs, and prior authorizations for medications or services, form fees (school physical, employer wellness programs, etc.)
- A focus on wellness through the promotion of preventive medicine and the early detection of disease - a comprehensive health assessment in addition to your annual physical

FULL CONCIERGE SERVICE FOR MEMBER PATIENTS

- All of the above benefits as above with prioritized appointments and extended hours access
- Personal coordination of specialty referrals and hospital care
- One annual mobile phlebotomy draw per year
- Annual comprehensive wellness visit to include nutritional counseling
- Direct communication with the doctor via cell phone / text messaging
- FaceTime or Skype access if you are unable to visit the office

PATIENT COMMITMENTS

To participate in the Practice, Patient will be required to pay an annual fee (Annual Fee)

| Annual Fee Schedule | 1 year |
|----------------------------|---------------|
| Direct Access | \$500 |
| Full Concierge | \$2,500 |

- The Annual Fee is for a 12 month period ("Term"). Fees are subject to increase at Provider's sole discretion
- The Annual Fee is due on the effective date of this Agreement and on or before each anniversary thereafter as a condition for continuing as a Patient of the Practice. We will notify you of any fee increase thirty (30) days prior to your renewal
- The Annual Fee is for services that are not considered covered benefits by insurance plans or Medicare. If any of the listed services are considered covered benefits, then the Annual Fee pays for the remaining list of services
- The Annual Fee is non-refundable. Cancellation requires written notice
- If your Annual Fee is not paid within thirty (30) days of your renewal anniversary, a \$100 re-instatement fee will be added upon renewal
- The Annual Fee is not reimbursable by your medical insurance as it covers non-payable expenses

