



PATIENT AGREEMENT – URGENT CARE

This Patient Agreement (Agreement) is between **KIDS FIRST DPC** (the Practice, Us or We), and _____ (Patient, Member, or You).

Background

The Practice, located at 5603 Newbury St., Baltimore, MD 21209 provides urgent care medicine to its Members in a direct pay, membership model (DPC). In exchange for certain periodic fees, the Practice agrees to provide You with the Services described in this Agreement under the terms and conditions contained within.

Definitions

1. **Services.** In this Agreement, "Services" means the collection of services, medical and non-medical, which are described in Appendix A (attached and incorporated by reference), which We agree to provide to You under the terms and conditions of this Agreement.
2. **Patient.** In this Agreement, "Patient," "Member," "You" or "Yours" means the person for whom the Practice shall provide care, who have signed this Agreement, and/or whose names appear in Appendix B (attached and incorporated by reference).

Agreement

3. **Term.** This Agreement will last for one year, starting on the date it is fully executed by the parties.
4. **Renewal.** The Agreement will automatically renew each year on the anniversary date of the Agreement unless either party cancels the Agreement by giving 30 days' written notice.
5. **Termination.** Either party can cancel this Agreement at any time by giving 30 days' written notice to the other of intent to terminate.
6. **Payments and Refunds – Amounts and Methods.**
 - A. In exchange for the Services described in Appendix A, You agree to a monthly payment (or Membership Fee) in the amount which appears in Appendix C, which is attached and incorporated by reference;
 - B. Thereafter, the Membership Fee shall be due on the first business day of every month.
 - C. The Parties agree that the required method of payment shall be by automatic payment through a debit or credit card.



7. **Early Termination.** If You cancel this Agreement before its term ends, We will refund any unused portion of your membership fee on a per diem basis.

8. **Non-Participation in Insurance.** The Practice does not participate with any health plans, HMO panels, or any other third-party payor. As such, we may not submit bills or seek reimbursement from any third-party payors for the Services provided under this Agreement.

9. **This Agreement Is Not Health Insurance.** The Patient has been advised and understands that this Agreement is not an insurance plan and that this Agreement is not unlimited and includes up to 99 office and telehealth visits per year. It does not replace any health coverage that the Patient may have, and it does not fulfill the requirements of any federal health coverage mandate. This Agreement does not include hospital services, emergency room treatment, or any services not personally provided by the Practice or its staff. This Agreement includes only those Services identified in Appendix A. If a Service is not specifically listed in Appendix A, it is expressly excluded from this Agreement. The Patient acknowledges that We have advised them to obtain health insurance that will cover catastrophic care and other services not included in this Agreement. Patients are always personally responsible for the payment of any medical expenses incurred for services not included under this Agreement.

10. **Communications.** The Practice endeavors to provide Patients with the convenience of a wide variety of electronic communication options. Although We are careful to comply with patient confidentiality requirements and make every attempt to protect Your privacy, communications by email, facsimile, video chat, cell phone, texting, and other electronic means, can never be absolutely guaranteed secure or confidential methods of communications. By agreeing to this Agreement, You acknowledge the above and indicate that You understand and agree that by initiating or participating in the above means of communication, you expressly waive any guarantee of absolute confidentiality with respect to their use.

11. **Email and Text Usage.** The Patient authorizes the Practice and its staff to communicate with him/her by email regarding the Patient's "protected health information" (PHI).¹ The Patient consents to text message communication containing PHI through the number(s) provided. The Patient further understands and acknowledges that:
 - A. Email and text message are not necessarily secure methods of sending or receiving PHI, and there is always a possibility that a third party may gain access; and

¹ As that term is defined in the Health Insurance Portability and Accountability Act (HIPAA) of 1996 and its implementing regulations.



- B. Although reasonable effort is made to respond to communication in a timely fashion within scheduled office hours, email, text messaging, missed phone calls, and voicemail are not appropriate means of communication in an emergency, for dealing with time-sensitive issues, or for disclosing sensitive information. Therefore, in an emergency or a situation that could reasonably be expected to develop into an emergency, the Patient agrees to call 911 or go to the nearest emergency care facility and follow the directions of personnel.
12. **Technical Failure.** Neither the Practice nor its staff will be liable for any loss, injury, or expense arising from a delay in responding to the Patient when that delay is caused by technical failure. Examples of technical failures: (i) failures caused by an internet or cell phone service; (ii) power outages; (iii) failure of electronic messaging software, or email; (iv) failure of the Practice's computers or computer network, or faulty telephone or cable data transmission; (iv) any interception of email communications by a third party which is unauthorized by the Practice; or (v) Patient's failure to comply with the guidelines for use of email or text messaging, as described in this Agreement.
13. **Physician Absence.** From time to time, due to such things as vacations, illness, or personal emergency, the physician may be temporarily unavailable. When the date/s of such absences are known in advance, the Practice shall give notice to Patients so that they may schedule non-urgent care accordingly. During unexpected absences, Patients with scheduled appointments shall be notified as soon as practicable, and appointments shall be rescheduled at the Patient's convenience. If during physician's absence, the Patient experiences an acute medical issue requiring immediate attention, the Patient should proceed to a suitable facility for care. Charges from any other outside medical professional are not included under this Agreement and are the Patient's responsibility. The Patient may, however submit such charges to their health insurance plan for reimbursement consideration or request that the outside provider do the same. The Patient is responsible for understanding the coverage rules of their health plan, and We cannot guarantee reimbursement.
14. **Dispute Resolution.** Each party agrees not to make any inaccurate or untrue and disparaging statements, oral, written, or electronic, about the other. We strive to deliver only the best of personalized patient care to every Member, but occasionally misunderstandings arise. We welcome sincere and open dialogue with our Members, especially if we fail to meet expectations, and We are committed to resolving all Patient concerns.

Therefore, in the event that a Member is dissatisfied with, or has concerns about, any staff member, service, treatment, or experience arising from their membership in this Practice, the Member and the Practice agree to refrain from making, posting or causing to be posted on the internet or any social media, any untrue, unconfirmed, inaccurate, disparaging comments about the other. Rather, the Parties agree to engage in the following process:

- A. Member shall first discuss any complaints, concerns, or issues with their physician;
- B. The physician shall respond to each of the Member's issues or complaints;
- C. If, after such response, Member remains dissatisfied, the Parties shall enter into discussion and attempt to reach a mutually acceptable solution.



15. **Monthly Fee and Service Offering Adjustments.** In the event that the Practice finds it necessary to increase or adjust monthly fees or Service offerings before the termination of the Agreement, the Practice shall give 30 days' written notice of any adjustment. If Patient does not consent to the modification, Patient shall terminate the Agreement in writing prior to the next scheduled monthly payment.
16. **Change of Law.** If there is a change of any relevant law, regulation or rule, which affects the terms of this Agreement, the parties agree to amend this Agreement only to the extent that it shall comply with the law.
17. **Severability.** If any part of this Agreement is considered legally invalid or unenforceable by a court of competent jurisdiction, that part shall be amended to the extent necessary to be enforceable, and the remainder of the Agreement will stay in force as originally written.
18. **Amendment.** Except as provided within, no amendment of this Agreement shall be binding on a party unless it is in writing and signed by all the parties.
19. **Assignment.** Neither this Agreement nor any rights arising under it may be assigned or transferred without the agreement of the Parties.
20. **Legal Significance.** The Patient acknowledges that this Agreement is a legal document that gives the parties certain rights and responsibilities. The Patient agrees that they are suffering no medical emergency and has had reasonable time to seek legal advice regarding the Agreement and have either chosen not to do so or have done so and is satisfied with the terms and conditions of the Agreement.
21. **Miscellaneous.** This Agreement is to be construed without regard to any rules requiring that it be construed against the drafting party. The captions in this Agreement are only for the sake of convenience and have no legal meaning.
22. **Entire Agreement.** This Agreement contains the entire Agreement between the parties and replaces any earlier understandings and agreements, whether written or oral.
23. **No Waiver.** Either party may choose to delay or not to enforce a right or duty under this Agreement. Doing so shall not constitute a waiver of that duty or responsibility and the party shall retain the absolute right to enforce such rights or duties at any time in the future.
24. **Jurisdiction.** This Agreement shall be governed and construed under the laws of the State of Maryland. All disputes arising out of this Agreement shall be adjudicated exclusively in the applicable federal or state court located in Baltimore City, Maryland.
25. **Notice.** Notice, as required under Paragraph 15 above, may be achieved either through electronic means at the email address provided by the party to be noticed or through first-class US Mail. Notice by first-class US mail shall be addressed as follows: to the Practice, at the address written above and to the Patient, at the address provided in Appendix B.

Kids First DPC
5603 Newbury St.
Baltimore, MD 21209
www.kidsfirstdpc.com
Phone: 410-929-5435
Fax: 443-585-4670



Signature Page:

KIDS FIRST DPC _____ **DATE:** _____
Steven Galkin, DO

Patient/Guardian: _____ **DATE:** _____
Signature

Printed Name (Relationship to patient)



APPENDIX A

SERVICES

1. Medical Services

Medical Services offered under this Agreement are those consistent with the physician's training and experience, and as deemed appropriate under the circumstances, at the sole discretion of the physician. The Patient is responsible for all costs associated with any medications, laboratory testing, and specimen analysis related to these Services unless otherwise noted. The specific Medical Services provided under this Agreement include the following – within the scope and capabilities of Kids First DPC:

- Acute disease/injury management:
 - Abdominal pain
 - Allergies
 - Asthma
 - Bronchitis
 - Burns (minor)
 - Cold sores
 - Colds/upper respiratory infections
 - Coughs
 - Cuts/minor lacerations (sutures, staples, glue)
 - Diarrhea
 - Ear infections
 - Eczema
 - Eye infections/conjunctivitis/styes
 - Fever
 - Headaches
 - Injuries (minor)
 - Insect bites/stings
 - Minor allergic reactions
 - Nausea/vomiting
 - Poison ivy
 - Rashes
 - Sinus infections
 - Skin infections and other skin conditions
 - Sprains
 - Strep/sore throat

- Conditions NOT treated in the urgent care include but are not limited to:
 - Complex injuries, emergencies, serious illness
 - Bone fractures
 - Infections requiring a culture be sent (e.g. complicated UTIs, more serious skin infections)
 - STDs



2. Non-Medical, Personalized Services. The Practice shall also provide Members with the following non-medical services:

- **Communication Access.** Subject to the limitations set-forth above, Members shall have direct telephone, text message, and email access to the physician for guidance in regard to concerns that arise during office hours and every reasonable effort will be made to answer such calls and/or respond to such messages. Every reasonable effort shall be made to return all communications sent during office hours on the same day but the Patient acknowledges that there will be instances in which communications may not be returned until the next business day. The Patient acknowledges that same day communication is not guaranteed and that there are times during the day, evening, night, and on weekends during which the Physician will not be available for immediate access.
- **General Access.** Subject to the limitations of paragraph 11, above, The Patient shall be given the physician's email address to which non-urgent communications can be addressed. The Patient understands and agrees that neither email nor the internet should be used to access medical care in the event of an emergency or any situation that could reasonably develop into an emergency. The Patient agrees that in any situation when s/he cannot speak to the physician immediately in person or by telephone, to call 911 or go to the nearest emergency room and follow the directions of emergency medical personnel.
- **Same Day/Next Day Appointments.** In the event of an urgent medical matter, reasonable effort shall be made to schedule the Patient for that same day; or if this is not possible, every reasonable effort shall be made to schedule the Patient for the following office day (subject to the limitations of paragraph 13).
- **No Wait or Minimal Wait Appointments.** Every reasonable effort shall be made to assure that the Patient is seen by the physician immediately upon arriving for a scheduled office visit or after only a minimal wait. If physician foresees more than a minimal wait time, Patient shall be contacted and advised of the projected wait time. Patient shall then have the option of seeing the physician at the later time or reschedule at a time convenient to the Patient.
- **Telehealth.** Telehealth (virtual visits) will be available when desired and deemed appropriate by the Patient and physician.

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APPENDIX B

PATIENT ENROLLMENT FORM

THE FEES AS SET OUT IN THE ATTACHED APPENDIX C, SHALL APPLY TO THE FOLLOWING PATIENT(S), WHO BY SIGNING BELOW (OR AS LEGAL REPRESENTATIVE), CERTIFY THAT THEY HAVE READ AND AGREE TO THE TERMS AND CONDITIONS OF THIS AGREEMENT:

Patient 1

Print Patient Name _____ Date of Birth _____

Street Address _____

City, State, Zip _____

Cell Phone _____ Alternate Number _____ Email _____

Printed Name: _____ Relationship to Patient: _____

Patient 2

Patient Name _____ Date of Birth _____

Street Address _____

City, State, Zip _____

Cell Phone _____ Alternate Number _____ Email _____

Printed Name: _____ Relationship to Patient: _____

Patient 3

Patient Name _____ Date of Birth _____

Street Address _____

City, State, Zip _____

Cell Phone _____ Alternate Number _____ Email _____

Printed Name: _____ Relationship to Patient: _____

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APPENDIX C

FEE ITEMIZATION

Monthly membership fee:

Month-to-month option: \$85 per patient, per month.

The maximum membership fee per family will be \$250 per month, up to 4 children. Each additional child beyond 4 children will be charged a membership fee of \$50 per patient per month.

No-show/cancellation fee:

In the event that Patient does not appear for a scheduled appointment, is more than 15 minutes late for an appointment, or cancels within less than 8 hours of an appointment, Patient agrees to pay a \$50 no-show/cancellation fee.

Re-enrollment fee:

If, after allowing membership to lapse or be terminated, Patient desires to re-join the practice, the Patient shall be accepted on a space-available basis, subject to a \$150 re-enrollment fee.

Certain in-office tests and procedures may have additional associated fees. Patient will always be notified of such fees in advance.

Charges for services outside of the office are not included in the monthly membership fee. These include but are not limited to lab and pathology services, imaging services, medications, specialist consultations/referrals.

Total Monthly Membership Fee \$ _____

Initial Payment

Prorated Membership Fees (if applicable) \$ _____

Total Due on Signing \$ _____

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AUTOMATIC CREDIT/DEBIT CARD BILLING AUTHORIZATION

To authorize automated billing, please complete the Credit/Debit Card Information section below and sign the form. All requested information is required. Non-automated payments are made directly through a secure link accessed through your electronic statement sent to your email. Your statement will include monthly fees and incidental charges.

Customer(s)Name(s): _____

PAYMENT INFORMATION

I authorize Kids First DPC to automatically bill the card listed below as specified:

Amount: \$ _____ for monthly subscription and Incidental Charges;

Frequency:

Start billing on: ____/____/____

Monthly _____

Automated charges will be charged on the first of the month.

End billing when: Customer provides written cancellation

CREDIT/DEBIT CARD INFORMATION:

Credit card type: Visa, MasterCard, American Express, Discover

_____/_____
Credit card number: _____ Expires: _____

Cardholder's name: As shown on credit card CVC (Security code)

Card is an HSA/FSA account **YES** **NO**

Customer's signature: _____ Date: _____

AUTHORIZATION BY INDIVIDUAL TO SIGN/ACT ON BEHALF OF THE PATIENT

DATE

SIGNATURE