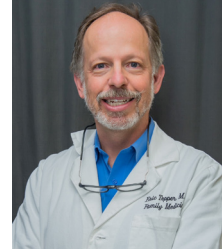
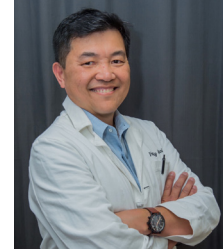




Eric G. Tepper, M.D.
Reed Vuong, D.O.
FAMILY MEDICINE
PERSONALIZED CARE



Eric G. Tepper, M.D.



Reed Vuong, D.O.

H&Ds | HIGHLIGHTS & DETAILS

How our personalized care practice is different. *These services are not typically covered by Medicare or by other insurance plans.*

Direct communication during business hours. When you call our office there will be no layer of recordings to navigate only real people with a real concern for your health and well-being. All phone calls will be returned promptly, but if you deem your problem "urgent," your physician will make every effort to speak to you at the time of your call.

Your physician's personal cell phone number will be provided to you. This will allow easy and direct communications for urgent medical problems that occur outside of our regular office hours. Ideally, we want to hear from you when you are ill or injured before you consider a visit to a hospital or urgent care center. However, for true emergencies call 911 first.

Convenient email for non-urgent health issues or questions. You will receive a prompt (usually within 24 hours) response from your physician. Because email communication is not secure, please use discretion when choosing topics to discuss via this platform.

Same-day or next business day appointments. Due to our smaller patient panel, with the exception of your Comprehensive Annual Health Assessment, most office visits will be available on short notice, at your request, even for minor or non-urgent medical problems, regardless of medical necessity.

Little or no office waiting room time, and longer appointments. Office visits will start promptly, and we will have more time to thoroughly address all your questions and concerns at each visit. Annual physical examination appointments will be scheduled for approximately 60 minutes and all other appointments for 30 minutes.

Extended office hours. Office visits are best scheduled during normal office hours when the full complement of staff is available. However, should you require an occasional visit outside of our usual office hours, we will certainly do our best to reasonably accommodate you.

Strong focus on preventive medicine and long-term health and wellness. As part of our commitment to your long-term health and wellness, our philosophy is to educate you about your personal medical needs and risks. We will work with you to assess your level of fitness, provide weight management guidance and advice on leading a healthy lifestyle. In addition, we will work with you to support your emotional well-being and determine an appropriate personal wellness plan. This will allow you to take an active role in managing and maintaining your best health.

Care for visiting relatives and/or friends. Should your out-of-town family or friends become ill during a brief visit to the Sacramento area, we will be happy to see them in our office and assist with their medical care. We will treat them as if they were members of our practice.

Personalized hospital care. Should you need to be hospitalized, we will make courtesy visits to you while you are at Mercy General Hospital and Sutter General Hospital in Sacramento and communicate regularly with the hospitalist.

Hearing screening. As part of our commitment to preventive care, we will provide you with an annual hearing screening exam, regardless of any reported symptoms. We believe that regular screenings are an important tool for early detection of hearing loss.

“Virtual” consultations and long-distance care. Whether you are on a brief vacation, living some of the year in a second residence or otherwise unable to come to the office, we will offer a “virtual” consultation, as determined on a case-by-case basis, at our discretion.

House calls. If you are ill or otherwise unable to come to the office, but not homebound, the convenience of a house call will be offered at no additional charge beyond an office visit fee. However, the need for each out-of-office visit will be determined on a case-by-case basis, at our discretion.

Remote care. If you are in an independent or skilled nursing facility on a temporary basis, after a surgical procedure or prolonged hospital stay, we will communicate with those involved with your care. We will be available to you and your family to offer support and address any concerns.

Quarterly newsletters focused on topics relevant to your health and well-being. We will be providing a seasonal newsletter on medical subjects of interest.

Travel medicine consultation. We will offer guidance on CDC recommended inoculations and/or precautions to be taken while traveling.

Comprehensive Annual Health Assessment:

In our ongoing efforts to assist you in adopting and maintaining a healthy lifestyle and optimizing your quality of life, you will be encouraged and reminded by our staff to schedule a Comprehensive Annual Health Assessment, regardless of condition or necessity, each year. This is a comprehensive annual visit, unrelated to any illness or injury. It will include a thorough examination and an appropriate array of screening tests based on age, health status and risk factors. Every patient is advised to have an annual evaluation. Depending on your particular health situation, additional tests (such as blood tests, a colonoscopy, mammogram, etc.) may be recommended. These will be billed by the performing entity, and you or your insurer will be responsible for payment of these tests. We will use the results of our exam to help you develop a plan for the year to improve health and fitness and to address any new or existing health goals.

The membership fee does not apply to the Welcome to Medicare assessment or to any annual wellness check-up. Portions of this Comprehensive Annual Health Assessment and associated tests may be “covered” services under Medicare and other commercial insurance plans and will be billed accordingly. However, the annual membership fee applies only to non-covered components of the Comprehensive Annual Health Assessment.

Our Staff:

Staff members are an important part of your experience with our office. They not only have the expertise to advocate on your behalf, but also will continue to assist you in navigating through other aspects of the medical community when necessary.

Insurance Information:

Commercial Insurance Patients

Office visit charges are not included in your annual fee. We intend to remain “in-network” providers for many PPO insurance plans. We do not accept HMO plans. We will bill your insurance for all covered services. Patients will be responsible for deductibles, copays and exclusions in accordance with individual insurance plan guidelines. It is our intention that no insurance-covered medical services are included in your annual fee.

As medically indicated, we will make it a priority to refer you to “in-network” physicians for any necessary consultations and to in-network facilities for diagnostic tests and hospitalizations. Any services rendered by these physicians or facilities will be billed by the performing entity and should likely be covered by your insurer according to in-network fees.

Medicare Patients

We will continue to submit claims to Medicare and to your supplemental insurance on your behalf for Medicare-covered services. Patients will continue to be responsible for deductibles, copays and exclusions in accordance with individual insurance plan guidelines. The annual membership fee is intended to only include services as described herein that are **not covered** by Medicare and **will not be paid for or reimbursed** by Medicare.