



January 2020

Dear Patients:

This letter is sent to request your payment of the annual voluntary administrative fee for non-reimbursed services (\$20 for individuals, \$30 for families or households) and to provide important reminders regarding this practice and your care.

Our last formal request was sent out February 2016 (we also remind patients with a small sign at our front desk and with our auto-replies in e-mails). Many of you have generously responded. In past years, up to half of you paid the annual administrative fee, but over time the participation has declined.

Although this fee is voluntary due to insurance contractual limitations, your annual payment is becoming increasingly necessary to maintain the current model of this practice. My goal remains to keep the fee voluntary and small to encourage maximum participation. However, if the current model proves unsuccessful, a transition to a more substantial "subscription" or "direct primary care" model may be necessary in the future.

Thank you for choosing and supporting this practice. Your continued patronage and your payment confirm your preference to receive your health care in an uncomplicated, small setting with easy access and continuity of care.

Dr Zwaan and staff.

Our website (www.drzwaan.com) has recently been updated to include easy links to our UPDOX portal (<http://drzwaan.myupdox.com>). This portal will continue to be used for secure communication with our patients: to confirm or cancel appointments; to request prescription refills and referrals; to transmit test results, and for billing and payments. For this reason, please be sure that we have your preferred email address on file. We encourage you to use UPDOX.

Physicals are one way we ensure the maintenance of your health and continuity of care. Most insurances now cover physicals. I encourage routine physicals at least once every three years even if you are well.

New problems warrant a dedicated visit and should not be "saved" for physicals.

Referrals for new problems may warrant an appointment, or may result in an additional charge.

If you are on a routine/daily medication I generally require an annual visit to monitor the medication, so if your medication refills are expired you may be due for an appointment.

If prompted, please confirm you appointment. "No shows" may result in a charge to you. Let us know if you need additional reminders.

Your medical record is considered active for 3 years. If you wish to remain an active patient in our practice, an office visit and/or payment of the annual fee are required.

When possible, I advise you to seek care in our office instead of using an urgent care clinic.

Do not assume that I have received reports regarding your care from other providers. Therefore, follow up in our office if your problem is serious or persists.

Dr. Zwaan has opted out of Medicare. If you plan to enroll in Medicare, I hope you will consider remaining a patient on a private contract (cash) basis. Contact our office if you plan to enroll in Medicare and would like more information on the private contract.