



## A Guide for Practice Members

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**ROUTINE OFFICE HOURS: 9am - 4pm M-Fri. Dr LaBonte in office: M/W/Th.** Visits are by appointment only. Telehealth / acute care available on Tuesdays.

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**TO SCHEDULE AN APPOINTMENT:** you may call **774-772-5161** or use our online [scheduling link](#) (also found on our website under the Existing Patients tab). In order to ensure timely access for patients that need acute care, not all available visits are released for online scheduling. If you need a same or next day visit for an acute concern, please call or text our main office number.

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**PORTAL MESSAGING:** All routine, NON URGENT messages or medication refill requests should be sent through the [Elation Passport portal](#). You can also access this link on our website under the existing patients tab. Portal messages are checked at least once daily, Mon-Fri. Non-urgent matters may be replied to during the next routine office day.

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**SECURE TEXTING:** use the **Spruce app** for TIME SENSITIVE issues, quick questions, or acute scheduling requests. (You can also access this link on our website under the Existing Patients tab). Texts are answered between 9am - 4pm Mon-Fri by a member of our team, generally within 30-60 minutes for urgent matters or within 24 hours for non urgent matters. Note: we will also use the Spruce app for **video telehealth** calls.

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**AFTER HOURS CONCERNS:** if you have an urgent matter that cannot wait until the next business day, please call the office at **774-772-5161** and you will be prompted to leave a message in our urgent voice mail line and someone will get back to you promptly. While we aim to be accessible to our patients, we do not guarantee 24/7/365 availability. Please use your judgement about the need to seek care at local Urgent Care or ER facility if unable to connect with us in a timely manner.



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**LAB ORDERS:** All of our lab orders go directly to Quest. You may go to [Quest's website](#) to schedule your appointment with them. At the time of the order, you may choose to have Quest bill your insurance company for the labs, or utilize our steeply discounted cash-pay rates. If you choose the latter, we will give you a cost estimate and charge the account we have on file. We are happy to order labs prior to your visit, at your request. We are no longer ordering labwork for outside facilities or functional medicine doctors.

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**LAB RESULTS:** please give us 2-5 business days to notify you of non-urgent results. All results will be communicated through the [Elation Passport portal](#). If you don't hear from us within 1 week on your lab results, please call our office or send a message in the portal.

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**PAYMENTS:** all membership payments will be processed via ACH direct withdrawal from a preferred savings or checking account. Members who choose to pay annually may also pay by personal check. If you need copies of your paid invoices, or need to change your payment account, you may do that directly in our [billing portal](#) (also found on the Existing Members tab on our website).

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**HSA/FSA QUESTIONS:** please contact your benefits administrator or tax advisor regarding use of your HSA or FSA account for our services. Currently the IRS tax codes are undefined when it comes to using HSA funds to pay for your membership. If you need to submit receipts for FSA reimbursement, please use the billing portal link above.

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**VACATIONS/HOLIDAYS:** in the event that the doctor will be away for more than 2 days, the office will send out advance notification via email to all members. Urgent/emergency coverage will be provided during vacation and holiday time with the exception of the **week between Christmas and New Years**, when the office has a hard close so our entire team can spend time with family and loved ones.