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Introducing - Preferred Family Medicine

A Direct Primary Care Practice serving Northern Nevada

Our Mission Is To Provide High Value, Personalized Health Care Imagine if...

- You came to the doctor and did not have to wait in the waiting room.
- You called your doctor's office and received a call back from your private physician.
- You could schedule an appointment the same day or next day.
- You could email, text or video chat with your doctor directly.
- Your doctor wasn't obligated to an insurance company or Medicare

As a Direct Primary Care practice, Preferred Family Medicine focuses on you and your health without the unnecessary intrusion of insurance companies. Primary care is all we do, so let us restore your faith in health care. Experience a patient relationship based on trust and respect; the type of relationship every patient deserves.

Our patient benefits include full access to primary care, meaning you will have more time with your provider, 24/7 access for acute medical issues, no co-pays, and no limit on visits. Your monthly membership fee covers general adult physicals, women's healthcare, newborn and pediatric care, wellness education, chronic disease management, minor procedures and coordination of care with specialists when needed. Member benefits include discounted labs, imaging and blood draws at the office.

Insurance Free Practice

Preferred Family Medicine does not accept insurance so you won't have a middle-man in your primary care. Decisions about your healthcare will be made by you and Dr. Highley, without the impersonal management that inevitably comes from third-party payers. Instead, patients pay a monthly membership fee which can save money and lead to better treatment.

Membership Benefits

The fee covers excellent primary care through unlimited office visits, annual wellness exams, basic office procedures, in-office testing, treatment of acute illness and 24/7/365 access to your doctor via telemedicine, all with minimal wait times in the office.

Unlimited Access to Your Doctor

Literally, after hours, weekends, holidays – there is no bad time to receive access for acute medical issues. Easily schedule your appointments by phone or online.

Extended, Relaxed Visits

You won't feel rushed through an appointment, and there's never a question you won't have time to ask. Part of the relationship you'll build with your doctor is based on your understanding of your care. Now that's what we call personal healthcare.

Pricing & Fees

Preferred Family Medicine has established a straight-forward payment solution for our patients..

Adult (Age 19+)	Additional Adult (Age 19+)	Child (Age 0-18)
\$150 / Month	\$ 125 / Month	\$ 50 / Month

- * No contracts, no commitment if you or the physician feel DPC is not a good fit no problem ok to cancel membership at anytime.
- * There is a \$200 reinstatement fee should you decide to cancel service and reinstate at a later time
- * 10% discount for annual and 5% discount for semi-annual payments

Membership Services included but not limited to

- Primary Medical Care, all ages
- Extended Office Visits
- Annual Wellness Exams – Adult & Pediatric
- Annual Physical Lab Panel
- Phone, Text/SMS, and Video Chat – Telemedicine Visits
- EKG
- Treadmill Stress Test
- Holter Monitoring
- 24 Hr Ambulatory Blood Pressure Monitoring
- Joint Injections
- Small Lesion/Wart Removal
- PAP Smear (pathology fee not included in membership)
- Suturing Simple Lacerations
- Trigger Joint Injections
- Ear Irrigation
- Minor Dermatology Procedures
- Ingrown Toenail Treatment
- Home Visits

Additional charges may apply for vaccinations, splinting supplies, bandages, in house labs, or other necessary tests or supplies as deemed necessary between the provider and the patient. All fees will be discussed prior to administration of treatment with full consent of the patient or an appropriate representative

Frequently Asked Questions

WHAT DOES THE MEMBERSHIP FEE COVER?

- The fee covers excellent primary care through unlimited office visits, annual wellness exams, well-child exams, sports physicals, school physicals, basic office procedures, treatment of acute illness or minor injuries and 24/7/365 access to your doctor, all with no wait times in the office.
- Our patients will also have access to discounted labs, imaging tests and special procedures not included in the membership fees.

IS THERE A SIGN-UP FEE TO JOIN?

- No, we do not require a sign-up fee for a household, family or individual.

DOES PREFERRED FAMILY MEDICINE SEE PATIENTS OF ALL AGES?

- Yes, we provide care for patients of all ages.

WHAT IF I DECIDE TO CANCEL?

- We expect to have an open, honest, respectful relationship with you. We do not have a minimum commitment. We ask that you give us a 30 day notice if you wish to cancel. We understand that things happen. If you choose to rejoin, you may be charged a re-initiation fee.

General Questions

WHAT IS DIRECT PRIMARY CARE?

- Under the Direct Primary Care (DPC) model, the patient (you) receives comprehensive primary health care directly from their DPC physician. The patient pays for this care through a monthly fee, paid directly to Preferred Family Medicine
- Since DPC practices do not participate in any insurance or plans, the providers are able to avoid the ever-increasing and costly documentation demands and administrative intrusions that come with accepting insurance. DPC practices also avoid the onerous patient data collection responsibilities which many plans impose. These require staff, time, and money, often amounting to substantial intrusions on patient privacy.

- DPC physicians avoid obligations to insurance companies which allows them to spend that time listening to and treating patients. Since DPC physicians eliminate the significant overhead costs of participating in insurance, they can pass the savings on to you, the patient – and give compassionate, attentive and timely care at an affordable cost.

DO YOU SEE NURSING HOME PATIENTS?

- Yes! Our physicians see members who are nursing home patients.

WHAT MEDICAL CONDITIONS DO YOU CARE FOR?

- We treat a wide array of acute and chronic health problems in pediatric, adult and geriatric patients.

WHAT IF I'M HOSPITALIZED?

- Your physician at Preferred Family Medicine will work with your doctors if you should need to be admitted. We will work closely with them to make sure you get back to health as quickly as possible.

ARE MY MEDICAL RECORDS EVER SHARED WITH INSURANCE CARRIERS OR GOVERNMENT AGENCIES?

- No. Patient privacy is a natural benefit of this medical model. We will never provide any third party with a copy of your records, unless you specifically ask us to do so or if Preferred Family Medicine is subject to subpoena or search warrant.

WHAT IF I NEED MEDICAL ATTENTION WHILE I'M AWAY FROM HOME?

- In the age of telemedicine, many conditions can be diagnosed and treated via a simple conversation by phone or webcam. If appropriate, we will locate the nearest pharmacy and order medication most suited for your circumstance. If you need to go to the hospital or seek other medical attention while away from home, we can advise you on that as well.

MAY I CONTACT PREFERRED FAMILY MEDICINE AFTER HOURS? HOW?

- Absolutely, yes! It's how we do custom healthcare. After normal office hours our members can still call and text their physician.

WHEN DO I PAY MY FEES FOR NON-COVERED LABS, IMAGING AND PROCEDURES?

- Charges will be added and applied to your preferred method of payment. Transparency is our mission so we will always let you know what you're being charged for.

Medicare & Insurance Questions

DO I STILL NEED INSURANCE?

- No, we do not require it for membership. Preferred Family Medicine does not replace insurance, and ideally we encourage our patients to carry a high deductible or major medical plan or a plan with a health savings account, thereby ensuring financial help should hospitalization or referral to a specialist be necessary. You should consult with your insurance provider to help you find a plan that works best with our medical model and that will meet your specific needs. Alternatively, we specialize in patients that are part of health sharing plans (ie Liberty Healthshare, Medi-share, etc).

WHAT IF I WANT TO CONTINUE MY CURRENT INSURANCE? CAN I USE IT?

- Not for our services, but we will work with your insurance to submit any labs, x-rays and medications that we prescribe to your insurance. If your plan requires you to use a particular facility, just let us know.

IF I HAVE MEDICARE, CAN I JOIN AS A PATIENT?

- Yes. However, your monthly membership fee cannot be submitted to Medicare for reimbursement. You must sign a waiver every two years that declares that neither you nor your doctor will directly bill Medicare for your membership fee.
- Medicare and medicare supplemental insurance will still cover medical costs that you incur outside of Elevated Health. For example, prescriptions that you fill at an outside pharmacy, labs run at an outside lab, hospital charges, physical therapy, x-rays and scans are covered, just to name a few. You do not lose your Medicare coverage for other medical needs just because you are a patient of Preferred Family Medicine.

HOW CAN I SAVE ON INSURANCE COSTS BY BEING A PATIENT OF ELEVATED HEALTH?

- Many times patients purchase expensive "Cadillac" plans that require little or no co-pay and that cover all lab costs and prescription costs. However, with Preferred Family Medicine your monthly fee covers all office visits and there are no copays. Plus, our patients have access to discount medications and labs sometimes at a 90% discount! Our patients may find it worthwhile to change from a "Cadillac" health insurance plan to a basic health insurance plan to save money.

ARE PREFERRED FAMILY MEDICINE'S MONTHLY FEES ELIGIBLE FOR HSA OR FSA REIMBURSEMENT?

- Many patients find that their DPC fees are reimbursable through their HSA or FSA. Consult your tax advisor for guidance on your particular circumstances.

The Physician

Dr. Christopher Highley has over 19 years of experience in the primary care medical space. Having worked on the front line of healthcare, Dr. Highley has garnered an acumen of skills at the point-of-care, treating patients of all ages and just about every conceivable problem. He is not only passionate about patient care, but optimizing the experience the patient.

More about Dr Highley: <https://www.linkedin.com/in/chrishighley/>

If we haven't fully answered all of your questions, please contact us via phone or email so we can further assist you