



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 the SigmaMD app to schedule online. If you don't see availability in the time frame that you need, please call or text us through the SigmaMD app.

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ROUTINE, NON URGENT REQUESTS: messages, questions, or medication refill requests should be sent through the SigmaMD app, during regular business hours, Mon-Fri 9am-4pm. Non-urgent matters that are sent outside normal business hours will be replied to during the next business day.

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URGENT REQUESTS: for TIME SENSITIVE issues, please send a SigmaMD message, and mark it "urgent". If you don't see a reply within 30 minutes, please call our office at **774-772-5161**. For after-hours urgent needs, the doctor will be paged with any texts marked "urgent" or voicemails left in our urgent voice mail box. Please note: 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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TELEHEALTH VISITS: if you are scheduled for a video visit, you must be in the state of Massachusetts (per licensing laws). You will receive a text with a link to join the video call as soon as the doctor is available. For both phone and video calls, please give the doctor a 5 minute buffer time in case she is running behind. We will contact you if there will be a longer delay.



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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 & XRAY RESULTS: please give us 2-5 business days to notify you of non-urgent results. All results will be communicated through the SigmaMD portal. If you don't hear from us within 1 week, 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 the SigmaMD app (under the "profile" icon)

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HSA QUESTIONS: The IRS now recognizes Direct Primary Care membership fees as eligible medical expenses, meaning patients may use HSA dollars to pay DPC monthly or annual membership fees. Please note the following IRS-established monthly limits of \$150/individual and \$300 per family

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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 vacations and holiday time. Our office is closed for all major holidays and has very limited hours during the week between Christmas and New Years