



F **+** **OCUSEDMD**TM
YOUR HEALTH IN FOCUS

Patient Handbook

www.focusedmd.com

WELCOME!

Who we are:

FOCUSED | PERSONAL | CONNECTED

We are honored to care for you!

Please take a moment and read about FOCUSEDMD™.



Personalized
Wellness



Timely
Service



Flexible
Visits



Dedicated
Doctor

Your Health, In Focus!

***We are excited to partner with you on your
journey toward health!***



FOCUSED ON YOU

A level of health care that few people will ever experience

Private medicine provides you the personal attention of your physician when and where you need it, because your doctor serves a smaller group of patients. We take this a step further, focusing on giving you highly personalized care, and using advanced technologies that emphasize disease prevention.

The advantage of individualized preventive medicine

Our practice focuses on health care as it should be. We take the time to work with you and focus on your health and individual needs. We are serious about preventing the diseases most likely to jeopardize your health and longevity, and we aim to build a true partnership with our patients.

Not all health care is the same

The quality of your health care hinges on the people delivering it, the technologies they have available and the time they invest in serving your individual needs. Members receive the highest quality of care through our commitment to service and clinical excellence, with a focus that keeps your best interests and individual health goals in mind. Your journey toward vibrant health begins with FOCUSEDMD™.

OUR TEAM

Wherever you are on your health journey,
we are ready to meet you there.



Mark Musco, MD



Dolores Musco, MD



Timothy Sayles, PA-C



Jonessha

OFFICE MANAGER



Janis

PROGRAM MANAGER



Sonia

MEDICAL ASSISTANT



Karen

MEDICAL ASSISTANT



THE BASICS

HOURS:

- Monday - Thursday: 8:00 am - 5:00 pm
- Friday: 8:00 am - 4:00 pm
- Closed Daily: 12:00 pm - 1:00 pm

CONTACT INFORMATION:

- Office Numbers and 24/7 Contact:
 - Mark Musco, MD: 925-856-5668
 - Dolores Musco, MD: 925-856-5772
 - Timothy Sayles, PA-C: 925-856-4074
- John Muir MyChart
- Fax: 925-856-4020
- Email: members@focusedmd.com

LOCATION:

New Entrance Down Hallway!

2301 Camino Ramon, Suite 180

San Ramon, CA 94583



SUBSCRIPTION & BENEFITS

Subscription facilitates reduced patient panel size that affords the following benefits:

- **Focused:** Accessible, Convenient and longer appointments
- **Personal:** Executive level administrative support
 - Dedicated Phone Line
 - Dedicated Practice Entrance
- **Connected:** 24/7 with provider
 - Communications: Patient & Practice & MD
 - Text / Mobile / Video



SUBSCRIPTION & INSURANCE

- **Annual Subscription Includes**

- Proactive wellness optimization
- Advanced routine annual examination
- Communication and health data storage services in support of routine exams

- **Subscription Details**

- Not covered by Insurance/Medicare
- Annual & Monthly options that automatically renews

- **Insurance and Medicare Compliantly Utilized**

- Visits billed via Insurance/Medicare as usual
- Depending on coverage: Copay/deductibles will apply
- Subscription fees framed to be HSA and FSA/HRA friendly
 - Check with your tax or plan advisors for approval
 - Learn more about [Qualified Medical Expenses](#)



CONNECT FAST...

The Spruce Mobile App will be the best way to connect with us.. day or night!

- **Communication Utilizing The Sprue Mobile App allows for secure voice, text and video 24/7!**
 - The benefits of being a subscriber is easy and efficient communication using the provider's number day or night.
 - Business Hours: Inbound voice and text communications will be reviewed by the support team and inquiries will be addressed and routed expediently.
 - After Hours: Please call us and utilize the same method to directly reach the on-call medical provider for urgent needs.
 - The Spruce App facilitates voice/text/video communication
 - Utilizing the Spruce App ensures HIPPA compliance
 - Download the App and get set up today!



GET THE SPRUCE APP!

Use these links below to download the mobile app to connect with your Doctor anytime and anyplace!

Dolores Musco, MD



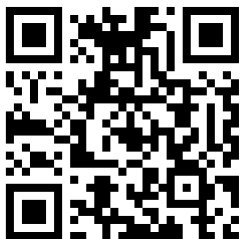
Dr. Dolores: SCAN & DOWNLOAD NOW!
<https://spruce.care/FocusedMDDrDolores>

Mark Musco, MD



Dr. Mark: SCAN & DOWNLOAD NOW!
<https://spruce.care/FocusedMDDrmark>

Timothy Sayles, PA-C



Tim Sayles, PA-C: SCAN & DONWLOAD NOW
<https://spruce.care/FOCUSEDMDTimSaylesPAC>

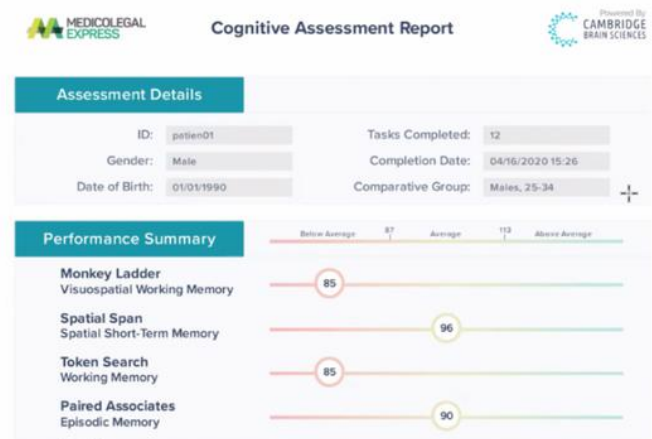
SPRUCE COMMUNICATION APP



Ready to take the next step or need some support along the way? Our secure messaging platform gives you the ability to securely message with our team. Please note that if you are experiencing an emergency we would ask that you please call the office during our hours of operation for the quickest response time. Any calls or messages after hours will be routed through our phone tree based on urgency. While our team is available 24/7, we will only respond to EMERGENCIES outside of business hours.

COGNITIVE FUNCTION ASSESSMENTS

Cognitive assessments are used to measure thinking abilities such as memory, language, reasoning and perception. This helps to build a picture of someone's abilities over a range of skills, and allows researchers to monitor how they are changing over time. Creyos Research is an online platform for easily collecting cognitive data from study participants at scale using scientifically rigorous and validated neurocognitive tasks and batteries.





CIMT- CAROTID ULTRASOUND



The Carotid Intima-Media Thickness uses ultrasound technology which measures the thickness of your carotid artery, located on both the left and right sides of your neck. These arteries essentially serve as a window into your entire vascular system. This harmless ultrasound will detect thickening in the innermost two layers of the arterial wall. If thickening is present, cardiovascular disease has begun. If this is the case, recommendations will be provided to you by your physician to help you restore your health and reverse the disease. This test will be performed once per year as part of your program and your results will be compared during each year's follow-up visit.

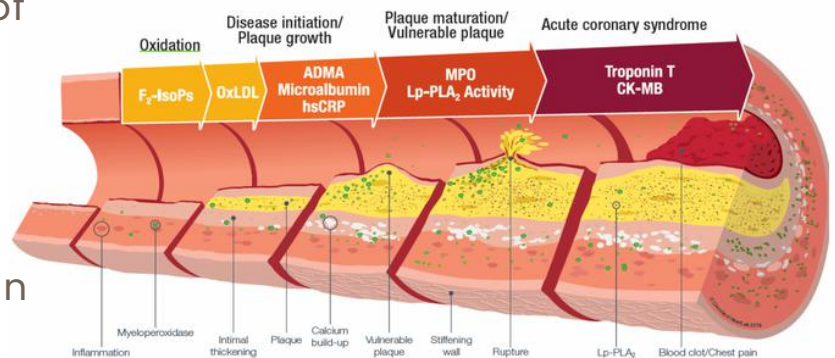
ADVANCED CARDIOVASCULAR LABS

(Billed to Insurance or Cash Pay)

While routine lipid screening plays an important role, it does not provide a complete picture of your health. In fact, nearly 50% of all heart attacks and strokes occur in patients with 'normal' cholesterol levels. Recent evidence goes beyond lipids to suggest that inflammation within the artery wall is the primary contributor to this residual risk for heart attack and stroke.

Inflammatory Biomarkers and their Association with Atherosclerosis

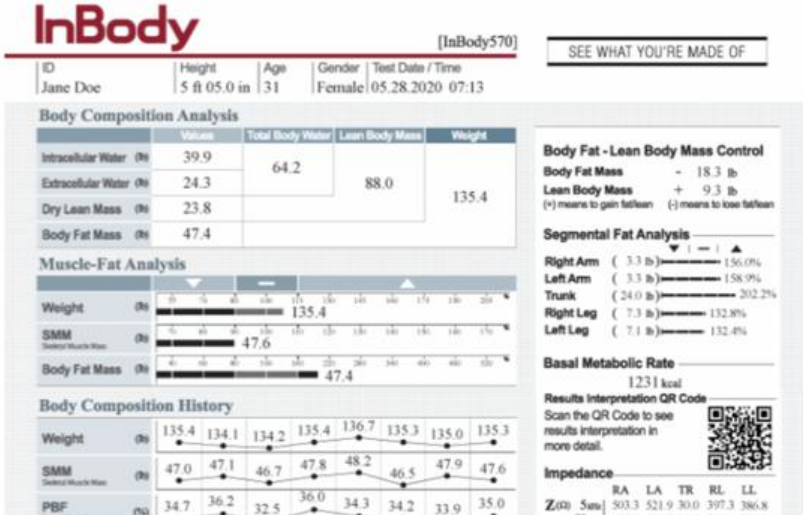
Atherosclerosis is associated with specific inflammatory biomarkers, which can be measured to help evaluate a patient's risk for heart disease and cardiac events.





ADVANCED TECHNOLOGY

INBODY BODY COMPOSITION SCALE



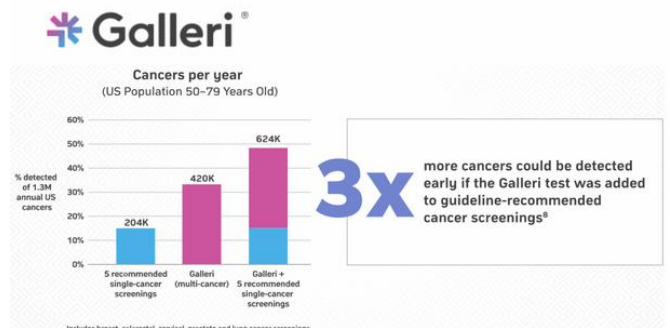
BMI (Body Mass Index) and weight can be misleading because neither distinguishes how much fat versus muscle you are carrying. Body composition testing is the process of measuring the components of the body.

By regularly monitoring body fat and muscle mass, you can better understand how diet, lifestyle and exercise programs are influencing your body composition. Knowing what's working for you allows you to reach wellness, appearance and longevity goals

ADVANCED CANCER SCREENING LABS

(Billed to Insurance or Cash Pay)

The vast majority of cancers show no symptoms until later stages. The Galleri® multi-cancer early detection test detects a cancer signal across more than 50 types of cancer, many of which are not commonly screened for today. 5 – 7 With a simple blood draw, the Galleri test provides early detection insights that help you be proactive about your health.



Multi-cancer early detection blood test / Screen for 50+ cancers



ROUTINE CONNECTIONS

Multiple communication methods to support your routine inquiries as they come up Monday through Friday.

- **John Muir MyChart - Clinical & Medical Communication & Results via**
 - **Monitored: Monday-Friday / Business hours only**
 - Allows access to your medical records, results, Rx requests
 - Secure email communication with the practice
 - Expect response time to be no longer than next business day
 - If you do not have access we can help you get set up!
- **Email - members@focusedmd.com**
 - **Monitored: Business hours only**
 - Administrative use is best for this communication channel
 - Not HIPPA complaint
 - Expect response time to be no longer than next business day



MEDICATION & REFILLS



Pharmacy Prescription Medication Refills

- Some refills may require an appointment with your Provider.

Three ways to request a refill

Notify the pharmacy (best!), requests refills through your MyChart patient portal or simply call us:

- When calling include in your message for prescription refills, the following:
 - Your name, date of birth & phone number.
 - The name of the prescription, dose, instructions and quantity desired.
 - The pharmacy name, phone number and address where it is to be refilled.
- We require 48 business hours for a refill request.
 - While we can often fill it earlier, this allows time for issues and schedules.
 - Leaving refill requests during office hours will expedite this.
 - Refill are addressed during normal business hours Monday through Friday.

Controlled Substances

- Chronic narcotic/pain medications will require a pain medicine specialist to provide ongoing prescriptions.
- Controlled substances will require an appointment for initiation of therapy and at least every 3 months for refills.
- We are unable to refill controlled medications without an appointment.



APPOINTMENTS



Urgent and After Hours Care

We aim to be proactive to avoid after hours needs. When these urgent issues do come up we are available to help. These urgent situations that arise will be handled via voice/text/video on an as needed basis. If an in person evaluation is required we will refer you to urgent/emergency care as indicated.

Ongoing Care

Use us when you need us. Call/Text to schedule. Same or next day appointments available.

Changing/Cancelling appointments

To change appointment times/days or cancel please give us minimum 24 hours notice.

Last-minute appointments

Appointments within 24 hours: Call/Text the office for same-day appointments. We schedule room for urgent care needs daily, but if we are full, we will do our best to manage your wellness until we can have you seen.

Clinic Closures

FOCUSEDMD™ provides time off for our staff with clinic closures on several holidays per year. On-call Urgent coverage will be available during these clinic closures.

Home Visits

We are currently not offering home visits. We can come to you by utilizing video visits!

Hospital Care

We are not privileged to care for patients while they are at the hospital. When hospitalizations do occur we would like to be notified day or night so that we can collaborate with the treating team of physicians at the facility.

Subscription Payment

Payment is due either annually or monthly. Failure to make timely payment will result in discharge from FOCUSEDMD™.

Insurance Prior Authorizations

If you have insurance and need a study (MRI or CT or sleep study, for example) or referral to a specialist, we will process this for you.

Prior authorizations are very time intensive and we will do our best to achieve authorization in a timely manner and to communicate the status with you in an efficient manner. Sometimes it can take a week to hear from the plans about coverage.

Advanced Annual Routine Examinations and Medicare Recipients

The examination tests are included in the subscription. During the in person visit with your Doctor an Annual Wellness Visit code will be sent to Medicare as required annually by the agency.

Advanced Annual Routine Examinations

Will be scheduled to approximately coincide with your prior years examination. For those subscribers that already have had a traditional insurance based physical in 2023 we will ensure that your FOCUSEDMD™ associated examinations occurs prior to the end of the year. Unless you tell us otherwise, we will be using Quest Labs as they offer the advanced Cardiovascular lab tests we prefer for this program.

Patients less than 26 years of age will enjoy the benefits of the subscription without the advanced examination tests like the cognitive, cardiac and body composition studies. Their annual physicals will be billed to insurance.





THANK YOU!

FOCUSED | PERSONAL | CONNECTED



Thank you for allowing us to care for you!



Divisions of BASS Medical Group
2301 Camino Ramon, Suite 180
San Ramon, CA 94583



**Enrollment Questions?
Our Program Advisors are here to help.**

www.focusedmd.com

925.866.1017 | members@focusedmd.com

STOP BY THE OFFICE TO PICK UP YOUR MEMBERSHIP CARD

TIMOTHY SAYLES, PA-C

PHYSICIAN ASSISTANT



☎ 925-856-4074 (MEMBERS ONLY 24/7)

✉ MEMBERS@FOCUSEDMD.COM

🌐 WWW.FOCUSEDMD.COM



SCAN THE QR CODE TO DOWNLOAD
OUR COMMUNICATION APP

MEMBER SINCE 2023

DOLORES MUSCO, MD

PHYSICIAN



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MEMBER SINCE 2023