



RAINIER DIRECT  
MEDICINE

# Patient Handbook

[www.RainierDirectMed.com](http://www.RainierDirectMed.com)

# WELCOME!

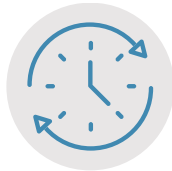


We are honored to care for you!

Please take a moment and read about Rainer Direct Medicine!



Personalized  
Wellness



Timely  
Service



Flexible  
Visits



Dedicated  
Provider

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



# OUR PROMISE...

## **A level of health care that few people will ever experience**

Private medicine provides you the personal attention of your provider when and where you need it, because your provider 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 US!



# ABOUT US

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

## OUR TEAM



Brian Hiller, PA-C



Rhonda Warren, PA-C



Gina Gwerder, ARNP



Mahala Smith  
Medical assistant



Makyla Osborn  
Medical assistant



Gigi Hiller  
Receptionist / Medical Assistant



Lacey Sutphin  
Medical assistant



Nova Warren  
Receptionist



Mayra Caraveo  
Office Manager





# THE BASICS

## HOURS:

- Monday -Friday: 8:00 am - 5 pm
- Closed Daily: Noon-1pm

## CONTACT INFORMATION:

- Office Numbers:(360) 625.6080
- Fax: (360) 226-3942
- Email: [membership@rainiermedicine.com](mailto:membership@rainiermedicine.com)

## LOCATION:

853 Watson Street N, Suite 201  
Enumclaw, WA 98022



# SUBSCRIPTION & BENEFITS

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

- Accessible, Convenient and longer appointments
- Executive level administrative support
- Communication & Texting Connected to Routine Physical Exam
- Annual body composition analysis
- Advanced Lab Interpretation\*

## ONLINE PROGRAMS

- Fitness Protocols
- Mindfulness
- Healthy Recipes
- Partners in Health Program

## DISCOUNTS

- Discounts on Additional Services
- Discounts on Stem Cells & Botox
- Supplement Discount



# SUBSCRIPTION & INSURANCE

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- **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
- Annual & Monthly options that automatically renews

- **Insurance Compliantly Utilized**

- Visits billed via Insurance as usual
- Depending on coverage: Copay/deductibles will apply
  - Check with your tax or plan advisors for approval

**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 that cannot wait until the next office day.
  - The Spruce App facilitates voice/text/video communication
  - Utilizing the Spruce App ensures HIPPA compliance





# GET THE SPRUCE APP!

Use the link below to download the mobile app to connect with your Provider anytime and any place

Stay Connected



<https://spruce.care/rainierfamilymedicineandpediatrics>



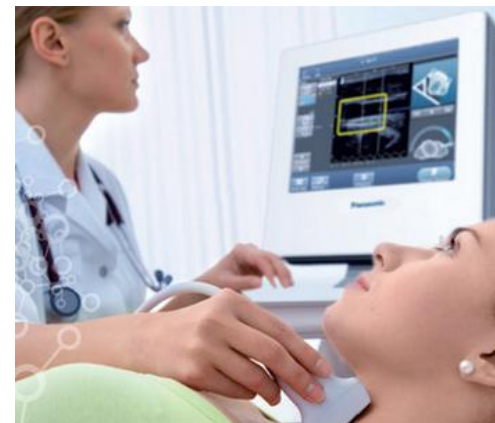
## SPRUCE COMMUNICATION APP



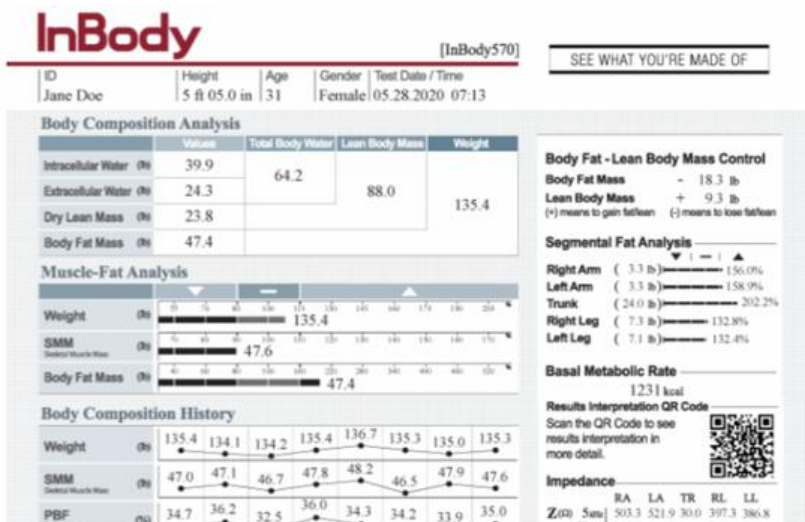
Ready to take the next step or need some support along the way? Our secure messaging platform gives you the ability to securely message with our team. Please note that if you are experiencing an emergency we would ask that you please call the office during our hours of operation for the quickest response 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.

## 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.



## 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



# ROUTINE CONNECTIONS

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

- **Athena Portal**
- **Clinical & Medical Communication & Results via**
  - **Monitored: 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 - [membership@rainiermedicine.com](mailto:membership@rainiermedicine.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

Notifying the pharmacy is the best option. Should requests refills be through your patient portal or called into the office:

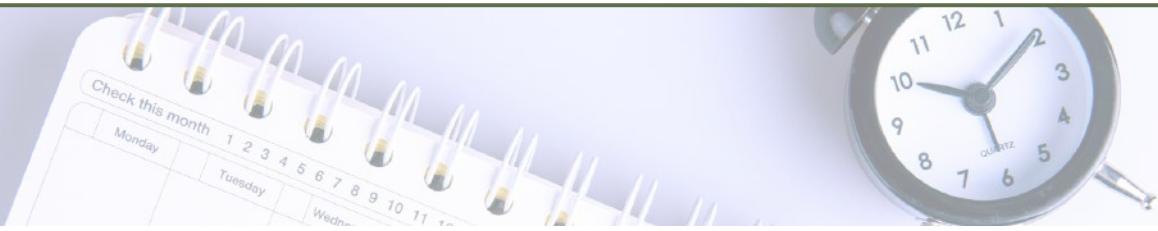
- When calling include in your message for prescription refills, the following:
  - Your name, date of birth & phone number.
  - The name of the prescription, dose, instructions and quantity desired.
  - The pharmacy name, phone number and address where it is to be refilled.
- We require 48 business 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 may require a pain medicine specialist to provide ongoing prescriptions.
- Controlled substances will require an appointment for initiation of therapy and at least every 3-6 months for refills.
- We are unable to provide early refill to 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**

Rainier Direct Medicine 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!





# BILLING

## **Subscription Payment**

Payment is due either annually or monthly. Failure to make timely payment will result in discharge from Rainer Direct Medicine.

## **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 2024 we will ensure that your next examination occurs prior to the end of the year.

Patients less than 26 years of age will enjoy the benefits of the subscription without the advanced examination. Their annual physicals will be billed to insurance.





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# THANK YOU!



Thank you for allowing us to care for you!



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

[www.RainierDirectMed.com](http://www.RainierDirectMed.com)

360.625.6080 | [membership@rainiermedicine.com](mailto:membership@rainiermedicine.com)