



Chethana Rao, MD

H&Ds | HIGHLIGHTS & DETAILS

Enhanced Concierge Care Benefits Included as Part of the Annual Fee

These offerings are not covered by Medicare or by other insurance plans. My practice size is smaller which allows me/my office staff to provide you with the following membership benefits:

Direct communication with me or my assistant during business hours. When you call my office during office hours there will be no recording to navigate only real people to take your call, with a real concern for your health and well-being. All phone calls will be returned promptly, but if you deem your problem "urgent" I will make every effort to speak to you at the time of your call.

My personal cell phone number will be provided to you. This allows easy and direct communications for urgent medical problems that occur outside of my regular office hours. I will use my reasonable best efforts to be available to hear from you when you are ill or injured, to coordinate your care. **For emergencies, however, always call 911 first.**

Convenient email communication for non-urgent health issues or questions. You will receive a prompt response from me personally (usually within 24 hours). Because email communication is not always secure, please use discretion when choosing topics to discuss with me via this platform. Your patient portal is the best way to communicate securely and confidentially.

Little or no office waiting room time, and longer appointments. Office visits will start promptly. Appointments will generally be scheduled for approximately 30 minutes, for office visits, but a Comprehensive Annual Health Assessment will be scheduled for approximately 60 minutes. Our aim is to afford you the time to thoroughly address all your questions and concerns, regardless of the reason for your visit.

Extended office hours. Office visits are best scheduled when the full complement of staff is available. However, should you require occasional visits outside of our usual office hours, we will certainly do our best to reasonably accommodate you.

Strong focus on preventive medicine and long-term health and wellness. As part of my commitment to your long-term health and wellness, my philosophy is to educate you about the importance of fitness, weight management, healthy living and, in addition to the clinical services I already offer through my practice, I will assist you to identify and evaluate wellness providers and offerings. This will support your effort to take an active role in managing and maintaining your good health. Additionally, the six pillars of Lifestyle Medicine may be incorporated to address chronic diseases using evidence-based, whole-person, prescriptive lifestyle changes, to treat and often reverse such conditions.

Body Composition Analysis & Weight Management. With the use of a body composition scale, I am able to accurately measure the percentage of body fat in patients who are interested in this health marker. This can help us in determining an effective action plan for each patient's wellness journey.

Personalized hospital and/or skilled facility care: Should you need to be hospitalized, I will make myself available when I can to communicate with you and to serve as an advocate on your behalf, even when you are admitted to a facility at which I do not have privileges. If you wish, unless hospital policy or protocol does not allow, I will do what I reasonably can to remain involved in your care, including communicating with the hospitalists or other attending physicians who are providing services to you.

Long distance care. Whether you are on a brief vacation or living some of the year in a second residence, I am available for consultation. However, if in my judgment you need to be seen by a local physician, you will be encouraged by me to seek medical attention. I will communicate with you directly, as well as with your treating physician as needed, to support the coordination of any healthcare issues that may arise.

Hearing screening. As part of my commitment to preventive care, I will provide you with an annual hearing screening exam, excluding diagnostic hearing and balance exams, regardless of any reported symptoms. I believe that regular hearing screenings are an important tool for early detection of hearing loss.

Care for visiting relatives and/or friends. Should your out-of-town family or friends become ill during a brief visit to the area, I will be happy to see them in my office and assist with their medical care. I will treat them as though they were a member of my practice. Our standard office visit charge will apply.

Quarterly newsletter on topics relevant to your health and well-being. I will provide seasonal newsletters on medical subjects of interest via email.

Travel medicine consultation. I will offer guidance on CDC recommended inoculations and/or precautions to be taken while traveling.

Seminar groups. I will host meetings to discuss a variety of timely health issues and offer an opportunity for small group interaction.

Handicapped parking. For your convenience, handicapped parking is readily available. If you request, we will meet you at your car with a wheelchair and escort you to our office.

Comprehensive Annual Health Assessment

In my ongoing efforts to assist you in adopting and maintaining a healthy lifestyle and optimizing your quality of life, you will be encouraged and reminded by my staff to schedule a Comprehensive Annual Health Assessment, regardless of condition or necessity, each year. This is a comprehensive annual visit, unrelated to any illness or injury. It will include a thorough examination and an appropriate array of screening tests based on age, health status and risk factors. Each person is unique and there is no one-size-fits-all approach when it comes to prevention and treatment. Depending on your particular health situation, additional tests (such as blood tests, a colonoscopy, mammogram, etc.) may be recommended. These will be billed by the performing entity, and you or your insurer will be responsible for payment of these tests. I will use the results of our exam to help you develop a plan for the year to improve health and fitness and to address any new or existing health goals. Every patient is advised to have an annual evaluation.

The membership fee does not apply to the Welcome to Medicare assessment or to any annual wellness checkup. Portions of this comprehensive annual health assessment and associated tests may be "covered" services under Medicare and other commercial insurance plans and will be billed accordingly. The annual membership fee applies only to non-covered components of the Comprehensive Annual Health Assessment.

My Staff

My staff is an important part of your experience with my office. They not only have the expertise to advocate on your behalf but will assist you in navigating through other aspects of the medical community when necessary.

Insurance Information

Commercial Insurance Patients

Office visit charges are not included in your annual fee. I intend to remain an in-network provider for many major insurance plans. I will bill insurance for all covered services and patients will be responsible for deductibles, co-pays and exclusions in accordance with individual insurance plan guidelines. It is my intention that no insurance-covered medical services are included in your annual fee.

Medicare Patients

I will continue to submit claims to Medicare and to your supplemental insurance on your behalf for Medicare-covered services. Patients will be responsible for deductibles, co-pays, and exclusions in accordance with individual insurance plan guidelines. The annual membership fee is intended to only include services as described herein that are not covered by Medicare and will not be paid for or reimbursed by Medicare.

Annual Fees & Instructions

Please see the Membership Agreement Form for annual fees and instructions.