



# PATIENT HANDBOOK





## Who we are:

We are honored to care for you!

Please take a moment and read about Reliant Direct Primary Care (DPC). Reliant DPC is a Direct Primary Care clinic and we are different from most family practices. Your doctors are always standing by. We're available to help you through the biggest and smallest health concerns on your journey.



Transparent  
Costs



Timely  
Service



Flexible  
Visits



Quality  
Care

***Making Top Notch Health Care  
SIMPLE and AFFORDABLE.***





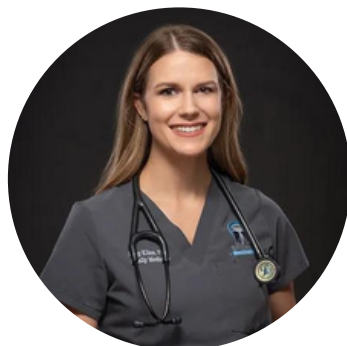
# About Us

## OUR TEAM

**Reliant DPC is all about people, and it shows.**

Behind the scenes at Reliant DPC we have truly compassionate and committed people dedicated to practicing unique and personalized medicine.

**Your Providers:** Our medical providers are passionate about understanding you and your body and have gone out of their way to work “outside the box” through this new model of care, Direct Primary Care.



**Riley Kline, PA-C**  
PHYSICIAN ASSISTANT



**Jonathan Bushman**  
FOUNDER & PHYSICIAN



**Charles Jantzen, DO**  
PHYSICIAN



**Sara Oldham, DO**  
PHYSICIAN



**Makayla**  
MEDICAL ASSISTANT



**Veronica**  
MEDICAL ASSISTANT



**Amy**  
LPN



**Shellie**  
PATIENT SERVICES





# About Us

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## OUR TEAM

**Patient Support Team:** None of our medical work would be possible without our patient care support team.

They work hard, both in front and behind the scenes, to support you and facilitate our care for you.



**You:** Our members have an important role to play. You are responsible to care well for yourself and your family, and we will be careful to not overstep. We will work hard to give you the tools and the time for you to be good stewards of your body and resources.

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# Make the Most of Your Membership



We are not your average medical office. Reliant DPC is committed to providing an ongoing relationship with your provider. Reliant DPC memberships include unlimited visits with your provider each year.

Here are a few tips to help you make the most of your care at Reliant DPC.

## **Tip 1: Schedule an Annual Physical!**

There is no better way to use Reliant DPC than to take time with your provider to review your health, have a complete physical and consider lab testing for health screening. We are thankful to have the time AND cost-effective services to individualize our care.

## **Tip 2: Make a Care plan**

We strive to communicate our medical care in a way that you clearly understand and can take with you. Our main tool for this is called the “Care Plan.” This is a short report highlighting your visit and what you and your provider anticipate going forward.

## **Tip 3: Schedule Reminders**

We find that follow-up visits are hard to schedule in advance. Instead, we keep many appointments open each week for scheduling when needed. We use scheduled reminders and messages to connect with you from time to time.



# Practice Info

## Hours of Operation

Reliant DPC is open 5 days a week to care for you.

Monday	8:00 am - 5:00 pm
Tuesday	8:00 am - 5:00 pm
Wednesday	8:00 am - 5:00 pm
Thursday	8:00 am - 5:00 pm
Friday	8:00 am - 12:00 pm

Closed 1 hr for lunch from 12PM - 1 PM Monday - Thursday

## Location and Contact Information

Reliant Direct Primary Care  
822 W. Randolph Ave. Enid, OK 73701

- Office: 580-599-0272
- Fax: 580-603-8602
- Email: [info@reliantdpc.com](mailto:info@reliantdpc.com)

## Follow us



@reliantdpc



@eniddirectcare



# Communication

## How to Message Your Provider

There are several secure, HIPAA-compliant ways to message Reliant:

- 1) Text directly to our clinic number at 580-599-0272
- 2) Message through our secure patient portal: [https://spruce.care/enid\\_clinic](https://spruce.care/enid_clinic)
- 3) Email our clinic at: [info@reliantdpc.com](mailto:info@reliantdpc.com)

- Texts and emails are answered in a routine timeframe during office hours. Please expect 24 hour turn around time.
- Texts are best for brief, simple questions or requests (think “tweets”)
- Example “I need a visit...” “Please refill my medication.”
- For more involved medical questions, please call to schedule a visit or phone call.

### HOW TO SCHEDULE APPOINTMENTS

Call: 580-599-0272

Email: through either your portal or [info@reliantdpc.com](mailto:info@reliantdpc.com)

## Urgent Care Needs

If appropriate, our providers gladly care for your urgent needs after hours (including weekends and holidays).

To reach the on-call provider after hours you will need to call the clinic 580-599-0272 and then press “1” for urgent. This will ring through to the provider’s personal phone.

Text messages, portal messages or emails are NOT received as urgent and will be responded to during the next business day.



Download the Spruce App to  
communicate securely with  
the Reliant Team



# Communication

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## *Reliant Direct Primary Care Experience*

Reliant works hard to keep communications with you simple. We use text or email for the following needs:

- 1) Medication refill requests
- 2) Lab and x-ray results
- 3) Non urgent medical question
- 4) Instructions for referrals

Reliant DPC communications are often expedient, but the hand-off to other offices or the hospital can run into gaps. We appreciate when our members keep in contact and help us track orders!

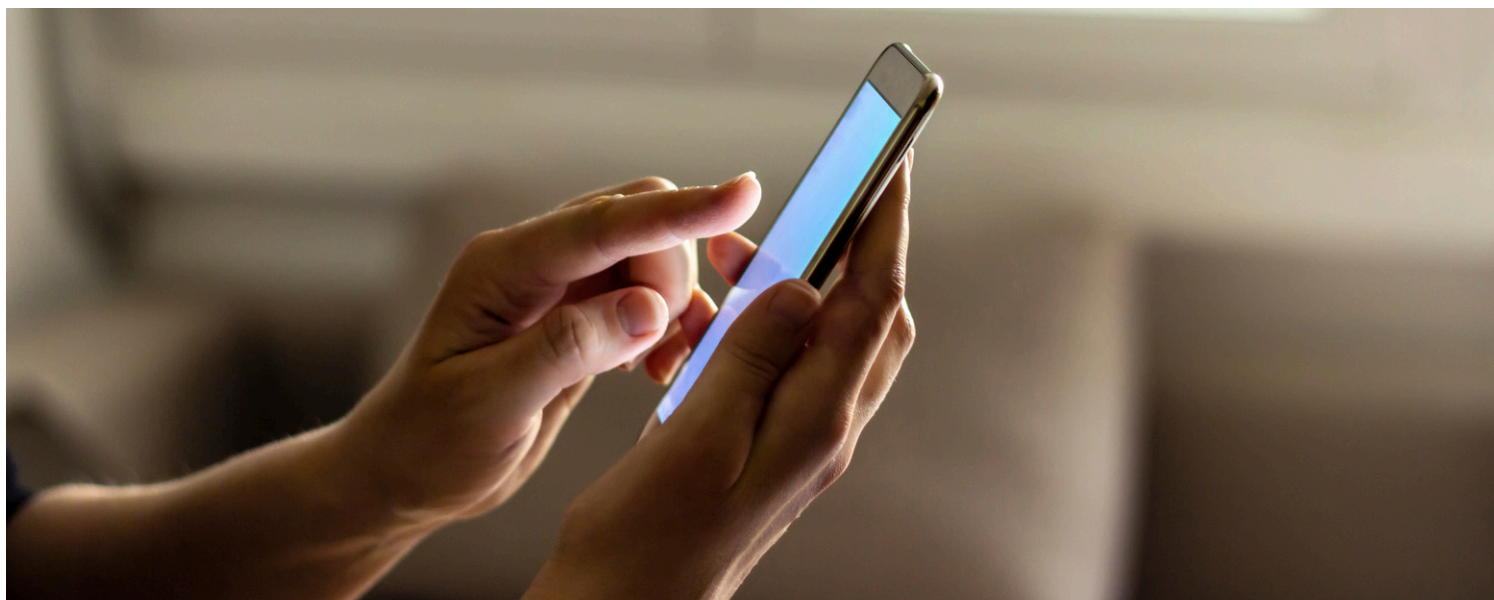
Response times that you can expect from Reliant DPC.

**Routine phone calls:** will be returned the same or next business day.

**Labs:** Please give us 3-5 business days for results

**Pap smears, skin biopsies:** 7-10 days for results

**Speciality Referrals:** 1 week; please call if you have not been contacted







# Medication & Refills

*Reliant Direct Primary Care Experience*



## **Pharmacy Prescription Medication Refills**

- Some refills may require an appointment with your Provider.
- Email refill requests through your patient portal or call us
- In your messages for prescription refills, tell us:
  - Your name & phone number.
  - The name of the prescription, dose and quantity.
  - 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.
- Reliant DPC is committed to providing our members with affordable medications through our in-house pharmacy. Request pricing on your meds.

## **Controlled Substances**

- Require monthly refill requests to be called into clinic.
- Require an appointment every 3 months.



# Records & Labs

*Reliant Direct Primary Care Experience*

## **Medical Records**

We can provide you access to your chart, including lab results. Please contact our office to request access to your Elation portal.



## **Labs**

Labs can be drawn at DLO located at: 620 S. Madison St. suite 101, Enid, OK. In most cases you will be billed for your labs at time ordered in clinic. Occasionally, payment for labs will be invoiced to your account upon receipt of the lab bill to our office.





# Appointments



## **Ongoing Care**

Use us when you need us. Call 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 the office for same-day appointments (phone). 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**

Reliant DPC provides time off for our staff with clinic closures on several holidays per year. On-call coverage is usually available during these clinic closures.

## **Home Visits**

Reliant DPC providers are pleased to care for you at home, as appropriate. Please contact our office to arrange.

## **Hospital Care**

Hospital care is provided through collaboration with local hospitalist in the event you may be hospitalized. Please contact our office as a need arises.





# Billing & Prior Authorizations

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## Billing

Membership is due monthly. Failure to routinely pay the membership will result in discharge from The Reliant Direct Primary Care Program. If the account is overdue for 60 days or chronically late this will result in termination of membership.

In order to terminate your membership, please provide a 30-day written or verbal notice to our office.

Please notify us if you need to change your payment method on file or log into the payment portal to update your information.

## 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 communicate with you in a timely manner.







# Memberships Plans

## Monthly Membership Pricing

60 day minimum enrollment with 30 day termination

Age	Rate
Child Membership	\$39 per month with Adult Member
Adult Membership	\$89 per month
Family Max	\$249 per month max
Employer Plans	Contact for Pricing

### Per-visit fees

Annual physical exam - FREE

Unlimited office and telemedicine visits - FREE

Communication via phone, text, and email - FREE

Next-day and same-day appointments - FREE

Simple office procedures - FREE

Coordination with specialists - FREE

Sports Physicals - FREE

### Enrollment Fees

Enrollment Fee \$100

Re-enrollment \$200

*Family Max Enrollment Fee \$200*

*Medications, Labs, and Diagnostic pricing available before services rendered.*

Direct Primary Care is not health insurance. Membership provides affordable care for most of your family's medical needs. For catastrophic coverage, Reliant DPC recommends purchasing insurance or joining a Healthcare Sharing Ministry. DPC members usually are able to choose higher deductible coverage, ultimately saving significantly on healthcare costs.



# THANK YOU!

## Our Mission

We are making healthcare more affordable, while adding quality, and giving patients full access to doctors who put them first.



Thank you for allowing us to work with you!

## Questions? We're here to help.

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

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