



LevMed Health  
1519 Dr. Martin Luther King Jr. St. N.  
St. Petersburg, FL 33704  
727-314-6472

## **Communication Guidelines with LevMed**

Dear Member,

Thank you for joining LevMed! We are honored to have you as a member and look forward to our partnership; helping you achieve your optimal health. As a LevMed member, we will begin to form a therapeutic partnership that goes beyond the boundaries of a traditional primary care practice. We want you to feel very comfortable communicating with us when it comes to your health, so we'd like to take a moment and orient you to some basic communication guidelines.

### **Contacting LevMed**

The best time to reach us is office hours: Monday through Thursday 9:00 am – 5:00 pm and Friday 9:00 am – 2:00 pm.

**Office hours:** While texting is more convenient for us via the secure spruce app, you may also call or text our office directly at our main office number: (727) 314-6472. We will always do our best to get back to you in a timely manner, but if the issue is urgent and you have not heard from us, feel free to call or text again.

**After hours:** We kindly ask our members respect our personal time after hours, but for medical issues that cannot wait until normal business hours, members can reach out via the same spruce

app or phone number. While we cannot guarantee 24/7 access, if available, we will do our best to address urgent issues.

**Life threatening emergencies:** Please call 9-1-1 directly for assistance or go to your nearest emergency room.

**Email:** For any non-pressing medical questions that may arise, feel free to e-mail: Dr. Levine at [DrLevine@LevMedHealth.com](mailto:DrLevine@LevMedHealth.com)

Dr. Bugg at [DrBugg@LevMedHealth.com](mailto:DrBugg@LevMedHealth.com)

For administrative questions like membership, billing, etc., please e-mail Melissa at [Office@LevMedHealth.com](mailto:Office@LevMedHealth.com)

Patients who chose to join a membership based primary care practice, like LevMed, have fewer emergency and hospital visits and report a much higher quality of care with their doctor. You have made a wonderful choice for your health, and we are honored to care for you!

Sincerely,

Dr. Levine and The LevMed Team