



Communication Guidelines with LevMed

Dear Member,

Thank you for joining LevMed! I am honored to have you as a Member and I 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.

My staff and I want you to feel very comfortable communicating with us when it comes to your overall care and well-being, but because of your likely unfamiliarity with our business model, we'd like to take this time to orient you.

How to Reach Me

Office: Our **preferred means of contact is during office hours** (Monday through Friday, 9:00 AM–5:00 PM). Please call our office directly at our main office number: (727) 314-6472. We will do our best to get back to you in a timely manner.

For after-hours issues that cannot wait until normal business hours, we have several options for our Members. However, please understand that I am also attending to the needs of my family and other commitments. I appreciate your respect of my personal time. Either way, I will do my best to return your call as promptly as I can and am happy to help you as needed.

Texting: During after-hours or weekends, for a quicker response to pointed questions (such as a script refill that cannot wait until office hours), it is best to reach me via text. You may message me through our secured messaging app, Spruce (<https://www.sprucehealth.com/www.sprucehealth.com>), or you can text me at the same office number. After-hours and weekend texts are automatically directed to my cell phone.

Cell Phone: Calling my office phone on weekends and after-hours will forward you directly to my cell phone. These are for pressing non-emergency needs (such as a laceration). Please know that while LevMed cannot guarantee 24/7 service, we will do our best to answer your questions in a timely manner.

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

Email: If any non-pressing medical questions arise, please feel free to e-mail me at drlevine@levmedhealth.com. For administration questions like Membership, billing, etc., please e-mail admin@levmedhealth.com.



Thank you again for joining LevMed. Studies show that patients who chose to join membership-based primary care practices, like LevMed, have fewer emergency and hospital visits, and report much higher levels of satisfaction with their doctor. You have made an important first step to improving your health, and I am honored to be your doctor!

Sincerely,

Dr. Brett Levine, D.O.

Thank you for taking the time to complete these forms!