



**Thank you for joining Bliss Direct Primary Care. I look forward to working with you as your health advocate. Below is some general information about our practice for your reference. If you have any questions or concerns, please feel free to reach out at (469) 908-4752.**

#### **How do I get a hold of Dr. Shaikh?**

By now you should have downloaded our secure HIPAA compliant app, Spruce. If not, you can join by clicking on this link, <https://spruce.care/blissdpc>. Messaging within the app is the best way to get a hold of me. When you message, please leave details around your need (for example go ahead and describe your headache, opposed to just stating you have a headache) so I can help you in a timely manner.

The business hours are **9:00am-5:00pm Monday-Friday**. If you message or call within these hours, I will get back to you rather quickly. If I am with another patient, I guarantee to return your message as soon as possible and within the same business day. If you message me outside of the business hours, I will return your message on the following business day.

#### **What if I have an urgent request and need to get a hold of Dr. Shaikh outside of the business hours?**

If it is outside of business hours and you have an urgent medical concern, I can be paged following the prompts in the after-hour messages. Please leave a detailed message of your urgent concern whether through the app or via voicemail, so I can provide proper guidance in a timely manner. Though I try to be readily available, please note that **Bliss Direct Primary Care** is not emergency care. Therefore, if you are experiencing a medical emergency always call 911 regardless of office hours.

#### **How do I schedule an appointment?**

You can schedule appointments by utilizing our booking site found on the website or by <https://app.elationemr.com/book/491045731827716/new-patient>. If you do not see a time available, please call or text our office at **(469) 908-4752** so we can get you scheduled. For same or next day appointments, please text or call to get scheduled.

All visits are by appointment, and we cannot accommodate walk-in appointments. We do have same day or next day appointments available regularly, just call the office to get scheduled. We can also handle a lot of things through text or virtual visits as well.

#### **What if I need a refill?**

If you are getting low on medication, please reach out via the secure message app, Spruce for a refill. When requesting the refill, be sure to state the medication, dosage, and preferred pharmacy so we can promptly fill the prescription. Please allow two business days for refills so if you are getting low, reach out and let me know so you do not miss any doses.

#### **Can you tell me more about cash pay prices?**

We offer competitive cash prices on some ancillary items such as labs, medications, supplements and diagnostics. You are welcome to use your insurance for services outside of the membership, however our cash pricing is usually even cheaper than your copays. We are happy to help guide you through this process, as all insurances and plans can be different.