

What can you tell me about Dr. Hassell's background?

- Dr. Hassell received his medical degree from the University of Western Australia, completed his residency in Internal Medicine at Providence St. Vincent Medical Center in Portland, and is board certified in Internal Medicine. He established the Integrative Medicine Program at Providence Cancer Center, is a clinical instructor for internal medicine residents, and Associate Medical Director and Professor at Pacific University School of Physician Assistant Studies. Dr. Hassell specializes in evidence-based conventional and lifestyle medicine for treatment or reversal of heart disease and stroke, type 2 diabetes, and cancer prevention and survivorship. He lectures to physician groups and community audiences, and is co-author of the popular diet and lifestyle guide, *Good Food, Great Medicine*, now in its 4th edition.

What can you tell me about Dr. Ellis' background?

- Dr. Ellis received his medical degree from The Ohio State University, graduating with honors, and as a member of Alpha Omega Alpha Honor Medical Society. He completed his residency at Oregon Health & Science University, and is board certified in Internal Medicine. Dr. Ellis has peer-reviewed publications and poster presentations in the area of vascular medicine, and has a particular interest in using evidence-based food and lifestyle choices to treat cardiovascular and metabolic disease, depression and anxiety, and issues relating to autoimmunity.

How do you approach patient care?

- Very personally. We're a small, low-volume internal medicine practice, and we take time with our patients. For an initial appointment or complete physical exam, plan to allow us about an hour of your time. Follow up visits typically last about 30 minutes, depending on the complexity of the issue.
- Much of our work involves the diagnosis and care of medically complex patients and includes the use of mainstream investigation and treatment plans. We vigorously apply evidence-based nutrition and lifestyle therapies whenever possible.
- Patients are encouraged to be closely involved in their own care, and to keep (and understand) results of laboratory tests and other reports. If we draw your labs we prefer to send you the original lab results with our comments added, rather than a summarized form letter.
- We are also happy to schedule consultation appointments for patients who already have a primary care physician.
- . . . and if you are a smoker, we are expecting you to work with us to quit . . . now!

What should I expect at my first appointment?

- Your first appointment will include a review of your personal and family history and current symptoms, a review of previous laboratory or x-ray data, a physical exam, and recommendations for future tests and treatments. New patient appointments and consultations are scheduled for one hour.
- As well as conventional therapies, we will discuss evidence-based nutrition and lifestyle recommendations. We may also consult with your other treating physicians.

What is a consultation?

- Consultations appointments are available for people who already have a primary care physician (PCP) but would like to discuss lifestyle medicine, address a particular set of issues, evaluate a difficult medical

problem, or get a second opinion. We'll work closely with your PCP, if requested. Laboratory or other testing may be recommended, and often we will request other specialty opinions.

What is the 1-year or 6-month health transformation program?

- It is a personalized patient-doctor partnership for people who are looking for a program with accountability, continuity, and evidence-based approaches using both conventional and lifestyle medicine to improve health and long-term quality of life. The program is designed to deliver a sustainable action plan for reversing type 2 diabetes and heart disease and reducing risk for stroke and dementia, as well as cancer prevention and survivorship, weight management, and medication reduction. For more details, please call our office.

What are your office hours?

- We see patients Monday – Thursday; urgent needs can be accommodated Friday via phone.
- Office hours are generally 9am to 4:30pm with lunch from noon to 1pm. Please note that we are closed on Fridays. For urgent matters, patients can page us by calling our office 24 hours a day.

Where are you located?

- Our office is located on the 3rd floor of Providence St. Vincent Medical Center, Physician Office Building, East Pavilion (fountain entrance), Suite 302.

Are the doctors preferred providers?

- We are not participating providers for any insurance plans. This means that we are *out-of-network* providers and should not be listed in any preferred provider directories. This applies to *all* health plans including Medicare. Eliminating insurance and Medicare contracts removes an extra layer of bureaucracy and regulations, thus allowing us more freedom to provide the best patient care.

Will insurance cover my office visit?

- We can bill most health insurance plans, but suggest that you ask your insurer specifically about their coverage for *out-of-network* providers. Some insurance companies will only accept electronic billing from providers but allow paper claims from patients: we do not bill electronically, so in those cases we can give you an itemized statement to bill them directly. Medicare will not cover our services, nor can they be billed (see below).

Will Medicare cover an office visit?

- Medicare patients are welcomed on a private-pay basis. We have opted out of Medicare, which means that neither doctor nor patient is able to bill Medicare. To satisfy Medicare guidelines, patients over 65 sign a form verifying that they understand the private pay arrangement. (Medicare supplement plans will not reimburse claims that have not been processed by Medicare first.) If you have questions, please give our billing department a call. We will be glad to help.

Do you offer any discounts?

- We offer a 15% discount for payment at the time of service.

What is the cost of my first visit?

- The fee for your first office visit is typically \$595 after a 15% time-of-service discount and is required at the time of service. Subsequent office visits range from \$175 to \$475 (after discount). If you have questions, feel free to call our billing department.