DUNCAN INTEGRATIVE
MEDICINE

WELCOME!

Let's get to work.

Everything you need to know to make the most of your membership experience!

"Your Wellness, Our Priority"

- Dr. Thomas Duncan

Phone: 360-706-2763
Hours: 8:00am-4:30pm
Monday through Thursday
Address: 2950 Limited Lane NW Olympia WA 98502

COMPASSION PARTNERSHIP CONNECTION

Welcome to the Tribe! You BELONG here.

We welcome you as you get started on the meaningful transformation which will occur when you take charge of your health.

Your team at Duncan Integrative Medicine is here for you every step of the way. We are a group of compassionate individuals who are dedicated to partnering with you to connect to your health and vitality.

We ask that you please take a few minutes to review this Welcome Packet to ensure you get the most benefit out of your membership experience.

HOW TO USE THE PRACTICE

As a member of the practice you have access to the care team by phone, patient portal and secure messaging. We understand it is important for you to have an ongoing dialogue with your healthcare team.

We want to ensure you find true healing on your journey with us and that starts with communication.

Please set up your patient portal account to ensure we are able to connect.

HOW TO MAKE AN APPOINTMENT

Please call our office at **(360) 706-2763** to schedule your appointments.

Appointments can be made during normal business hours:

Monday: 8am - 4:30pm
Tuesday: 8am - 4:30pm
Wednesday: 8am - 4:30pm
Thursday: 8am - 4:30pm

Please note that our office hours and provider schedules may vary based upon availability.

Our Office is closed for the following holidays:

New Year's Day
President's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Day after Thanksgiving
Christmas Day

AFTER HOURS

We have a provider on call 24/7; for urgent after hours matters, please call 360-706-2763 and press “2” to reach our physician on call.

For **Gold** and **Platinum Members** there is an additional charge for this service.

Executive Members will not be subject to the after hours fee.

For medical emergencies please call 911.

You may also leave a message on the main line which will be returned the next business day, or send your provider and their team a portal message.

PRESCRIPTIONS & SUPPLEMENTS

The fastest way to get your prescription filled is by using your **patient portal**.
If you are having problems, you can also call the office at 360-706-2763. In addition you may have your pharmacy request a prescription to our office. All requests will be responded to within 2 business days.

All supplement orders can be placed online at https://www.duncanfamilymedicine.com/ through our supplement store.

Online orders placed by 2 pm EST will be sent out the same day.

Orders by phone will be placed within 24-48 hours from the time it is received.

Should you email or call in your request one of our team members will call you back to confirm the order.

DUNCAN INTEGRATIVE MEDICINE

BENEFITS OF MEMBERSHIP	GOLD $79/Month $97 registration fee	PLATINUM $197/month $97 registration fee	EXECUTIVE $497/month $97 registration fee
CONTRACT REQUIRED	12 Month Commitment	12 Month Commitment	12 Month Commitment
ANNUAL PHYSICAL	WITH NURSE PRACTITIONER	WITH DR. DUNCAN	EXECUTIVE PHYSICAL
FOLLOW UP VISITS	WITH NURSE PRACTITIONER	WITH DR. DUNCAN OR NURSE PRACTITIONER	WITH DR. DUNCAN
PATIENT PORTAL COMMUNICATION	✓	✓	✓
CONVENIENT APPOINTMENT TIMES	✓	✓	✓
DIRECT ACCESS TO CARE TEAM	✓	✓	✓
LONGER, UNHURRIED APPOINTMENTS	✓	✓	✓
SAME DAY NEXT DAY ACUTE CARE VISITS	✓	✓	✓
INBODY COMPOSITION SCALE	✓	✓	✓
GROUP PROGRAMS: MINDSET & COACHING	✓	✓	✓
PERSONALIZED HEALTH PROTOCOLS		✓	✓
FUNCTIONAL MEDICINE APPROACH		✓	✓
QUARTERLY LIVE IN PERSON EVENTS			✓
DAILY MINDSET CALLS WITH DR. DUNCAN			✓
HEART MATH TECHNOLOGY			✓
INFRARED SAUNA			✓
SUPPLEMENT DISCOUNT		10% OFF MSRP	20% OFF MSRP

Membership is not a replacement for insurance.

The Membership fee was designed to cover the services not typically covered by insurance companies, giving our members the opportunity to experience a functional medicine approach with longer visits, nutritional guidance and primary care. This supports the team at Duncan Family and Integrative Medicines to support you in creating health rather than only treating you when you are sick. Your membership fee will be billed to you automatically each month and will renew until you cancel.

To cancel your membership please notify us in writing.

INSURANCE

We are currently contracted with the following insurance companies:

- Aetna
- Anthem
- Cigna
- Federal Employee Program (FEPBlue)
- First Choice Health Network
- GEHA (Aetna Network)
- Kaiser Health Access PPO
- Healthcare Management Administrators (HMA)
- Lifewise
- Medicare
- Meritain Health
- Premera
- Regence
- Regence Group Administrators (RGA)
- Trusteed Plans Service Corporation
- Shasta Administrators
- Uniform Medical

It is important that you keep your insurance information current with the practice as you will continue to be billed for your visits in addition to your membership fee.

Please be aware of any deductibles or any significant cost sharing requirements from your insurance company.

YOUR CARE TEAM

THOMAS J DUNCAN, MD

Functional Medicine & Family Physician

LINDSAY SCATTERGOOD-KEEPPER DNP-ARNP

Functional Medicine & Woman's Health

KIMBERLY RIANO, DNP, ARNP

Women's Health and Family Medicine

MELODIE WILSON, CPC

Operations Guru

DUNCAN INTEGRATIVE MEDICINE

Thank you, and we look forward to working with you.

Functional Medicine is comprehensive, looking at the whole body, root cause, and lifestyle. We utilize cutting-edge technology, comprehensive testing, and a thorough understanding of the mind, body and spirit to identify the root cause of your issue(s). We don't just treat the symptoms. We heal the source!

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