DIRECT CARE
PHYSICIANS OF PITTSBURGH

# Welcome to Direct Care Physicians of Pittsburgh: Dr. Emily Scott. *We're so glad you're here!*

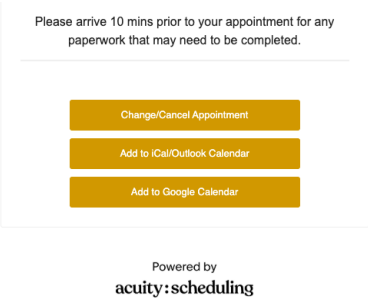
Below are a few important pieces of information. Please save this page for future reference:

## WEBSITE

- Direct Care Physicians of Pittsburgh website: https://www.directcarepgh.com/

## SCHEDULING

- Scheduling link: https://DrScottDCPP.as.me/
  - Select any of the options under the "Members" categories.
  - Scheduling notifications will come from scheduling@acuityscheduling.com
    - Please add this to your contact list so it does not go to spam
- Need to cancel or reschedule?
  - You can cancel or reschedule your appointment electronically by going into your confirmation email from Acuity, scrolling to the bottom, and clicking on the gold button that says "Change/Cancel Appointment."




  - If you cannot find your confirmation email (even in deleted or junk/spam folders) or are experiencing difficulty, please call the office at (412) 219-4613x2 or email scottstaff@directcarepgh.com with any scheduling questions.
  - Do not email Dr. Scott or call/text her cell regarding scheduling needs.
- Cancellation/No-Show Policy:
  - A cancellation made with less than a 24 hour notice significantly limits our ability to make the appointment available for another patient in need. To remain consistent with our mission, we have instituted the following policy:
    - Please provide our office a **24-hour minimum notice** in the event that you need to reschedule your appointment. This will allow us the opportunity to provide care to another patient. An email or voice message

on the office number may be left to avoid a cancellation fee being charged.
    - A "No-Show", "No-Call" or missed appointment, without proper 24-hour notification, may be assessed a $25 fee. You will be notified of this fee prior to billing, and will be deducted from your account on file with your monthly membership fee on the 1st of the following month.
    - If you are 15 or more minutes late for your appointment, the appointment may be cancelled and rescheduled.
    - As a courtesy, we send reminder texts and emails for appointments, one to two, and three days in advance. Please note, if a reminder message is not received, the cancellation policy remains in effect.
    - Repeated missed appointments may result in termination of the physician/patient relationship. If you have any questions regarding this policy, please let our staff know and we will be glad to clarify any questions you have.

## HOURS

- Scheduled clinic hours are as follows:
    - Monday 10-5
    - Tuesday 9-5
    - Thursday 9-5
        - No walk-in appointments will be accepted.
        - I will work with you on an individual basis to schedule visits outside of clinic hours if needed and if available.

## TELEMEDICINE LINK

- For virtual visits, below is the link to join our telemedicine calls:
    - https://doxy.me/dremilyscott

## PAYMENT

- Atlas MD Patient Portal Link: https://DrEmilyScottDCPP.atlas.md/hub/login
    - This is where you'll log into your patient portal to check invoices. We *do not use this for scheduling*
    - Your monthly $99 fee will be deducted automatically the first of each month

## REFILLS

- For medication refills please use this link: https://www.directcarepgh.com/form/refill-request-dr-scott
    - We require a 2 business day minimum for all refills
    - No refill requests will be filled over the weekends or on holidays
- For controlled substances:
    - Controlled substances may not be filled sooner than 30 days of the last refill (28 days if that date falls on a weekend or holiday)

- Please refer to your controlled substance agreement for more detail

## EMAIL

- Email is our *preferred method* of contact
- My direct email for patients only:
  drscott@directcarepgh.com
  - Please use this email for clinical questions
- For any scheduling, billing, prior authorizations, or other logistical questions, please email scottstaff@directcarepgh.com

## PHONE

- Office number: **(412) 219-4613 x2**
  - Use this number for administrative issues such as scheduling, billing, insurance authorizations, etc.
- Office Fax: **(888) 860-4094**
- My direct cell phone number for patients only:
  - **(412) 912-2400** (this number is not made public)
    - For medical needs only
    - ADD ME AS CONTACT IN YOUR MOBILE PHONE! Please remember that this number goes to my personal cell phone, so utilize text messaging and phone calls judiciously as I value boundaries between my time working and time being present with my family.
    - For texting only under these criteria:
      - To be used 9-5, M-F for time-sensitive matters or urgent medical questions
      - For any questions after hours, please send with "urgent" and I will make every effort to respond ASAP. This is to be used for concerns that cannot wait until 9-5 M-F. Prompt responses cannot be guaranteed
      - Anything that is of emergent need should be seen in an urgent care or emergency room setting.
        - For medical crises: please call 911 immediately or proceed to the nearest ER.
        - For mental health crises: contact the Resolve Crisis Network 1-888-7-YOU-CAN (796-8226) or text HOME to 741741

## ADDRESS

- Office location:
  - 201 S. Highland Ave, Suite 101, Pittsburgh, PA 1206
  - Parking is located behind the building on Carron Street in the tan brick garage. Please park in the parking spots on the right labeled "Reserved Parking Direct Care PGH"

## RECORD RELEASE

- Please fill out our record release form via JotForm to obtain records from previous providers: https://form.jotform.com/242684849585173
- Use one form per office (ie. PCP, cardiologist, orthopedic surgeon, etc.)
- Please send any records that you have available to this email address (HIPAA compliant, secure server) scottstaff@directcarepgh.com.
- To obtain your own records, I recommend logging into your AHN MyChart or UPMC MyChart and downloading your records.

## FULLSCRIPT

Register here for discounted supplements: https://us.fullscript.com/welcome/escott1728955060

Dr. Scott's patients receive 10% off of retail pricing for supplements through Fullscript. This benefit is exclusively available to her patients and does require sign up. While we do not stock supplements in the office, you can place an order with Fullscript and have supplements delivered directly to your door. Dr. Scott only recommends taking supplements that have been reviewed with the patient and are indicated for your health.

## MEDICAL CANNABIS

Dr. Scott is a certified Pennsylvania Medical Cannabis Physician.

Steps to complete registration/renewal with PA to obtain Medical Cannabis ID Card:
Step 1 – Go to https://padohmmp.custhelp.com/app/login to register as a patient or caregiver. You must be registered with the state prior to your appointment with Dr. Scott

Step 2 – Have your referring physician fax/email a referral with a qualifying diagnosis to (888) 860-4094 Attn: Direct Care Physicians of Pittsburgh: Emily Scott, DO, or email to scottstaff@directcarepgh.com

- A list of qualifying diagnoses can be found here: https://www.pa.gov/guides/pennsylvania-medical-marijuana-program/
- A referral must be sent prior to scheduling your medical cannabis consultation

Step 3 – You will receive our “Medical Marijuana Informed Consent Form” from Atlas MD via Email. Please review and sign this form.

Step 4 - Schedule telehealth consultation with Dr. Scott here:

- The link for the call will be in your appointment confirmation email
- If you are a member, your certification exam may be completed at the time of your already scheduled medical appointments.

Step 5 – You will be expected to pay the certification fee at the time of your appointment. Payment information will be collected during your call. Please refer to the fee schedule below.

- Non-DCPP Members

    - New Certification - $180
    - Renewal - $100
- DCPP Members
    - New Certification - $100
    - Renewal - $75

Step 6 – Complete your consultation with Dr. Scott. A certification can then be placed by Dr. Scott into the state website valid for one year. Please allow up to 5 days for completion of this step.

Step 7 – Return to the state website https://padohmmp.custhelp.com/app/login to pay state fee ($50) for ID card. If you are unable to complete this step, call the PA helpdesk at 888-733-5595

Step 8 - The card will be sent to your address on file with the state, and Your card will be valid for 1 year.  Once your card is set to expire, the state will notify you 1 month in advance. If you would like to renew your card with Dr. Scott, please email scottstaff@directcarepgh.com to schedule your renewal appointment.

For additional information on Medical Cannabis, please reference the state website: https://www.health.pa.gov/topics/programs/Medical%20Marijuana/Pages/Patients.aspx