NEW PATIENT

WELCOME PACKET

WAYFINDER
FAMILY MEDICINE

1545 N Lee Hwy, Ste 2
Lexington, VA 24450
(540) 817-1765
WayfinderFamilyMedicine.com

MEET DR. SIMCOE



Raeanna Simcoe, MD is a board-certified Family Medicine Physician with over a decade of experience. Originally from Louisiana, she graduated from Louisiana State University Health Sciences Center. She completed her residency in Family Medicine at Swedish Family Medicine in Seattle, and later worked in Denver, where she both taught new doctors and cared for patients. In 2022, Dr. Simcoe relocated to Lexington to be near family. She founded Wayfinder Family Medicine to prioritize patients with the time and quality care each person deserves. Outside of medicine, she is a dedicated wife, mother, and active community member.

MEMBERSHIP BENEFITS

Appointments

- Annual Exam with Comprehensive Health Plan
- ALL Clinic Visits
- ALL Virtual/Telemedicine Visits
- 2 House Visits Annually Per Enrolled Member
    - Within a 20 mile radius of the clinic
    - Additional house visits available at $50/member/visit

In Office Procedures

- Electrocardiogram
- Skin tag removal, cyst removal, incision & drainage, joint injections, ear washing/cleaning, and more
    - Additional cost for pathology

Laboratory Studies

- In-house labs (COVID, flu, strep, urine)
- At-cost labs through Quest, price list available



OFFICE HOURS

Regular Business Hours
Monday through Friday 8am-2:30pm

Members Only Phone
8am-8pm, 7 days a week

540-319-4901

GETTING IN TOUCH

Please be mindful of the time of day when contacting Dr. Simcoe. She is a mother of two and also needs adequate rest to ensure she can provide the best care for you.

Whenever possible, please reserve non-urgent communication for business hours (Monday–Friday, 8am–2:30pm).

For urgent concerns, Dr. Simcoe is available outside business hours from 8am–8pm, including weekends, via phone or text. Reasons to reach out during this time include such concerns as significantly elevated blood pressure or blood sugar, or a cut that may need stitches.

If you are experiencing a medical emergency, call 911 or go to the nearest Emergency Room.

GETTING IN TOUCH

Routine questions, prescription refill requests, and other non-urgent matters sent after hours will be addressed during business hours.

At times, Dr. Simcoe may be with other patients and calls may go to voicemail. If your call goes to voicemail, please leave a message or send a text with your full name, date of birth, phone number, and reason for your call. Messages are monitored throughout the day, and responses may occasionally take a couple of hours, depending on clinic volume.

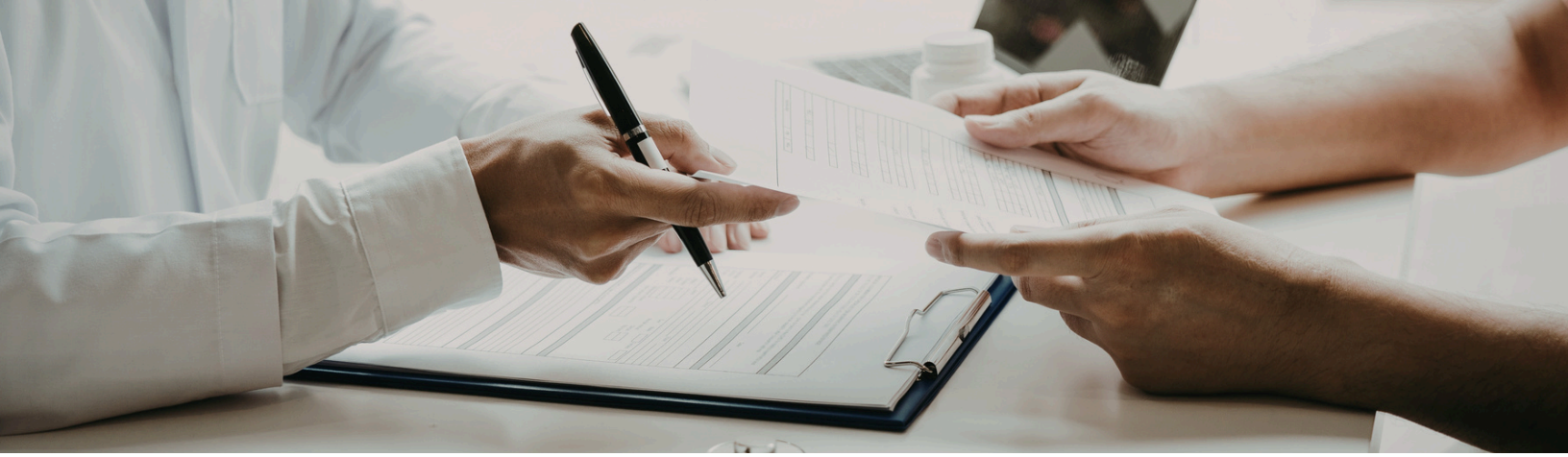
APPOINTMENTS

Appointments will be scheduled by Dr. Simcoe during Regular Business Hours. Please reach out via phone, text, or portal message to schedule.

You will receive appointment reminders 1 week and 1 day prior to your appointment.

If you can't attend your appointment, please let us know as soon as possible so we can offer that time slot to another individual in need.

A "no-show/late cancel" is defined as failing to call and reschedule or cancel your appointment with at least 24 hours notice. Arriving more than **15 minutes** late will result in rescheduling the appointment and it will be classified as a no-show. More than two no-shows may lead to dismissal from or preclusion from joining the practice at Dr. Simcoe's discretion.



REPORTS/LETTERS

When can I expect my lab results?

Please allow up to 2 weeks for all lab results to be reported to you. Dr. Simcoe prefers to wait until all results have come back before notifying you. Of course, if there are any urgent results she will reach out right away.

How will I receive my lab results?

Dr. Simcoe will send you a portal message with the results. She may call you if there are results that need to be addressed more urgently.

When can I expect paperwork to be completed?

Please allow up to 1 week for all paperwork to be completed (i.e., camp physical, parking pass, etc.)



MEDICATION REFILLS

If you need a prescription refill, please contact your pharmacy or DME supplier first. They will submit an electronic request on your behalf.

The best time to request a refill is when you have 1 week supply remaining. There may be delays in refills if more information is needed, if you need an appointment, or if there are delays at the pharmacy.

If you ask for your medications after hours, it will be taken care of the next business day.

Some medications require visits with Dr. Simcoe every 1-6 months. If you have not been seen in the necessary time frame, you may be given a “bridge” prescription to get to your next appointment at Dr. Simcoe’s discretion.

All medications require visits at least every 12 months.

VACATION/LEAVE

Dr. Simcoe understands the importance of continuity in your healthcare journey, and as such, wants to ensure that you are well-supported even when she is away.

Dr. Simcoe typically takes up to 20 days of vacation and/or educational time per year to rejuvenate and stay abreast of the latest medical advancements.

You will be notified in advance of any anticipated periods of Dr. Simcoe's absence so that you can plan ahead for prescription refills, appointments, and paperwork. Your well-being remains our top priority, and we are committed to providing comprehensive care every step of the way.

BILLING

Our office does not bill any health insurance plans. While some HSA and FSA accounts do allow funds to be used for DPC fees, we cannot guarantee that your HSA/FSA will do so.

Payments are non-refundable. If you are paying monthly for membership, payments will be charged to a bank account or credit/debit card kept on file.

Membership payments are due on the date listed in your membership agreement.

- $25 late fee applies to payments more than 3 days past due
- $50 late fee applies to payments more than 15 days past due

If not paid by 30 days past the due date, membership may be subject to termination.

Any re-enrollment after cancellation will require you to pay a new enrollment fee and sign a new Membership Agreement. Any previous pricing will be null and void.



PATIENT PORTAL

Get the most out of your care with the Atlas.md Patient Hub!

https://wayfinderfamilymedicine.atlas.md/hub/login

Benefits

- Secure registration
- Call/text/email from the app
- Review upcoming appointments
- Manage billing and payments

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QUESTIONS?

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