

June 21, 2019

Dear Patients,

In September, I am beginning a new chapter in my professional life and would therefore like to formally invite you to join me in creating an innovative model for primary care delivery.

Throughout my 12 years practicing medicine, the guiding principles of my professional career have been to provide scientific, evidence-based recommendations; encouraging patient participation in the medical decision-making process; and attempting to deliver cost-effective care for all individuals, regardless of ability to pay.

I believe the delivery of healthcare should be patient-centered, but unfortunately, our current healthcare system has moved further away from this vision and created a system that results in increasing costs for everyone and less time for direct patient care.

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After many discussions with you and much soul-searching, my humble attempt to address these concerns is called "Samaritans of Texas: A Primary Care Medical Home". Samaritans of Texas, PLLC will be a new internal medicine clinic opening in the Medical Center in September 2019. The focus will be on the patient experience, continuity of care and access to healthcare when needed. I will be a solo practitioner and joining me in creating our distinct approach will be Ariel Walker, my medical assistant. Our commitment is to provide you with the following services:

- 24-hour, 7-days a week access to my personal phone for any medical need
- Unlimited office visits Mon-Fri
- Evening clinic appointments
- Unlimited email, facetime/skype visits
- Home visits for those unable or too sick to travel
- Same-day or next day appointments
- No more wait times in the waiting area
- A personal phone call for review of all lab and imaging study results
- Online appointment booking
- Expansion of medical services such as nutritional counseling and ambulatory blood pressure monitoring
- Inpatient hospitalization care where I will serve as your attending physician at most Methodist, Baptist and Santa Rosa hospitals in the San Antonio area.
- Hospice care where I can serve as your attending physician

Practices in San Antonio that offer similar services charge a fee in the range of \$500-\$2500 yearly. However, at Samaritans of Texas, that fee will be "pay what you want". You will choose the price you pay. You can pay less than the usual fee range or you can pay more. There is no catch and there are no hidden costs.

The price you choose to pay would ideally be based on 1) how much you value our services; 2) how often you think you will be using our services; 3) what you can afford.

I will not be accepting private insurance or supplementary insurance of any kind. The reason for this is that, in my experience, our current health care system centered on health insurance has resulted in persistently increasing health care costs, unnecessary testing, wasted resources, and ever-increasing premiums/deductibles with no significant improvement in healthcare outcomes. Further, patient and physician satisfaction continues to decline. To keep our practice costs low and provide a “pay what you want” model, we cannot accept insurance at this time.

I will be accepting Medicare because I feel it is an important safety net that many of our patients rely on. I will be accepting assignment on traditional Medicare part B. This means I will accept a lower reimbursement from Medicare and you will not have to pay at each visit. However, I do ask that all Medicare patients still pay a fee that covers all the services not covered by Medicare. That fee will be the “same pay what you want” fee.

All labs, imaging, hospitalizations and consultations will still be billed through insurance as these services are not affiliated with our organization.

To simplify things on how this payment model would work in different scenarios, here are a few examples:

- If you lose your job or have minimal income, you can feel free to pay what you can afford, (and this can be well below the fee range) until things improve for you.
- If you want to continue to see us and like the idea of having access to our medical home but don't think you will need our services more than once or twice a year, feel free to pay on the low end of the fee range, or lower if that is what you can afford. If in the future you find that you need our services more than you anticipated, you have the option of paying more at that time.
- If you have Medicare, feel free to pay on the low end of the usual fee range, or lower if that is what you can afford, are on a fixed/limited income or if you feel you only need our services sparingly.
- If you are bringing family members to our medical home, feel free to give yourselves a family discount.
- If you find yourself needing our services often, are satisfied with the services, and are able to afford to, feel free to pay more than the usual fee range.

Whatever you choose to pay can be divided into monthly payments or a yearly payment, whatever suits your budget. Payments can be made online, via phone call or in person with check, credit card, debit card, or Paypal. For your convenience, automatic electronic payments can be arranged.

Please know that whatever you choose to pay will never be shared with me. This will ensure that I will treat everyone fairly and without bias, regardless of ability to pay.

If you decide to join our medical home, please know that your electronic medical records will be transferred over without loss of data. You will still have access to the online patient portal.

Please know that there is no long-term commitment to our medical home. You can leave our medical home whenever you like.

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While many in the medical field find this model to be financially risky, and some patients may find the idea of “pay what you want” uncomfortable, please know my intent is to remove the financial burdens of health care delivery and return the focus back on the doctor-patient relationship. For years, you have entrusted me with your well-being, along with intimate and personal information. I feel I can entrust my patients with the success of our medical home and I am prepared to make the personal sacrifices necessary to adhere to my guiding principles and help make it a success.

If you are not interested in joining our medical home, I am more than happy to help transition your care to one of the doctors at Pasteur Medical or your preferred doctor in the community. Please call 210-614-4000 to facilitate your transition to another physician.

If you are interested in joining our medical home and would like to reserve a spot, please send a message to [Ariel@samaritansoftexas.com](mailto:Ariel@samaritansoftexas.com). Please include your name, phone number, email address and date of birth. You can also opt to call our office number at 210-842-6225 and leave a message. Once your spot is reserved, you will receive more information regarding our upcoming website, future location in the medical center and finalization of a payment plan and contract.

In the interest of fairness, please know that the reservation process to join the practice will be first-come, first-served. Unfortunately, I will only be able to take a limited number of patients. A waiting list will be created if our practice does fill sooner than anticipated.

Thank you for considering our proposal and we are excited to share this experience with you. If you have any questions, concerns or feedback I can be reached via email at: [kendrick@samaritansoftexas.com](mailto:kendrick@samaritansoftexas.com)

Sincerely,

A handwritten signature in black ink, appearing to read 'Kendrick Lopez', written in a cursive style.

Kendrick Lopez, M.D.