

The DOC SHOPPE

Welcome to the Family

We are excited that you have chosen to become a member of our direct primary care practice (DPC). Your membership comes with a number of benefits and we want you to know how to best access and utilize them.



How To Contact Us

DURING and AFTER Business Hours

TEXT OR CALL:

(606) 620-9770

EMAIL: staff@thedocshoppe.sprucecare.com

EMERGENCY: Call 911

Remember that no form of communication is 100% secure.
Use wisdom and discretion in relaying information electronically.

Dr. Bruce Jung, MD
1704 Forest Drive
Corbin, KY 40701
(606) 620-9770
www.docshoppe.net



SCHEDULING



Appointments

You may be seen as often as medically necessary without any additional cost. Please contact us, if you have a medical concern for which you think Dr. Jung needs to see you.

To respect all of our members' time and medical needs, we see patients on an "appointment-only" basis. If you believe you need to be seen right away, please call us so that we can schedule a time that is best for you while being the least disruptive for other members. After hours visits and home visits are available for an additional charge depending upon Dr. Jung's availability.

Phone Calls

During routine business hours you may contact us by phone or text at (606) 620-9770. If we are unable to answer the phone right away, please leave a message. We will call you back just as quickly as we can. If you have not heard back from us in a reasonable time frame, please do not hesitate to contact us again.

After hours and on weekends please text (or leave a voicemail) at the same office number, (606) 620-9770. Dr. Jung will receive an email alert on his phone that you have tried to reach us. He will then contact you as soon as he is able.

Secure Messaging / Texting

We now have two secure messaging portals, Spruce and Passport, through which we can transmit information and contact each other. We will try to set these up with you during your visit. Spruce is a simple, but secure, texting platform. Simply text us at our office number: (606) 620-9770. We will respond to you as soon as we can. Use Passport for interacting regarding labs and tests. It does not provide us with notifications like Spruce does, so is not as suitable for more urgent needs.

Unfortunately, our after hours availability is dependent on internet and cellular service capabilities. These capabilities can be unpredictable particularly in rural areas like Corbin. So text again, if you don't hear back from us.

Email

Some people like to use email to interact with us at The Doc Shoppe. Our email address is Staff@TheDocShoppe.SpruceCare.com. You may send us email messages during or after routine business hours. We will respond to these emails in a timely fashion and usually by the next business day.

Vacation Arrangements

Presently Dr. Jung is a solo family physician and does not have automatic practice coverage by another physician. Our nurse or our voicemail system will field phone calls when Dr. Jung is gone for extended periods of time. Our nurse discusses patient care issues with Dr. Jung regularly when he is on vacation. We appreciate your understanding during these times.

BENEFITS



Laboratory Tests

We have over 100 lab tests that are included in your membership at no additional cost. Some people need to have these routine lab tests done a few times a year due to their medical condition(s). Presently we do not charge extra for these repeat tests. If you need an unusual or expensive lab test that is not on our included list, we will give you the lowest price possible. We have negotiated significantly reduced prices for our members with our lab service provider. We will request you to pay for these special lab tests at the time of ordering or drawing them.

You can have your labs collected at our office or the lab drawing station. If you want to have the lab company bill your insurance carrier, please let us know. Remember not to eat for 8 hours before your blood work unless we instruct you differently. (Water, medications and black coffee are okay)

In-Office Tests & Vaccines

We have a number of tests that can be done in our office at little to no additional cost. These include EKGs, breathing tests, rapid diagnostic tests and others. We also can administer tetanus and seasonal flu shots. Due to insurance reimbursement regulations we cannot give routine childhood vaccines at The Doc Shoppe, but we can assist you in obtaining them at local facilities (usually at no additional cost.)

Specialist Referrals

We will help you arrange visits to specialists when you are unable to do so independently. We recommend certain specialists based on our knowledge of their expertise, "bedside manner" and our experience with them. We value your insight and recommendations regarding specialists with whom you have become acquainted.

Diagnostic & Imaging Tests

We have negotiated and arranged many x-ray, ultrasound, CT, MRI, colonoscopy, EGD (stomach scope) and other diagnostic tests with various facilities to provide you with the best possible prices. Our goal is to use high quality testing facilities and top-notch providers of these services so that you receive the best value. Prior to scheduling these appointments we will collect payment from you.

Pharmacy

We are arranging medication dispensing of urgent care medications for our members. If you are offered these medications, payment will be required at the time of dispensing.