

PATIENT WELCOME PACKET

by Smartypants Medicine

EVERYTHING YOU NEED TO KNOW
TO GET THE MOST OUT OF YOUR
MEMBERSHIP.



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WELCOME

Just a quick note to say hello! It's a pleasure to welcome you to our practice; we hope your care with us is nothing short of exceptional.

At Smartypants Medicine, we believe healthcare should feel personal, thoughtful, and easy to access. That means no rushed visits, no surprise bills, and no feeling lost in a system that doesn't truly know you. You deserve smart, personalized, transparent care that fits into your life, not the other way around. Whether it's a quick question or something more complex, you now have a primary care provider in your corner who knows you, cares deeply about your well-being, and is just a text or call away.

Your health is one of the most important investments you can make, and we take the privilege of caring for you seriously - while still keeping the experience warm, approachable, and maybe even a little fun. If there's ever anything we can do to make your experience even better, just say the word.

On behalf of the whole team at Smartypants Medicine - here's to great health, relationship-based care, and a whole lot of peace of mind.

Warmly,

Kelly Botta PA-C | Founder | President



OUR MISSION

Our mission is to deliver exceptional, patient-first primary care that is personal and deeply rooted in trust. Through clinical excellence, service-minded care, and meaningful relationships, we empower our patients to live healthier lives with confidence and peace of mind.

~ We believe prevention is the best medicine of all. ~



CONTACTING YOUR CARE TEAM

General Practice Information

Address: 1824 Plaza Dr. Winchester, VA 22601

Email: info@smartypantsmedicine.com

Phone: (540) 692-6132

Fax: (540) 900-0959

Non-Medical Questions & Scheduling

Practice Phone: (540) 692-6132

Email: admin@smartypantsmedicine.com

Rachel Ouzts, Lead Administrative Assistant

rachel@smartypantsmedicine.com

(540) 546-4587 Mon - Fri, 9am - 4pm; no after-hours messaging

Julie Scott, Administrative Assistant

julie@smartypantsmedicine.com

(540) 401-5442 Mon - Fri, 9am - 4pm; no after-hours messaging

Primary Care Providers

Colleen Shendow, PA-C

Medical Questions & Urgent Medical Needs: colleen@smartypantsmedicine.com

(540) 660-7411 - for Colleen's patients only | after hours use of Colleen's cell is for very urgent medical problems only

Kelly Botta, PA-C

Medical Questions & Urgent Medical Needs: kelly@smartypantsmedicine.com

(540) 551-4745 - for Kelly's patients only | after hours use of Kelly's cell is for very urgent medical problems only

MEMBERSHIP PERKS

ONE

MEMBERS HUB



You'll find member-only perks to complement your care, including these two highlighted below. We recommend you save the [link](#) as a favorite or a bookmark on your computer and cell phone for easy access in the future. It's just one way we can say thanks for being a part of the Smartypants Family. We're so glad you're here.

TWO

OUR PHARMACY PROGRAM

We've made it easier (and cheaper!) to get your prescriptions. Our new pharmacy program is included with your membership and provides you access to over 1000 commonly used medications, completely for free, and exclusively for our members. The included medications are for chronic and acute conditions (ie: blood pressure, antibiotics, etc). Learn more about how it works on our Members Hub and see the list of included medications [here](#). The included medications are also posted on our website for your review, any time, any place.

THREE

THE SMART CARD

Your membership includes The Smart Card which provides exclusive discounts with local business partners who focus on health, fitness, wellness, and lifestyle. Simply show your Smart Card at participating locations to enjoy these savings. Scan the QR code on the back of your card to view our partner businesses + perks. You can also view your Smart Card perks on the Members Hub [here](#).

LABORATORY SERVICES

Where Should I Go?

We have TWO partner labs: Sunrise Medical Laboratories and Quest Diagnostics. To take advantage of our negotiated low-cost lab fees, which we call our Practice Pricing, you must use one of these preferred labs. Otherwise, you may bring your orders to any lab and have your lab work done. Please be sure to follow your provider's instructions on whether you need to be fasting or not.

Lab Instructions

- Go at least five days prior to your follow up appointment.
- If you are told to have "Fasting Labs" follow these instructions:
 - Do not eat for at least 8 hours before your lab draw (ie: nothing after midnight).
 - It's fine to have black coffee, black tea, water, and your regular medications. Please hydrate.

Checking In

- Quest Diagnostics: You will need to schedule an appointment for your lab draw. Schedule [here](#).
- Sunrise Medical Laboratories: You do not need an appointment for your lab draw, just "walk in" when it's convenient for you. It is first come first serve. If you were emailed a copy of your labs, take a printed copy of your lab orders, if possible.

Payment

- When using Insurance: Bring your health insurance card and ID (driver's license) with you to present during check in. Your labs will be billed to your insurance and you will be responsible for payment to the lab for any balance. We cannot guarantee insurance coverage for the labs ordered.
- When using Practice Pricing (Self-Pay): Bring your ID (driver's license) with you to present during check in, no insurance card or form of payment is needed. The pricing we discuss with you for labs will be billed to your preferred form of payment on file with us. You will not need to pay the lab separately.

LATE POLICY

We're committed to giving you our full attention during each visit, whether it's an annual exam or a sick visit. Because of this commitment, we ask that you arrive on time for your appointments. If you are more than 15 minutes late, you will need to reschedule with our administrative team. Thank you for partnering with us in your care journey!

CANCELLATION

Need to reschedule a visit? Please contact us at least 48 business hours before your appointment to avoid a \$50 cancellation fee. Contact: admin@smartypantsmedicine.com - OR - 540-692-6132

REFILLS

If you need a medication refill, please call your pharmacy - they will contact us. Alternatively, you may email your request to your provider at least 4-5 days in advance to allow for processing time.

Include the following information in your request:

- NAME & DOSE (mg) of medication
- PREFERENCE for 30-day or 90-day supply
- PREFERRED PHARMACY

URGENT MEDICAL PROBLEM - WHERE SHOULD I GO?

GREEN



CONTACT US

I need help, but it's not life threatening - think typical urgent care visits.

Examples: minor injuries, small lacerations, fracture vs. sprain - "I may need an xray," fever, cough and cold, wheezing, shortness of breath, palpitations, abdominal pain, headache, migraine, bladder infection, rash.

What to do: Contact your provider directly by phone or text - OR - call the main office number: 540-692-6132. Please leave a message if we are unable to answer.

YELLOW



GO TO THE EMERGENCY DEPARTMENT

Serious injuries, possible life-threatening problems.

Examples: severe headache, fever and severe abdominal pain, chest pain, fainting, overdose, fracture with deformed limb

RED



CALL 911

Life-threatening injury or medical emergency - it's not safe to drive to the Emergency Department. Call 911 immediately.

Examples: uncontrolled bleeding, airway issues, severe trauma, inability to walk, stroke symptoms

OUR GIVE BACK PROGRAM

By partnering with us, you get to join in on our impact. We give a portion of every membership to support organizations making real-world impact on the health of our local and global communities.

Olive Branch Food Pantry

Nourishing our neighbors, in Winchester and the surrounding areas, and tackling food insecurity right here in our communities. Health, in many ways, begins at our tables.

Water4Her

Empowering women and communities around the world with access to clean, life-changing water. Health starts with having our basic needs met.

THANK YOU



YOU ARE OUR FAVORITE PART OF WHAT WE DO.

Thank you for trusting us with your medical care.
As a patient and a member of Smarty pants Medicine,
you have joined a practice that truly prioritizes you.

We look forward to working with you.

Kelly & Colleen

and the team at Smarty pants Medicine