



Flora Medical Clinic, PLLC

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April 24, 2023

Dear Flora Medical Patients,

My heart aches as I write this letter. I started Flora Medical Clinic in July of 2014, over eight years ago. Many of you may remember when I took over Dr. Sara Bartos' practice and began my heartfelt mission of providing true well care, rather than traditional sick care. I know that many of you have expressed how appreciative you have been of this type of collaborative care and the time we spend with you. I feel so blessed to have had the opportunity to build so many meaningful patient-physician relationships during this time. We've been through a lot together – celebrating wellness and tackling disease together. I am honored that you have trusted me to be your doctor, and I hope you know that quality care has been my highest priority.

The Challenges We Face

Unfortunately, the current state of our healthcare system is making it harder each year for us to thrive. Keeping you well has become more challenging in a system that favors quantity over quality and requires filling out forms and waiting on hold for approvals, just so I can do what I'm trained to do. These administrative hoops take a lot of my time and I need a large administrative staff just to manage the referrals, billing, and approvals. What matters to patients and us, keeping you well, does not seem to matter to the payers.

And while I've been advising you about the importance of living a healthy lifestyle for longevity and disease prevention, I sadly haven't been able to practice what I teach. I've been working so many hours that I've been neglecting my own need for a work-life balance. I see patients and deal with insurance needs all day, and then evenings and weekends have been for charting, patient communications, and more. The current insurance-based model requires PCPs to have a very large caseload of patients to be able to afford the staffing that is needed. This has just become an unsustainable situation for patient-centered practices like Flora.

I think I've found the answer to these challenges with Direct Primary Care.

Direct Primary Care (DPC) is a membership model of medicine that allows doctors to practice without interference from third party payers, such as insurance companies. Payment is accepted only from the patient making it a "Direct" relationship. DPC is growing across the country and is promoted by the American Academy of Family Physicians and many other medical organizations because DPC doctors can give their patients more time. We've been giving patients more time already, because that is what we feel is needed for providing true well care. You may have noticed that lately it's been more difficult to be scheduled quickly for routine appointments – and we want to give that accessibility back to our patients. Improved accessibility makes for more comprehensive healthcare and better doctor-patient relationships.

I have made this difficult decision so that I can work directly for you, and help remove unnecessary bureaucracy and interference from third party payers, so that I can provide the highest care for my patients.

I understand that not all of you will choose to make this transition to DPC with us, but we do want to thank you for the honor of trusting us with your primary care needs. You're welcome to make appointments until we are no longer participating with your insurance.

Sincerely,

Bharati Kolte, MD,

along with Felice Howard, MD, Mindy Tran, FNP-C, and the whole Flora Medical team