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Thank you for joining Blue Spruce Health. We look forward to working with you as your primary care physician and health advocate. Below is some general information about our practice for your reference. If you have any questions or concerns, please feel free to reach us via call/ text.

**Newport Office Patient Line - (802) 500-6923
St. Johnsbury Office Patient Line - (802) 397-9123**

Booking Your First Appointment with Blue Spruce

Once joined we ask all new members to schedule a new member appointment. This is a 90-minute appointment for us to get to know you. We recommend scheduling this appointment around two weeks after joining. This allows us to get your medical records and review your files.

Book Your appointment:

Call/ Text the office:

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Book now by using our Self-Service scheduling link:

<https://app.elationemr.com/book/bluespruce>.

I just joined but need something right away!

If you have joined, please schedule your 90-minute new member appointment around two weeks after you have joined. If you need anything right away like medication refills, or issues that occur before your appointment (cold or injury) we will take care of you before your first appointment.

Please call/text with your needs and we will take care of you!

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**Controlled substances- we are not able to fill new member-controlled substances until after your initial appointment and pending a full review.*

What is the Spruce app?

Spruce is a secure, HIPAA compliant app we use to communicate with you. Through Spruce we can offer secure texting and video messaging. Spruce offers you unparalleled access to your primary care physician. You can download the Spruce app by clicking on this link, <https://spruce.care/bluesprucehealth>.

How do I schedule an appointment?

Appointments are scheduled during regular business hours, 8:00 am to 4:00 pm, Monday through Friday. You can schedule appointments through our booking site by clicking on this link <https://app.elationemr.com/book/bluespruce>. Appointments can also be scheduled by phone, call/ text the office patient line. All visits are by appointment only, we cannot accommodate walk-in appointments. If you need a same day or next day appointment, just call the office, and we'll get you in.

How do I get a hold of one of our providers?

By now you should have downloaded Spruce, our secure HIPAA compliant app. If not, you can join by clicking on this link, <https://spruce.care/bluesprucehealth>. Messaging through the Spruce app is the preferred means to communicate with any of our providers directly. If we are with another patient, we guarantee to return your message as soon as possible and within the same business day. Non-urgent messages received after regular business hours, will be returned the following business day.

What if I have an urgent request and need to get a hold of a provider outside of regular business hours?

If you have an urgent medical concern outside of regular business hours, a provider can be paged following the prompts in the after-hour messages on the office voicemail and within the Spruce app. Leave a detailed message and we will respond promptly. Remember, Blue Spruce Health is not emergency care. If you are experiencing a medical emergency always call 911, regardless of office hours.

What if I need a refill?

When your medication is getting low, reach out via phone or text, for a refill. Be sure to state the medication, dosage, and preferred pharmacy so we can promptly fill the prescription. Please allow two business days for refills to be processed.

What if I need labs drawn?

Members have access to our in-office lab, a convenient and easy way to get your labs drawn. We are able to bill your insurance for lab work if you like, or enjoy our cash lab prices. Lab work drawn with us even with cash pay is typically cheaper than co-pays with insurance. Just call or text us via the patient phone line when you would like to come in.

What if I need something outside of Blue Spruce?

We do as much in house at Blue Spruce as possible, but if a Blue Spruce member needs anything outside of what we can offer we are able to send orders to other facilities to coordinate additional services. Insurance can be used for these services outside of Blue Spruce.

Can you tell me more about cash pay prices?

We offer competitive cash prices on ancillary items such as labs, medications, supplements, and diagnostics. You are welcome to use your insurance for services outside of the membership, however our cash pricing is typically cheaper than most copays. We are happy to help guide you through this process, as all insurances and plans can be different. Please talk to your provider during a visit about these offerings or call/ text with questions or needs.

Please call or text with your needs and we will take care of you!

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