
Frequently Asked Questions

What can you tell me about Dr. Hassell's background?

- Dr. Hassell graduated from the University of Western Australia. He completed his residency in Internal Medicine at Providence St. Vincent Medical Center and is board certified in Internal Medicine. In addition to private practice, he is the Director of the Department of Integrative Medicine at Providence Cancer Center and is a clinical instructor for internal medicine residents. Dr. Hassell lives in Portland with his wife Anna and son Tor.

How do you approach patient care?

- Very personally. We're a small, low-volume internal medicine practice, and we take time with our patients. For an initial evaluation appointment or complete physical exam, plan to allow us about an hour of your time. Follow up visits typically last about 30 minutes.
- Although much of my work involves the diagnosis and care of medically complex patients and includes the use of mainstream investigation and treatment plans, I vigorously apply evidence-based nutrition and lifestyle therapies whenever possible.
- I expect patients to be closely involved in their own care and encourage them to keep (and understand!) results of laboratory tests and other reports. If we draw your labs, we prefer to send you the original lab results with our comments added, rather than a summarized form letter.
- Along with primary care, we also schedule problem-oriented consultations with patients who already have a primary care physician.
- ...and if you are a smoker, we are expecting you to work with us to quit . . . now!

What should I expect at my first appointment?

- Your first appointment will include a review of your personal and family history and current symptoms, a review of previous laboratory or x-ray data, a physical exam, and recommendations for future tests and treatments. New patient appointments and consultations are scheduled for one hour.
- As well as conventional therapies, we will discuss evidence-based nutrition and lifestyle recommendations. We may also consult with your other treating physicians.

What is a problem oriented consultation?

- A consultation appointment addresses a particular set of issues, evaluates a difficult medical problem, or offers a second opinion. It does not replace the role of your primary care physician (PCP). We are happy to work closely with your PCP, if requested.
- Treatment plans typically involve a combination of conventional medications, nutritional suggestions, and exercise advice. Laboratory or other testing is usually recommended, and often we will request other specialty opinions.

What are your office hours?

- Dr. Hassell schedules patients Monday through Wednesday. Urgent needs can be accommodated Thursday and Friday.
- Our office hours are generally 9am to 4:30pm with lunch from noon to 1pm. Please note that on Fridays we close at noon.

Where are you located?

- Our office is located on the 3rd floor of Providence St. Vincent Medical Center, Physician Office Building, East Pavilion at the fountain entrance, Suite 302.

Why have you opted out of insurance networks?

- We are answerable *only* to our patients, not to insurance companies or Medicare. Eliminating insurance and Medicare contracts allows us to remove an extra layer of bureaucracy and regulation so we can take the time to provide the best patient care.

Are you preferred providers?

- I am not a participating provider for any insurance plans. This means that I am an out of network provider and you will not find me listed in any preferred provider directories. This applies to all health plans including Blue Cross Blue Shield and all Providence Health Plans (Providence Personal, Providence Open, etc.) as well as Medicare.

Will insurance cover my office visit?

- Ask your insurer specifically about their coverage of visits to a “non-participating” or “out-of-network” provider. We will bill your health insurance plan for your office visit, but please note that we do not bill Medicare (see below).

Will Medicare cover an office visit?

- Medicare patients are welcomed on a private-pay basis. We have opted out of Medicare, which means that neither doctor nor patient is able to bill Medicare. Medicare requires that you sign a Physician-Patient Contract before your appointment to verify that you agree to be seen on a private pay basis. Most Medicare supplement plans (‘Medi-gap’) will not cover our services, either. If you have questions, please give our billing department a call. We will be glad to help.

Do you offer any discounts?

- We offer a 15% discount for payment at the time of service. We also accept payment by Visa and MasterCard.

What is the cost of my first visit?

- The fee for your first office visit is typically \$395 (after discount) and is required at the time of service. Subsequent office visits range from \$120 to \$335 (after discount). If you have questions, feel free to call our billing department.