



WELCOME

Congratulations on taking a step towards bettering your health, and thank you for entrusting Ascend to help guide you in the right direction. Our mission is to provide transparent and accessible primary care for you and your family by maintaining and exploring preventive health, treating acute illness, and empowering you with the knowledge to live a healthy life on your terms.

We look forward to the opportunity to understand your body and mind so that we can treat you as a person, not a number.

WHAT'S NEXT?

- The following packet has more patient information for you, including patient/provider expectations and our clinic contact information.
- Schedule your first visit!
- Have more questions? We're here for you, reach out and let's chat!

BEST,

DILLON LE, MS, MD
OWNER, PHYSICIAN

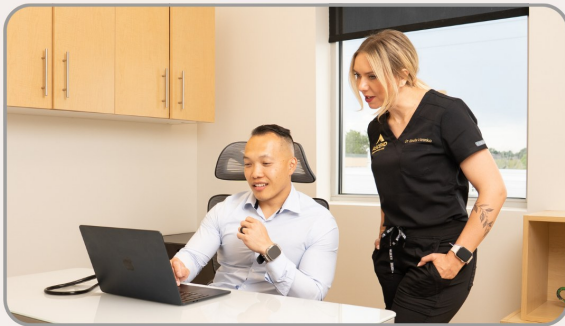




PATIENT/PROVIDER EXPECTATIONS

At Ascend Direct Primary Care, our goal is to partner with you for accessible, personalized, and high-quality healthcare. To make the most of your membership, here's what you can expect—and how to best reach us when you need care.

Communication



Typical Response Times (during business hours):

- Calls: within 2 hours
- Texts: within 4 hours
- Voicemail: within 4 hours
- Emails: within 24 hours

These times are our best effort, not guarantees. Outside business hours (M–F, 9AM–5PM), response times may be longer. If your concern is urgent and you haven't heard back, please call rather than text or email.

Non-Urgent Matters (best by text or email):

- Routine medication refills
- General health questions (non-urgent)
- Administrative questions

Issues Requiring Appointments (in-person or virtual):

- New or worsening symptoms
- Injuries, acute illness
- Chronic condition follow-up

Appointment Guidelines



Urgent/Emergent Matters



IF YOU EXPERIENCE CHEST PAIN, DIFFICULTY BREATHING, SEVERE INJURY, OR ANY EMERGENCY, CALL 911 IMMEDIATELY OR GO TO THE NEAREST EMERGENCY DEPARTMENT.



FOR URGENT BUT NON-LIFE-THREATENING CONCERNS (E.G., SUDDEN FEVER, ASTHMA FLARE, MINOR INJURY), PLEASE CALL OUR OFFICE. IF WE DO NOT RESPOND PROMPTLY, DO NOT WAIT—SEEK CARE AT URGENT CARE OR THE EMERGENCY DEPARTMENT.



CONTACT US



Main Line: 303-529-8113



Patient Line—call or text: 720-548-2263



Booking: <https://ascenddpc.hint.com/booking>



Fax: 303-951-2908



patients@dpcascend.com



[@ascenddpc](https://www.instagram.com/ascenddpc)



www.dpcascend.com



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Unit A1, Suite 202
Highlands Ranch, CO 80129



OFFICE HOURS
MONDAY THROUGH FRIDAY
from 9:00 am to 5:00 pm

SECURE MESSAGING



[spruce.care/
ascenddirectprimarycare](https://spruce.care/ascenddirectprimarycare)

What can Ascend do for you?

As board-certified family medicine physicians, our doctors at Ascend aim to keep ~90% of the entire family's health needs right here under our roof. From newborns to grandparents, we're here for you. We can't do it all, but here's a list of some of the services you can expect from us, included in the cost of your membership.



IN-HOUSE SERVICES AND PROCEDURES

In-Office Procedures

- EKGs
- Laceration repair (stitches)
- Skin tag, wart, and lesion removal
- Cryotherapy (freezing treatments)
- Abscess drainage
- Ear wax removal
- Splinting for minor injuries
- Joint and trigger point injections
- Ingrown toenail treatment
- Skin biopsies

Chronic Condition Management

- High blood pressure
- Diabetes and prediabetes
- High cholesterol
- Thyroid disorders
- Asthma and COPD
- Anxiety and depression
- Acid reflux and GERD
- Migraines and headaches
- Arthritis and joint pain
- Sleep concerns
- ADHD evaluation and management

Diagnostics

- Rapid in-office testing (strep, flu, COVID, urine)
- Vital signs (heart rate, blood pressure, height, weight, oxygen saturation)

Medications

- Common medications stocked in-office and dispensed at your visit (antibiotics, steroids, anti-nausea meds like Zofran, and more)
- Electronic prescriptions sent to your pharmacy
- Access to food-grade supplements from a 503b pharmacy for an integrative approach to diseases like Vitamin D deficiency, gut health, thyroid, etc.
- Electronic prescriptions sent to your pharmacy
- Ongoing prescription management and refills
- Help finding the lowest-cost option for your medications

Hormones & Wellness Optimization

- Medical weight loss
- Bioidentical Hormone Replacement Therapy (HRT) for men and women
- Peptide therapy
- Wellness and performance optimization
- Advanced wellness lab panels



IN-HOUSE SERVICES AND PROCEDURES (CONTINUED)

Everyday Access

- Unlimited office visits
- Same-day and next-day appointments
- Direct access to your doctor by phone, text, video, and email
- Telehealth visits from wherever you are
- Care in English, Vietnamese, and Spanish

Preventive Care

- Annual physicals and wellness exams
- Well-child checks
- Sports, school, and camp physicals
- Health screenings (blood pressure, cholesterol, diabetes, and more)
- Immunization review and vaccine planning
- School, childcare, and camp paperwork
- Weight, nutrition, and lifestyle counseling
- Smoking and tobacco cessation support

Sick Visits & Acute Care

- Colds, flu, COVID, strep, and sinus infections
- Ear infections and sore throats
- Urinary tract infections
- Rashes and skin infections
- Allergies and asthma flare-ups
- Stomach bugs, nausea, and digestive issues
- Sprains, strains, and minor injuries
- Minor burns, cuts, and bites

Care Coordination

- Specialist referrals when you need them
- Medical records requests and transfers handled for you
- Guidance navigating cash-pay pricing for anything we can't do in-house
- A doctor who actually knows your history, advocating for you

WHEN DO WE REFER OUT PATIENTS FOR OUTSIDE SERVICES?

Bloodwork:

- We currently don't draw blood in-house, but will soon. We order the tests at LabCorp or Quest Diagnostics with the most affordable and transparent pricing

Imaging:

- We contract with Health Images, Simon Med and Sally Jobe for X-rays, MRIs, Ultrasounds to give our patients access to direct and affordable pricing.

Emergency Care, Hospital and Inpatient Care

- for life-threatening emergencies, call 911 or go to the ER

Specialist-level care (cardiology, oncology, etc.)

- we coordinate referrals to trusted colleagues and stay involved

Labor and delivery

- we provide the prenatal care and counseling and hand off labor and delivery to our trust OB/GYN colleagues when the time comes

Bloodwork and Imaging Guide

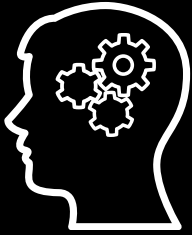
How does Bloodwork and Imaging work at Ascend?



01

Your Doctor Orders Your Tests

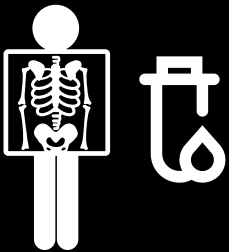
If you need your bloodwork checked or an imaging study (x-ray, cat scan, ultrasound, MRI, DEXA), your doctor can order these for you. We partner with LabCorp and Quest Diagnostics for bloodwork, and Health Images, Simon Med, and Sally Jobe for imaging.



02

You Decide on Insurance Coverage or Direct Pay

If you have insurance, you can utilize it to pay for your bloodwork or imaging test. If not, all of our patients have access to direct wholesale pricing with the labs and imaging centers, so you can choose what works best for you. Our team can also provide you with the diagnosis and procedure codes to give to your insurance plan to estimate what your coverage will be. From there, you can compare and choose between insurance coverage and direct pay before you get your tests done!



03

Complete Your Tests

Go to your local lab or imaging center and get your tests done! In the near future, we will be drawing blood tests in house.



04

Results Go Directly to Your Doctor

When the results from your tests are available, they will automatically be sent to your doctor for review, and our team will contact you on the next steps.