



Spruce Application Usage and Fee Schedule

The Spruce app is intended to be used by those patients that Dr. Henley has an established relationship with. These are Milestones patients and family members. New patients may be required to be seen in person. A comprehensive health history should be completed by all first-time users if not done at the Milestones Medical Clinic.

The Spruce app is intended for basic acute care only. Dr. Henley will not treat adult chronic health conditions such as hypertension, diabetes, or mental health diagnoses. No narcotic or controlled substances will be prescribed via the Spruce app. The only exception would be an established patient in good standing with Dr. Henley needing a refill of stimulant medication. Established patients with Milestones Medical Clinic or Milestones Pediatric Care may use the Spruce app for a follow-up visit of a chronic condition such as ADHD, asthma, or special needs.

Usage of the Spruce app is no guarantee of any specific treatment. The use of antibiotics is up to the discretion of Dr. Henley. Dr. Henley may also deem it necessary for the patient to be seen in person or in an emergency room. If the patient is redirected to the emergency room, there will be no refund in payment. If Dr. Henley sees the patient himself, there will be no charge for the consultation.

Dr. Henley may also request further lab testing be done. If the labs are not done, an invoice for payment will still be issued. A diagnosis and treatment may not be made, however, if the ordered lab tests are not completed.

Dr. Henley is not responsible for any false information provided, failure of the patient to follow-through with recommendations, or failure of technology. If the condition worsens, it is always recommended to see a doctor in person for a more thorough evaluation. This service is not intended for emergencies. Emergencies should be handled in the nearest emergency room or by calling 911.

Payment for services are due at the time of service and billed through the Spruce application. Any request for reimbursement from insurance carriers will be solely up to you. No claims will be completed or submitted by Dr. Henley. Dr. Henley is not responsible for any coding or insurance requests.

Dr. Henley will do his best to be available and respond in a timely fashion. There are certain scenarios that can lengthen response time. For example, if Dr. Henley is driving at the time of the request or if Dr. Henley is already engaged with another patient at the time of the request.

Requests for live video consultations cannot occur without preparation and must be scheduled.

The Spruce app is a convenient method to interact with Dr. Henley and request a variety of services. Because the level of complexity will vary with each request, a fee schedule has been created in attempt to match value with the nature of the request.

Fee Schedule

Milestones appointment requests and refill requests These are handled directly by Dr. Henley and not delegated to staff. There is no charge for Extra Mile appointment requests.	\$5
Basic questions that do not require treatment recommendations For example, "How much Tylenol can my child take?"	\$5
Simple medical consultations that result in treatment recommendations For example, "You treated my son for strep, and now my daughter has strep."	\$10
Consultations about a new problem with or without pictures, pre-recorded video, treatments	\$20
Live video consultations must be scheduled.	\$35

Dr. Henley reserves the right to change fees or elect to not charge at his discretion.