



Contact & Hours

Dr. G's personal cell	(412) 837-0474 · Save this in your phone today. Urgent medical needs only.
Dr. G's email	drg@directcarepgh.com · Non-urgent only; replied within 1–2 business days. Not checked on weekends or holidays.
Office Manager: Denise Roberts	(412) 219-4613 · staffhp@directcarepgh.com. For all administrative (non-medical) needs including scheduling, prior authorizations, forms, and more.
Office hours	Tues–Thurs, 8 am–4 pm. Mon & Fri by custom or urgent appointment only.
Location	201 S. Highland Ave, Suite 101, Pittsburgh PA 15206 · Covered parking available. See parking guidance: mailchi.mp/directcarepgh.com/initial-appt-hp
Patient portal	directcarepgh.com/resources/portal-gentile for all medical refills and appointment scheduling

Note: Email is not HIPAA-compliant — avoid sharing sensitive health details via email.

Urgent Care Guidance

ALWAYS — LIFE-THREATENING EMERGENCIES

Call 911 immediately for chest pain, difficulty breathing, or any life-threatening condition. For mental health emergencies: Resolve Crisis Network (888) 796-8226 or text HOME to 741741.

8 PM – 7 AM (OVERNIGHT)

Call 911 or proceed to the nearest ER. Resolve Crisis Network is available around the clock for mental health emergencies.

DURING BUSINESS HOURS & 7 AM – 8 PM

Text Dr. G at (412) 837-0474 with the word URGENT. She will respond as soon as possible. If the need is not urgent, please email drg@directcarepgh.com.

Scheduling Appointments

Online portal

directcarepgh.com/resources/portal-gentile — choose the most appropriate type. Shorter slots are usually available sooner for acute needs.

Call Denise

(412) 219-4613 during business hours. Do not text or email Dr. G for scheduling needs.

Telehealth / e-visits

Dr. G starts virtual visits at the scheduled time and sends the link then. Instructions are included in your



confirmation and reminder emails.

How often should you be seen?

- Generally healthy: annual in-person physical + 2–4 brief check-ins (phone or telehealth)
- One well-controlled chronic condition: 2 in-person visits + 2 phone/telehealth check-ins per year
- Multiple chronic conditions or diabetes: 4 in-person visits per year (one must be a complete physical)
- Working toward a lifestyle goal: frequency customized to your goals and communication style

Labs & Diagnostic Testing

Discounted direct-pay lab testing

The practice has a relationship with a national diagnostic lab offering deeply discounted self-pay pricing — often less expensive than using insurance, even for patients with traditional coverage.

Lab fees are added to your next monthly invoice (billed on the 1st of the following month). You are always welcome to use any other lab and bill your insurance instead. Denise can provide price estimates.

Other diagnostic testing

We maintain a list of direct-pay pricing for imaging and other tests (X-ray, CT, MRI, echo, Holter, stress tests). Email staffhp@directcarepgh.com for details. Scripts can also be sent to any facility.

Prior authorizations

We do our best with prior auth requests but cannot guarantee insurance approval or cover out-of-pocket costs. We do not handle prior auths for tests or medications ordered by other physicians.

Medications & Pharmacy

Refill requests

Please allow one week's notice. Use the patient portal — click the med refill button. Do not email or text Dr. G with refill requests. Refills are not processed on weekends or holidays.

Blueberry Pharmacy (included)

Every DCPD patient is enrolled at no cost. A cost-plus pharmacy with deeply discounted generics. Located in Westview; free shipping up to 4x/year. Use is optional. blueberrypharmacy.com

Controlled substances

This practice does not prescribe most long-term controlled substances. The exception is ADHD management alongside a therapist or psychiatrist. This includes benzodiazepines, opioids, sleep aids (Ambien, Lunesta), Suboxone, tramadol, and modafinil.

If a short course is clinically necessary, a PDMP check will be performed and a urine drug screen may be required.

Billing



\$99

per member / month

Billed on the 5th of each month. We never bill insurance companies.

Enrollment fee: \$100/individual or \$200/family (billed at first appointment).

Canceling membership

Provide 30 days written notice by email to membership@directcarepgh.com. Membership concludes 30 days from receipt and the final month is prorated. Outstanding balances must be resolved before cancellation.

We strongly recommend establishing a new PCP before your last day — new patient wait times can run weeks to months. We will transfer records free of charge with a signed release.

Re-enrollment is not guaranteed due to panel size limits. Re-enrollment fee: \$200/person.

Insurance

DPC covers roughly 80–90% of typical primary care needs, but we recommend carrying some form of health insurance for higher-cost care. Speak with a broker (ideally one not compensated directly by insurers).

Options include PPO, EPO, HDHP+HSA, catastrophic, indemnity, and health share plans. Pennsylvania Medicaid and CHIP are available for those who qualify.

Rebel Wellness & Community

Rebel Wellness studio (member discount)

Located right next door to the medical office. Offers fitness classes, personal training, teaching kitchen workshops, and an on-demand resource library. Dr. G's patients receive membership and workshop discounts. rebelwellnesspgh.com

Leave a review or share feedback

As a small business, we rely on our online reputation. If you've had a great experience, a Google review means a lot.

For constructive feedback, please reach out directly at feedback@directcarepgh.com — we genuinely want to hear it.

Specialists & Referrals

When a specialist is needed, Dr. G prioritizes physicians she would send a family member to — based on training, clinical skill, bedside manner, and patient feedback. She will also aim to match your insurance when applicable.

We strongly recommend board-certified physician (MD/DO) specialists. The provider recommended by your insurer may not be the highest quality or most cost-effective option — we will help you navigate.

The same applies to ancillary services: PT, OT, mental health, dietitians, massage, and durable medical equipment. For mental health medications managed by a psychiatrist, please coordinate changes directly with that specialist.



PATIENT HANDBOOK | Direct Care Physicians of Pittsburgh — Dr. Natalie Gentile MD

201 S. Highland Ave, Suite 101, Pittsburgh PA 15206 · (412) 837-0474 · drg@directcarepgh.com

Disclaimer: This handbook does not constitute medical advice. For health questions, communicate directly with Dr. Gentile. This practice does not bill insurance companies. Membership does not satisfy ACA individual coverage requirements. This practice is not a HIPAA-covered entity. Membership is non-transferable.