



PATIENT HANDBOOK

Direct Care Physicians of Pittsburgh:

Marielle Williamson-Rea, DO

11676 Perry Hwy, Suite 2105 | Wexford, PA 15090
Phone: (412) 871-6564 | Fax: (412) 665-9273 | www.directcarepgh.com
Email: drwr@directcarepgh.com

Disclaimer

This patient handbook is intended solely for patients of Direct Care Physicians of Pittsburgh: Marielle Williamson-Rea, DO. It does not contain medical advice. For any health or medical questions, please communicate directly with your physician. This handbook may be updated from time to time.

Bookmark Tip

I recommend bookmarking two pages in your browser for quick reference:

- This patient handbook — bookmark the link you used to open this PDF so you can always find it.
- The [Patient Portals page](#) at directcarepgh.com — this is where you'll find all scheduling links and the medication refill request form.

About Our Practice

Mission

Direct Care Physicians of Pittsburgh (DCPP) strives to bring affordable, accessible, quality medical care — free of bureaucracy and third-party interference — to patients in the Greater Pittsburgh region. Our mission is threefold: supporting physicians in independent practice, advocating for physicians and patients, and providing high-quality primary care to all members of the community without regard to insurance status.

Meet Dr. Williamson-Rea

Dr. Marielle Williamson-Rea is a board-certified physician specializing in Family Medicine and Lifestyle Medicine, bringing a personalized, whole-person approach to primary care.

Originally from Edinboro, Pennsylvania, Dr. Williamson-Rea completed her undergraduate studies at Indiana University of Pennsylvania Cook Honors College and earned her medical degree from Lake Erie College of Osteopathic Medicine at Seton Hill. She completed her residency at the UPMC Shadyside Family Medicine Residency Program in Pittsburgh. She went on to achieve board certification in Lifestyle Medicine from the American College of Lifestyle Medicine, and serves as Clinical Assistant Professor at the Duquesne Nasuti College of Osteopathic Medicine.

Dr. Williamson-Rea values proactive care within the direct primary care (DPC) model, combining evidence-based primary care with evidence-based lifestyle interventions — focusing on nutrition, movement, restorative sleep, stress management, social connections, and substance avoidance. She treats a wide scope of acute and chronic conditions and values the intertwined nature of physical and mental health.

Outside of the clinic, she enjoys running, cycling, strength training, hiking, cooking, and traveling. She lives in Pittsburgh with her husband Jacob and their two dogs, Ave and Freja.

Office Location & Hours

Address

Direct Care Physicians of Pittsburgh: Marielle Williamson-Rea, DO

11676 Perry Hwy, Suite 2105
Wexford Professional Building II
Wexford, PA 15090

[View on Google Maps](#)

Getting Here

The office is located at [11676 Perry Hwy, Suite 2105, Wexford, PA 15090](#), approximately 2 miles from the I-79 Wexford exit. Parking is free and complimentary in both lots.



Back parking lot (Wexford Bayne Rd entrance)



Front of building (Perry Hwy side)



Suite 2105 door

Back entrance (facing Wexford Bayne Rd): Has a few steps. Enter this door and turn RIGHT. Suite 2105 is on the first floor, just to the right of the entrance door.

Front entrance (facing the Mazda dealership): Large parking lot with accessibility parking and an elevator. Take stairs or elevator down to floor 1. Contact Dr. Williamson-Rea for specific instructions if needed.

Arrival Tip

Please arrive no more than 10 minutes before your scheduled appointment. There is no waiting room at this time. A chair is available outside the suite door if needed. When you arrive, ring the Ring Doorbell — do not try the door handle as a visit may be in progress.

Office Hours

Day	Hours	Type
Monday	8:00 am – 12:00 pm	Telemedicine Only
Tuesday	9:00 am – 5:00 pm	In-Office
Wednesday	9:00 am – 5:00 pm	In-Office
Thursday	9:00 am – 12:00 pm	In-Office
Friday	Closed	Closed
Saturday	Closed	Closed
Sunday	Closed	Closed

Flexible scheduling by appointment.

Although we prefer to see patients on scheduled office days, we will gladly make arrangements to see patients on any weekday as needed. We may also schedule appointments outside of business hours (early mornings, evenings, weekends) on a case-by-case basis; availability is not guaranteed.

Contact Information

Phone: (412) 871-6564
Fax: (412) 665-9273
Email: drwr@directcarepgh.com
Website: www.directcarepgh.com
Instagram: [@dr.williamson_rea](#) | [@directcarepgh](#)
Facebook: [Direct Care Physicians of Pittsburgh](#)

Technology — Setting Up Your Accounts

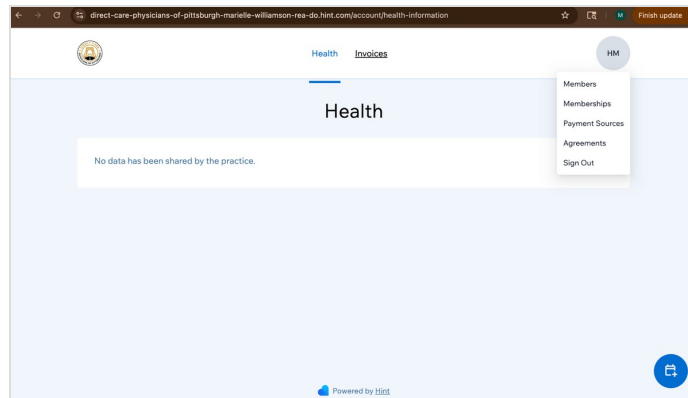
You will need two accounts to access care. Both are free and easy to set up.

1. Hint Health Patient Portal

The Hint Portal is used to schedule appointments and manage your membership and payment information. It is web-based only — there is no app.

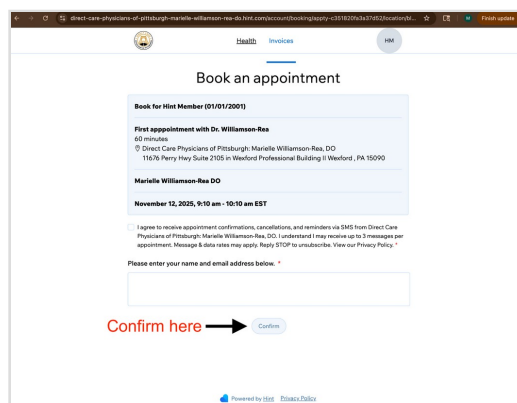
HINT PATIENT PORTAL LOGIN

To log in: Enter the email address you used to register. You'll receive a one-time verification code by email (expires in 15 minutes). No username or password needed.



Hint Portal — click your initials (top right) for membership, and the calendar icon (bottom right) to schedule

To schedule: Click the blue calendar icon in the bottom-right corner. Select an appointment type, then choose a date and time. Confirm your appointment by clicking "confirm" as shown below.



Booking screen — select your appointment type, then choose a date and time

2. Spruce Secure Messaging App

Spruce is a HIPAA-compliant app for secure messaging, phone calls, and video visits with Dr. Williamson-Rea. It is free and included with your membership.

Dr. Williamson-Rea strongly recommends Spruce for the security of your health information. However, if you prefer email or SMS text, email her at drwr@directcarepgh.com to indicate this preference. (Note: standard SMS fees may apply; Spruce is free.)

Setup steps

- After enrolling, you'll receive an SMS text with an invitation link to download Spruce. Click the link to open the App Store or Google Play.
- Download the Spruce app. When prompted, tap "Allow Spruce to Paste" to automatically link your account.
- Tap "Continue" when you see the DCPD invitation, then complete the account setup.
- To message Dr. Williamson-Rea: tap "Get Care" → Secure Message. To call: tap the phone number or dial (412) 871-6564.

[Using the Spruce App as a Patient](#)

[Troubleshooting your Spruce Account](#)

Communication Guidelines

EMERGENCY

For any life-threatening emergency — chest pain, difficulty breathing, seizure, anaphylaxis, or other severe symptoms — call 911 or go to the nearest emergency department immediately. Do not call or message the office first.

Mental health crisis: dial or text 988. The 988 Lifeline provides free and confidential support over call, text, or chat for people in distress 24 hours a day, 7 days a week.

Urgent Needs (Non-Emergency) — Daytime 8 am to 6 pm

Call (412) 871-6564 and press option #1 to ring Dr. Williamson-Rea's cell phone directly. If she doesn't answer she may be with a patient — please leave a message and she will return your call as soon as possible. Please reserve option #1 for urgent matters only during business hours.

Urgent Needs — Overnight (6 pm to 8 am)

Call (412) 871-6564 and press option #1. If available, Dr. Williamson-Rea will respond; however, prompt responses cannot be guaranteed overnight. If your concern is worsening before a reply, please present to an urgent care or emergency department.

Non-Urgent Questions, Concerns & Updates

Secure message Dr. Williamson-Rea via the Spruce app at any time. She plans to respond within 48 hours during daytime hours (8 am–6 pm). She does not check non-urgent messages on weekends or holidays — expect a reply the next business day.

You may also call (412) 871-6564 and press option #2 to leave a voicemail.

Practice-Wide Communications

In addition to individual messages, please look out for the following practice-wide communications:

- Quarterly newsletter from Direct Care Physicians of Pittsburgh — sent to all DCPD patients by email, with practice news, health tips, and upcoming events.
- Occasional updates from Dr. Williamson-Rea to her patient panel — sent by email when there are important announcements, changes, or information relevant to the practice.

Please ensure your email address on file is current so you don't miss these updates.

Scheduling an Appointment

Preferred: self-schedule via the Patient Portals page on our website or the Hint Portal (see Scheduling section). You may also call (412) 871-6564 during business hours and press option #4 to leave a voicemail. Please do not use email for scheduling requests.

Requesting a Medication Refill

See the Medication Refills section for full details. Preferred method: submit a refill request form via the Patient Portals page at directcarepgh.com. Alternatives: message via Spruce or call (412) 871-6564 and press option #3.

Cancelling an Appointment

Preferred: cancel via the Hint Portal (up to 24 hours in advance). If cancelling within 24 hours, call (412) 871-6564 and press option #4 (request a change to an appointment).

A Note on Email

Email is not the preferred or recommended method for health-related communication. Standard email is not inherently HIPAA-compliant and privacy cannot be guaranteed. The Spruce app is free and much more secure. Dr. Williamson-Rea checks email once per day. If you choose to communicate by email, doing so signals your understanding that confidentiality cannot be guaranteed.

Platforms Not Used for Patient Communication

Dr. Williamson-Rea does not use any social media platforms (Instagram, Facebook, Twitter, etc.), Zoom chat, WhatsApp, or any other non-HIPAA-compliant platform to communicate patient health information.

Quick Reference — Phone Options

Main number: (412) 871-6564

Option #1 — Urgent matters only - rings Dr. Rea's cell phone directly

Option #2 — Non-urgent voicemail

Option #3 — Medication refill requests

Option #4 — To schedule or change an appointment

Option #5 — To hear office information

Option #6 — For physician offices, labs, hospitals, or other healthcare providers

Scheduling & Appointments

Patient Portals Page

All scheduling links, this patient handbook, and a medication refill request form are available in one place on our website. The links to schedule appointments are also provided below.

PATIENT PORTALS — DIRECTCAREPGH.COM

Tip: bookmark this page in your browser for quick access to all links and forms.

Scheduling Quick Links

Tap or click any button to open the scheduling page:

Use the buttons below to go directly to each appointment type. You will be prompted to log in with your email and a one-time verification code before completing your booking.

SCHEDULE FIRST APPOINTMENT, OR OFFICE VISIT: EXTENDED VISIT FOLLOW-UP (1 HOUR)

SCHEDULE OFFICE VISIT: FOLLOW UP (30-45 MIN)

SCHEDULE VIRTUAL VISIT (30 MIN)

HINT PORTAL — LOGIN / MANAGE MEMBERSHIP

How Often Should You Be Seen?

- **Generally healthy:** We recommend at least one in-person visit per year. You are welcome to schedule 2–3 additional appointments throughout the year for check-ins, preventive care, or any acute concerns that arise.
- **One chronic condition** (e.g., high blood pressure, thyroid disease): We suggest at least two in-person visits per year to monitor your condition, plus additional visits as needed for acute concerns or check-ins.
- **Multiple chronic conditions:** We suggest 3–4 in-person visits per year, including a complete annual physical, plus additional visits as needed.

Of course, you are always welcome to schedule additional appointments at any time — for sick visits, follow-ups, or any concerns that come up throughout the year.

Medication Refills

Please provide at least one week's notice for all refill requests. Refills are not processed on weekends or holidays.

Preferred method: Submit a refill request using the online form on the Patient Portals page at directcarepgh.com. This is the fastest and easiest way to submit your request.

[REFILL REQUEST FORM — DIRECTCAREPGH.COM](#)

Alternative methods if you are unable to use the online form:

- Send a secure message via the Spruce app.
- Call (412) 871-6564 during business hours and press option #3.

Please do not email refill requests.

Blueberry Pharmacy Collaboration

Dr. Williamson-Rea provides Blueberry Pharmacy membership to all patients of her practice. Ask her about member benefits!

Blueberry Pharmacy is a cost-plus pharmacy offering deeply discounted generic medications as well as assistance obtaining brand-name medications. Pharmacists are available for consultations and are happy to review your medication list or answer questions.

Blueberry is located in West View. Patients who don't live nearby may use shipping or delivery services, which are free of charge up to 4 times per year.

There is no requirement to use Blueberry Pharmacy — prescriptions can be sent to any local or mail-order pharmacy you prefer.

Blueberry Pharmacy Contact Information

Address: 1018 West View Park Dr, West View, PA 15229

Phone / Text: (412) 612-2279

Email: info@blueberrypharmacy.com

Hours: Monday – Friday: 8:30 am – 5:30 pm

Saturday: 10:00 am – 2:00 pm

Learn more: blueberrypharmacy.com

Labs & Diagnostic Tests

Lab Work

DCPP has a relationship with a national diagnostic laboratory that offers deeply discounted direct-pay pricing. This is often less expensive than billing insurance, even for patients with traditional coverage. Our staff can help you compare costs.

Examples of available tests include cholesterol panels, electrolytes, liver/kidney function, anemia, Lyme disease, PSA, strep, COVID-19, UTI/STI urine tests, PAP smears, HPV, and more.

When using our lab account, Dr. Williamson-Rea generates the script and it is automatically entered in the lab's system. You may arrive at the lab without a printed copy, but bringing one is recommended just in case.

Note: the cost of labwork is added to your invoice immediately when the script is generated and billed on your next regular monthly billing date — even if you have not yet gone to the lab. There is no requirement to use this lab; scripts can be sent to any lab of your choice.

Other Diagnostic Testing

DCPP seeks the best direct-pay pricing for imaging and other tests including X-rays, CT scans, MRIs, echocardiograms, Holter monitors, stress tests, and more. There is no requirement to pay directly — scripts can be provided to any local diagnostic facility, including those affiliated with large health systems.

Prior Authorization

Insurance companies often require prior authorization for expensive medications and tests. While we will always do our best with this process, we cannot guarantee approval and cannot be held responsible for out-of-pocket costs that result. We do not perform prior authorizations for medications or testing ordered by other physicians.

Specialists & Referrals

When specialty care is needed, we help you choose a specialist based on educational background, clinical experience, bedside manner, and colleague and patient feedback. We strongly recommend seeing a board-certified physician (MD/DO) specialist. If you have health insurance, we will try to find a specialist who accepts your plan.

For other health-related services — physical/occupational/speech therapy, mental health counseling, massage therapy, dietician support, durable medical equipment — we similarly help you find the highest quality service for the best price. Be aware that the provider recommended by your insurance company may not always provide the highest quality service or the best value. We will help you navigate.

Cancelling Membership

Patients can cancel their membership at any time through the Hint Patient Portal using the "Click to Cancel" feature.

- In the Hint Portal, click "Manage Members."
- Select "End Membership."
- Cancellation is immediate, but your membership remains active through the current billing period. The effective end date is your next billing date.

If you wish to cancel, please also notify Dr. Williamson-Rea at drwr@directcarepgh.com.

Reviews & Feedback

If you're happy with your experience at Direct Care Physicians of Pittsburgh, please consider leaving a review on Google. As a small business, we rely heavily on our online reputation for growth.

[LEAVE A GOOGLE REVIEW](#)

We also welcome constructive feedback to help us improve. Rather than posting critical feedback online, please contact us directly at feedback@directcarepgh.com or by calling (412) 871-6564.

A Note of Thanks

As you reach the end of this handbook, I want to sincerely thank you for choosing my practice.

Starting an independent practice is a journey of dedication and passion, and I'm honored that you have entrusted me with your health. My goal is simple: to provide you with healthcare that is personal, accessible, and focused entirely on you.

This handbook is a guide to the logistics, but the core of our practice is the collaborative partnership we establish to help you achieve your best health. I look forward to meeting you soon.

With gratitude,

Marielle Williamson-Rea, DO

Direct Care Physicians of Pittsburgh

