

# Reimagining primary care for families: Dr. Susan Frangiskakis and direct pediatric care



**W**ith more than 20 years of experience caring for children and families, Susan Frangiskakis, MD, FAAP, DABOM, has seen the joy, the worry and the endless logistics that come with parenting. As a pediatrician and obesity medicine specialist, she's also seen how the healthcare system can often add to the stress for families.

"I would often hear frustration about patients not being able to get in to see me and having to see somebody else or go to urgent care," she said. "In the typical insurance-based care model, most visits are allotted only 15 minutes, which is too rushed and often inadequate to address all of my patient's concerns. This mismatch then often led to long wait times for subsequent patients sitting in the waiting room."

At Evexeya Health, she's changing that.

"Direct care allows us to practice in a way that's not constrained by insurance," she said.

Through a direct primary care model, her pediatric practice operates on a simple premise: more access and more time lead to better care. Instead of billing insurance, families pay a monthly membership fee that includes well-child checks, sports physicals, and sick visits.

The result means families don't need to wait weeks or months for an appointment.

"Because I have a smaller practice, families can actually get in the same day or next day," Dr. Susan said.

Importantly, some issues can be readily addressed using telehealth, secure messaging through the patient portal or by phone, rather than having to come in for an in-person visit. In the direct care model, these added services don't cost extra; they are included in the membership fee.

"With direct care, the emphasis is on the relationship; it's like an old-fashioned way of delivering care while

**"In the typical insurance-based care model, most visits are allotted only 15 minutes, which is too rushed and often inadequate to address all of my patient's concerns. This mismatch then often led to long wait times for subsequent patients sitting in the waiting room."**

utilizing current evidence-based medicine" she said.

Dr. Susan, who is board-certified in both pediatrics and obesity medicine, offers a comprehensive range of services, including autism evaluations and support for children and teens struggling with weight and metabolic health. She also offers a "fourth trimester" newborn package, consisting of home visits through the baby's first three months and includes breastfeeding and lactation support.

"I remember as a mother, and I've seen as a pediatrician, how taxing it can be to bring a newborn into the office," she said.

Her program makes it easier to meet families where they are — literally.

"I just really enjoy working with new parents and newborns," she added.

That relationship-based care extends beyond convenience. By spending more time with patients, Dr. Susan can better understand each family's values and goals. It's an approach she believes improves shared decision-making and long-term outcomes.

Ultimately, Dr. Susan says, "Evexeya is about restoring what medicine was meant to be: a partnership."

"This practice model allows me to take as much time as the patient needs — as much time as they deserve," she said. "It enables me to listen to the families and patients and to develop a relationship built on mutual trust." 🌟



Learn more about our personalized care:  
[EVEXEYAHEALTH.COM](https://www.evexeyahealth.com)