



# What to Expect At Your Appointment

Welcome to Proactive MD! We're honored to be a part of your healthcare story and can't wait to get started. At Proactive MD, we raise the standard for patient experience by providing prestige care at every point along your patient journey.

Guided by our Patient Promise, we designed each aspect of your Health Center appointment with you in mind. At every Proactive MD appointment, you can expect:

## 01 Accessible Scheduling

Choose between calling, coming by the Health Center in person, or simply use the portal to select an appointment date and time.

## 02 Inviting Environment

Step into a space designed for physical, mental, and emotional healing and receive a warm and prompt greeting from a member of your care team.

## 03 Quick Response

Spend less time in the waiting room and more time receiving care. Within moments of arriving, your nurse will begin performing your patient intake.

## 04 Quality Time

Enjoy care that is thorough and unhurried with 30-45 minutes of one-on-one time with your provider.

## 05 Convenient Care

Skip the lines and save time. Take care of medication needs and lab services during your appointment.

## 06 Personal Advocate

Meet our amazing Patient Advocates – your personal cheerleaders and partners in helping you navigate the complex healthcare environment.

## 07 Thorough Communication

Address any questions or concerns with a quick patient education conversation prior to discharge.

## 08 Simple Follow-Up

Relax as we schedule your follow-up appointment for you.

## 09 Satisfaction Survey

Let us know how we did by filling out your post-visit survey.

## 10 Constant Care

Experience care that won't quit as your care team continues to serve you post-appointment. Expect check-ins and follow ups in between your Health Center visits.

From start to finish, a Proactive MD appointment is a patient-led, partnership-driven experience. Get to know the Proactive MD difference.

**Contact your Health Center today.**