



MEMBERSHIP BENEFITS

★ *Members-Only phone number for access*

- Priority answering by office staff
- Monitored for extended hours, usually 24 hours a day (may be some exceptions)
- Respond same day to calls received before 5pm
- After hours calls and messages are monitored, and urgent matters will be handled by one of the providers.

★ *Urgent appointments*

- Within one business day Monday-Friday, often the same day, when space is available and deemed appropriate by the provider-on-site
- Weekend appointments, either in-person or Telehealth, when available and deemed appropriate by the provider-on-call
- In-home visits available if patient is homebound, or when provider-on-duty deems appropriate

★ *Post-visit written summary; by means of:*

- In-person
- mail
- e-mail
- patient portal

★ *Patient Care Navigators*

- In a timely manner and with consideration for all other patients, appointments and office duties, a staff member will assist with communication between member and other care entities, including; scheduling appointments, sending and requesting medical records, retrieving imaging, diagnostic and lab results, as well as coordination of care

★ *Telehealth visits:*

- At the discretion of the provider-on-duty and in compliance with both CDC and Medicare Guidelines