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NCH Healthcare System
Vision:
NCH will be a world-class leader of excellence in healthcare.

Mission:
Helping everyone live a longer, happier, and healthier life.

NCH Concierge Medicine
was created to offer patients a higher level of personalized primary care within the NCH Healthcare System
At NCH Concierge Medicine, we offer our patients a highly personalized health management and assessment program with an experienced primary care physician. Patients have peace of mind knowing that they are receiving comprehensive, state of the art medical care which is tailored to their individual needs. Your physician will emphasize preventative care with nutrition and fitness counseling. The participating doctors will be accepting a limited number of patients to their panel. Appointments with your physician will be made promptly with same day access when necessary. Patients will be able to see their physician about any medical concern in an unhurried environment due to longer appointment times. You will also have enhanced access to your physician via email, cell phone or text messaging. In addition to increased access and communication, your physician will help to coordinate and manage your health care needs with specialists either locally or out of town ensuring continuity of care. Your physician will also supervise your care should you need admission to one of the NCH hospitals.
Benefits

• Well trained, experienced, board certified primary care physicians

• More time allocated for office visits and examinations in a quiet, unhurried setting

• An annual comprehensive physical and health assessment to develop the baseline medical profile to be integrated with individually designed and monitored

• Focus of preventative care with complementary access to the NCH Wellness Center’s physical trainers along with dietary consultation and education

• Exposure to cutting edge advances in medicine

• Close follow up of your medical appointments, tests and preventative evaluations

• Enhanced access to doctor via phone, text, or email

• Personalized coordination of care with patients in NCH hospitals

• Coordination of care throughout the NCH Healthcare System, as well as with other specialists

• Your physician will have access to Mayo Clinic specialists through e-consultation.
Wellness & Nutrition Package

Concierge Program participation comes with a three month complimentary Wellness Center membership which includes:

- Therapeutic massages
- Comprehensive pre and post fitness test including Resting Metabolic Rate, Strength/VO2 max/Body Fat Tests
- Personal exercise program & equipment orientation
- Weekly training session with Wellness specialist for program progression
- Guest passes

After your complimentary three month membership, concierge guests may purchase a reduced membership to include:

- Reduced membership rate
- Annual fitness assessment with personal exercise program
- Monthly session with wellness specialist for program progression
FAQs

- **How do I enroll with an NCH Concierge physician?**
  Patients should call the office for assistance with enrollment. Interested patients will sign the membership agreement included in the folder and send it with the annual membership fee to the respective office.

- **Is there a limit to the number of patients NCH Concierge Physicians can take?**
  Yes, NCH Concierge physicians see a limited number of patients, once the limit is reached, a wait list will be formed, or another available NCH Concierge Physician will be offered to you. Smaller patient loads enable us to offer more personalized services, extended visits and 24/7 access. For this reason, it is important to sign-up quickly before the physician panel is closed.

- **Will my Medicare or supplementary insurance cover the membership fee?**
  No. Membership fees are the patient’s responsibility. If you have a Health care Reimbursement Account, check with the advisor who manages it to see if this is a covered expense under the terms of your plan.

- **Will NCH Concierge physicians accept Medicare and supplementary insurance reimbursement for office visit?**
  Yes. NCH will bill your insurance company and/or Medicare for office visits. Office visit charges and co-pays are not included in the annual fee. NCH Concierge Medicine is designed to work in conjunction with Medicare and/or your third party insurance.
FAQs continued

- **What about the fees for test, specialists, and hospital fees?**
  Those charges will be billed to your insurance (either private or Medicare) and will be reimbursed according to your benefits. You will be responsible for any fees your insurance determines to be the patient’s responsibility.

- **What happens if my physician is out of town or on vacation?**
  On the infrequent occasions when your physician is out of town or otherwise unavailable, another NCH Concierge physician will cover your care.

- **What are the credentials of the physicians?**
  All NCH Concierge Physicians are well established physicians in the community and board-certified in their specialty. Individual CVs are available upon request.

- **I have never met the NCH Concierge physicians. Is it possible to meet one of the doctors before making a decision?**
  Absolutely. We encourage you to contact our offices to learn more about the exclusive care you will receive with the NCH Concierge Medicine program. You may also schedule a meeting with one of our physicians to discuss how this unique program can benefit you and your health. It is important that both the patient and physician feel that they can work well together to effectively address and manage all medical concerns.
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*New office location starting February, 2016
311 9th Street North, Suite 304
Our Physicians

Jeffrey Craig, MD, Robert Hanson, MD, Jesse Haven, MD, Julie Southmayd, MD
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