




The  
*Greenbrier*  
CONCIERGE MEDICINE®



WELCOME TO  
CONCIERGE MEDICINE



Thank you for your interest in The Greenbrier Clinic Concierge Medicine Program. The Concierge Medicine program is a great way for you to make your health a priority by allowing The Greenbrier Clinic to put its expertise and experience to work in giving you a complete, personalized and confidential healthcare experience.

In this packet, you will learn more about the Concierge Medicine program, including the benefits of membership, what to expect from your experience, the specific services offered, the cost of the program and much more.

Our highly-qualified staff looks forward to getting to know you better and helping you manage all your healthcare needs. Should you have any further questions, please give us a call at your convenience.

### **What We Need From You**

- Registration Form
- Medical History Form
- Medical Records Form
- Lunch Form

### **Greenbrier Concierge Manager**

Whatever your question or informational need, your Personal Concierge is here to help.

**phone:** 800-362-7798 ext. 271

**e-mail:** [appointments@greenbrierclinic.com](mailto:appointments@greenbrierclinic.com)



# WHAT'S INCLUDED

## MEMBER AMENITIES

### **PANEL LIMITS**

The Clinic agrees to limit the size of its panel of medical concierge patients per Designated Physician.

### **LOW PATIENT TO DOCTOR RATIOS**

Greenbrier Concierge Medicine Physicians are limited to no more than four concierge patients per day.

### **ENHANCED TIME WITH YOUR PHYSICIAN**

Ample time is available to discuss any health concerns and to review all test results.

### **CONVENIENCE**

The convenience of next-day and same-day appointments for established patients.

### **COMMUNICATION ENHANCEMENTS**

Concierge members are provided with an exclusive phone number for contacting the designated on-call Concierge Medicine Physician 24 hours a day, seven days a week, 365 days of the year for non-emergent concerns.

### **ADMINISTRATIVE ASSISTANCE**

The Greenbrier Clinic's administrative staff aids with securing all previous medical and diagnostic records prior to your first appointment and throughout your healthcare journey.

### **HEALTH INFORMATION**

Members are provided with regular health information, including newsletters, health articles and blog postings.

### **SPECIAL EVENTS**

Exclusive special health events are offered on a monthly basis, including healthy cooking demonstrations, health and wellness lectures, fitness opportunities and mental health outings.

### **COMPREHENSIVE FITNESS ASSESSMENT**

An annual strength and cardiovascular fitness assessment conducted by The Greenbrier Clinic's resident Fitness Expert provides guidance on an optimum plan to maintain fitness.

# WHAT TO EXPECT

As a new member, we'll arrange for two appointments to evaluate, test and discuss the results of all diagnostic evaluations.

## THE FIRST APPOINTMENT CONSISTS OF THE FOLLOWING:

### PHYSICIAN VISIT

This visit is designed to review your medical history, assess your present concerns and order the appropriate diagnostic testing (approximately one hour in duration)

### DIAGNOSTIC TESTING

Appropriate diagnostic testing will be arranged following your visit with the physician. The majority of your testing will be completed the first day.

### COMPREHENSIVE FITNESS ASSESSMENT

An evaluation based upon the five components of fitness: body composition score, cardio-respiratory fitness, flexibility and muscle strength and endurance. Assessing all five components of fitness provides true, tangible, objective data that can be used to decrease health risks and increase quality of life by prescribing appropriate physical activity for patients.

## THE SECOND APPOINTMENT CONSISTS OF THE FOLLOWING:

### PHYSICIAN VISIT AND RECOMMENDATIONS

Physician visits and recommendations: This visit is intended to review the results of your examination and diagnostic evaluations. Ample opportunity is provided for questions and to review follow-up recommendations. Following your visit, a complete written report with all of your test results will be mailed to you. A review of your personal health goals is included in this visit and detailed in your written report.

### TIMELY OFFICE VISITS

Same-day or next-day availability is provided to Concierge Medicine members' acute healthcare needs.



# IMAGING SERVICES

Membership with Greenbrier Concierge Medicine allows you access to the latest in technology to aid in detecting health issues while assuring maximum comfort and safety, including:

## **BONE DENSITY SCAN**

Our GE Lunar Prodigy DEXA scanner is one of our most used diagnostic units, giving referring physician's valuable information regarding bone density and the possible need for osteoporosis treatment.

## **COMPUTERIZED TOMOGRAPHY**

Our 128-slice CT scanner is one of GE Healthcare's leading CT imaging technologies, which creates a multidimensional view of the inside of the body. This technology is designed to acquire high quality images in seconds, using lower doses of radiation.

## **CORONARY CALCIUM SCORING**

Our 128-slice CT scanner, one of GE Healthcare's leading CT imaging technologies, is used to obtain the CT data to calculate the risk of developing coronary artery disease (CAD).

## **GENERAL RADIOGRAPHY**

We use film-screen x-ray combination to optimize image quality, while minimizing radiation exposure. This allows a look deep inside the body that can accurately assess conditions that may require further attention or confirm good health.

## **MAMMOGRAPHY**

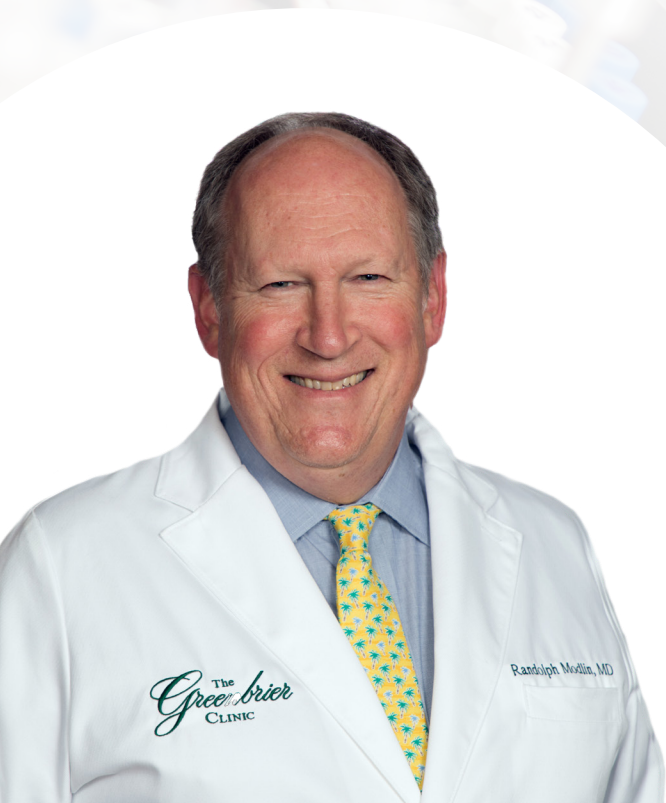
We perform 3D mammography, one of the latest technological innovations in women's healthcare. 3D mammography images the breasts in slices, in order to see all around and within the breast's tissues. This 3D technology improves accuracy and can help detect breast cancer earlier, and therefore allow treatment sooner.

## **NUCLEAR CARDIAC IMAGING**

Our nuclear medicine cardiac stress test obtains images of the heart while at rest and after stress. This helps assess the blood supply to the heart to diagnose and determine the severity of a variety of diseases, including coronary artery disease.

## **ULTRASOUND**

We have two GE Logiq E9 ultrasound systems that offer leading technology. These ultrasound systems provide a view of the liver, gallbladder, kidneys, heart, blood vessels and other organs. Excellent technology, combined with the advantage of two available scanners, means increased diagnostic confidence and readily available appointment times.



# AMBULATORY SURGERY CENTER

*Awarded Accreditation by*



ACCREDITATION ASSOCIATION  
*for* AMBULATORY HEALTH CARE, INC.

Our convenient Ambulatory Surgery Center (ASC) offers members of Greenbrier Concierge Medicine the convenience of outpatient procedures in our comfortable environment.

The Greenbrier Clinic's ASC offers members cost-effective gastroenterology procedures by one of two Board Certified Gastroenterologists. The services include colonoscopies and upper endoscopies.

Your procedure will be performed in one of our two fully equipped operating rooms and patients recover in a four-bay suite under the care of highly-skilled, caring registered nurses. Our ASC is certified by Medicare, and has been awarded the AAAHC accreditation, ensuring patients have a superior experience.



# LABORATORY SERVICES

Our laboratory utilizes highly accurate, modern instrumentation to identify the cause of your symptoms or make sure the medication you are taking is working as it should through blood tests, urine tests, and other type of lab work. The Greenbrier Clinic operates a fully accredited laboratory performing 98% of all procedures on the premises. This will ensure that your laboratory testing and results are back to your physician in adequate time.

The Greenbrier Clinic Laboratory has received the COLA Laboratory Excellence award for multiple years, which is the highest commendation awarded by COLA. The laboratory is noted for outstanding performance in quality patient testing and overall exemplary application of the principles of laboratory practices.





# FITNESS ASSESSMENT

Greenbrier Concierge Medicine understands the need to manage and maintain a healthy lifestyle. This includes fitness, and we'll work with you to start a new exercise program. Your fitness assessment includes a five-component fitness evaluation used to measure the following:

- 1 **BODY COMPOSITION**  
(BMI, BF% & GIRTH MEASUREMENTS)
- 2 **CARDIO RESPIRATORY FITNESS (CRF)**
- 3 **MUSCLE STRENGTH**
- 4 **MUSCLE ENDURANCE**
- 5 **FLEXIBILITY**

- The Greenbrier Clinic utilizes the Tonal workout system, which has been endorsed by top-level athletes such as LeBron James, Serena Williams, Steph Curry, Maria Sharapova, Klay Thompson, Michelle Wie West and many others. Tonal is a smart gym that offers challenging, structured workouts on a sleek, compact device that attaches to the wall and features an interactive touch screen and two adjustable pulleys, which provide up to 200 pounds of resistance. It is used to enhance athletic performance, build strength and gain speed, as well as for toning specific areas of the body or simply maintaining a base fitness level.
- Evaluate current health and fitness status relative to the standard norms
- Provide helpful data to develop physical exercise plans
- Collect baseline and follow-up data that allows evaluation of progress over time
- Motivate to establish reasonable health and fitness goals

*\*A fitness assessment is a standard service in The Greenbrier Concierge Medicine program.*



The  
*Greenbrier*  
CLINIC

# COST AND BILLING

Greenbrier Concierge Medicine offers a range of benefits designed to enhance the primary care experience. After your annual membership fee, services deemed medically necessary are billed to insurance. Coverage will vary based upon an individual's plan. The Greenbrier Clinic and Ambulatory Surgery Center accept most private insurance payers and Medicare.

## GREENBRIER CONCIERGE MANAGER

If you have any questions or need more information, your Personal Concierge is here to help.

phone: (800) 362-7798 ext. 271  
e-mail: [appointments@greenbrierclinic.com](mailto:appointments@greenbrierclinic.com)



# ABOUT THE GREENBRIER CLINIC

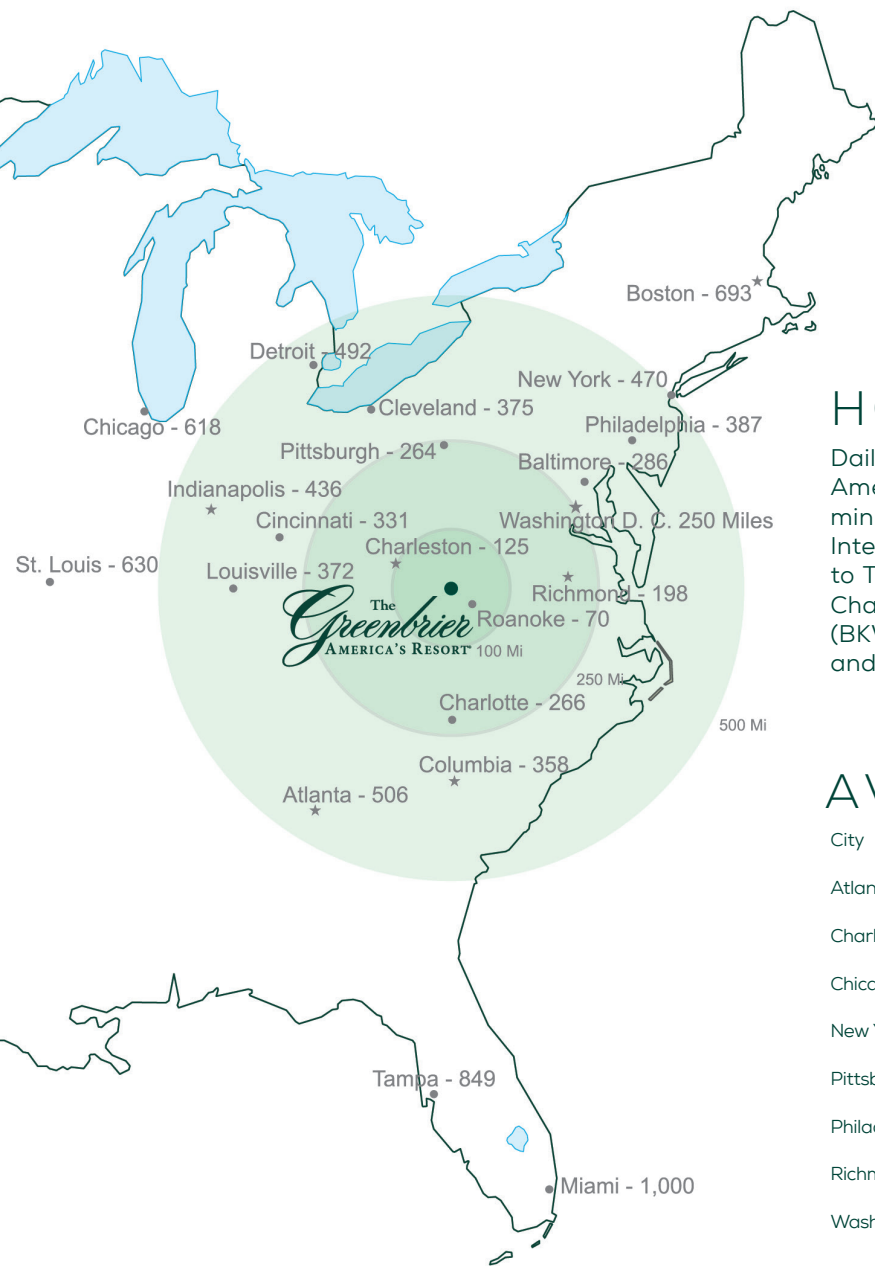
Thousands of people worldwide come to The Greenbrier Clinic for state-of-the-art healthcare every year. For most, the primary goal is to prevent and address health issues. Regardless of the reason for coming, everyone leaves staying ahead of their health, feeling better and living better.

A wide range of all-inclusive medical services is provided by a caring staff ready to walk you through every step of the healthcare process. Services, such as laboratory testing, state-of-the-art imaging, or gastroenterology services are all conveniently provided under one roof.

We emphasize the importance of preventative medicine and offer lifestyle management consultations including fitness and nutrition.

Above all, The Greenbrier Clinic delivers the highest quality diagnostic health care. Our state-of-the-art diagnostic equipment assures maximum comfort and safety for our patients, as well as, accurate, early detection of medical problems. A personal relationship between doctors and patients is encouraged, which fosters trust and enhances patients' understanding of their health – not to mention, provides personalized attention that truly sets the experience apart from other clinics.





## HOW TO GET HERE

Daily direct flights are available via Contour Airlines via American Airlines to Greenbrier Valley Airport (LWB), 15 minutes from The Greenbrier, from Charlotte-Douglas International Airport (CLT). Other major airports convenient to The Greenbrier include Roanoke, Va. (ROA, 75 minutes), Charleston, W.Va. (CRW, 85 minutes) and Beckley, W.Va. (BKW, 50 minutes), with service provided by major carriers and shuttle service to The Greenbrier available.

## AVERAGE TRAVEL TIMES

City	Car	Private Air	Air Travel	Train
Atlanta, GA	7 hrs	1 hr 25 min	3 hr 15 min	14 hrs
Charlotte, NC	4 hrs	43 min	45 min	8.5 hrs
Chicago, IL	9 hrs	1 hr 30 min	3 hrs	17 hrs
New York, NY	7 hrs	1 hr 25 min	2 hrs 44 min	10 hrs
Pittsburgh, PA	4 hrs	43 min	2 hrs 9 min	n/a
Philadelphia, PA	6 hrs	1 hr	2 hrs 22 min	9 hrs
Richmond, VA	3 hrs	41 min	2 hrs 5 min	5 hrs
Washington, DC	4 hrs	41 min	1 hr 10 min	6 hrs

40823 Midland Trail East, White Sulphur Springs, WV 24986



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