

My journey in concierge medicine

Walking down the hallway I pass medical providers; doctors, nurses, advanced health care providers wearing their long white coats in a hurry to get somewhere. I'm at the hospital to see my patient, something I've coined as a "social visit". I knock on her door and walk towards her. The attending doctor is leaning over the bed examining her. He looks up and I introduce myself as her primary care provider. He tells my patient, "it is so unusual to see a primary care provider in the hospital" sounding surprised but thoughtful.

Five years ago, our practice converted to an entirely concierge model. This model reduces the size of the practice to allow for longer patient/provider appointments and more accessibility to the provider promoting relationships, preventive care and leading to better health outcomes. When first approached I had mixed emotions about the transition. I felt I already provided excellent care despite seeing on average 18 patients a day. I was saddened that my patient panel would be smaller because believe it or not I like my patients. However, I was curious about the changes and trusted the amazing group of family practice physicians that were leading our office into this new change.

I stayed and now after five years, I can honestly say this was the right decision. My patients range from executives and lawyers to parking attendants and retired teachers. They range in age from newborn to 96 years of age. This practice has allowed me to really get to know my patients and their families. I spend countless hours coordinating care with their specialists and familiarizing myself with their medical history. Because of this, I feel like a true 'quarterback' helping direct my patient care.