



2025 EDITION



WELCOME GUIDE



GREETINGS

Welcome to Phoenix MD Advanced Primary Care!

You've just taken an important step toward gaining greater control over your health, simplifying your care, and investing in your well-being. At Phoenix MD, we believe healthcare should be personal, accessible, and focused on helping you thrive—not just treating illness when it happens. As a member, you now have direct access to your physician, innovative tools, and a care model designed to put you and your family first. This welcome guide will walk you through everything you need to know to make the most of your membership, so you can experience healthcare the way it was always meant to be: convenient, affordable, and centered around you.



ABOUT US

At Phoenix MD, we believe the heart of great healthcare is the people behind it. Our team is more than just medical professionals—we are partners in your health journey. We're here to listen, guide, and support you every step of the way.

OUR TEAM




Dr. Imran Minhas MD
MEDICAL DIRECTOR



Caitlin Johns MS PA-C
PHYSICIAN ASSOCIATE



Carli Mangus
MEDICAL ASSISTANT



HOURS OF OPERATION

CLINIC OFFICE HOURS

Our office is open Monday through Friday from 9:00 a.m. to 5:00 p.m., with additional telemedicine availability from 8:00 a.m. to 6:00 p.m. each weekday. While we do not currently offer weekend or holiday coverage, our team is committed to being accessible and responsive during regular hours.

Whenever possible, we kindly ask that members schedule appointments in advance. Since our team may occasionally be providing care outside of the office, scheduling ensures that we can give you the dedicated time and attention you deserve.

NEXT STEPS

Now that you've joined, we encourage you to take the following next steps. Instructions for each step are included in this book:

1. Complete new patient intake documents. You should receive a link with these documents, but if you need it click here

<https://forms.hint.com/new/yhphet>

2. Download the Spruce App and Create Your Account
3. Download the HealthBook+ App, Set Up Your Account, and begin adding places you've received medical care in order to retrieve your medical records. Feel free to begin interacting with your virtual medical assistant named Page.
4. Schedule your first in-person visit
5. Call us with any questions!

GETTING IN TOUCH



How to Contact Your Care Team

Whenever you need care, simply choose the option that works best for you:

In-Office Visits (by Appointment)

We prefer that members schedule appointments in advance so we can give you the time and attention you deserve.

Call Us

Dial 888-926-6398 during business hours to schedule your visit.

Spruce Telemedicine App

Message our team, request an appointment, or arrange a virtual visit—all from your phone.

Website Booking Link

Visit www.phoenixmd.net and click the Book Appointment link. Or click the link here

<https://phoenixmd.hint.com/booking>

Member Account Portal

Log in to your secure portal anytime to request appointments and connect with your care team.

🌟 Later in this e-book, we'll show you step-by-step how to set up and use the Spruce app, member portal, and other digital tools.

HERE'S WHAT IS INCLUDED IN YOUR MEMBERSHIP AT NO EXTRA COST



- UNLIMITED IN PERSON OR VIRTUAL VISITS
- WELLNESS VISITS AND PHYSICALS
- HEALTH EDUCATION
- SMOKING CESSATION COUNSELING
- INTEGRATIVE APPROACH TO CARE INCLUDING HORMONE REPLACEMENT, WEIGHT LOSS, NUTRITION, AND IMMUNE ENHANCING THERAPIES
- MOST IN-OFFICE PROCEDURES INCLUDING:
 - SPLINTING & BANDAGING
 - DRAINAGE OF ABCESES OR CYSTS
 - SUTURES
 - MINOR SURGERIES TO REMOVE SKIN LESSIONS, WARTS, AND SKIN TAGS
 - INGROWN TOENAIL REMOVAL
 - JOINT & TRIGGER POINT INJECTIONS
 - VENOPUNCTURE
- MOST IN-OFFICE DIAGNOSTIC TESTING INCLUDING:
 - ECG
 - SPIROMETRY (LUNG FUNCTION TEST)
 - URINALYSIS
 - RAPID STREP THROAT TEST
 - GLUCOSE VIA FINGER STICK
 - BODY FAT ANALYSIS

BENEFITS OFFERED AT HIGHLY DISCOUNTED PRICES



- MEDICATIONS
 - GENERIC PRESCRIPTION MEDICATIONS DISPENSED FROM OUR OFFICE
 - INJECTIBLE MEDICATIONS USED TO TREAT INJURIES OR ILLNESS SUCH AS STEROIDS, ANTIBIOTICS, ANALGESICS
- DURABLE MEDICAL EQUIPMENT SUCH AS CRUTCHES
- RADIOLOGY SERVICES INCLUDING:
 - HOME OR OFFICE X-RAY & DIAGNOSTIC ULTRASOUND/ECHOCARDIOGRAMS
 - MRI, CT SCANS OR OTHER IMAGING PERFORMED AT ONE OF OUR COLLABORATING IMAGING CENTERS
- PHYSICIAN SPECIALIST E-CONSULTATIONS (SEE EXPLANATION LATER IN THIS BOOK)
- LABORATORY TESTING PERFORMED AT ONE OF OUR CONTRACTED LABORATORIES
- HORMONE PELLETT INSERTION
- THERAPEUTIC AND COSMETIC BOTOX INJECTIONS
- MICRONEEDLING FOR SKIN REJUVINATION
- IV NUTRIENT THERAPY
- INTEGRATIVE MEDICAL PRODUCTS SUCH AS:
 - GLP MEDICATIONS FOR WEIGHT LOSS
 - ADVANCED AMINO PEPTIDES
 - NUTRIENT THERAPIES LIKE LIPO-C & VITAMIN B12

MEMBER PRICES ARE GENERALLY LISTED ON OUR WEBSITE

MEDICATION REFILLS



If you or your family ever need a medication refill, simply reach out to your care team and we will be happy to help. You are welcome to call us or send us a message through the Spruce Telemedicine App. We ask that if at all possible, you submit your request at least 3-5 days before your refill is needed to be picked up. Also, and very importantly, DO NOT rely on your pharmacy to contact us about your refill. Pharmacies are notorious for telling patients that they have contacted us but rarely is that actually the case.

For members who receive medications through our office, you are welcome to pick them up in person or we can mail them to you. However, we ask that you let us know at least a week in advance to ensure we have your medication in stock.



BILLING



Payments for memberships are generally charged on a monthly basis, recurring on the date of your enrollment. Payments may be made using debit/credit card or bank account ACH.

Your member portal will allow you to view billing invoices or update your payment method.

Additional charges are invoiced and charged at the time of service.

If you ever need to cancel your membership (and we hope you never will), Please remember that cancellations must be requested in writing, 30-days prior to your next billing date. ALSO, we require 90 days' notice of cancellation if you have received any discounted service, discounted products, or any specialty prescriptions (testosterone, GLP, or nutrient therapy) within 45 days of your request to cancel.

For more detailed information on the terms of your membership, please review the DPC Membership Agreement form you received with your initial intake documents. These can be accessed in your member portal.



TECH



Phoenix MD uses several systems that aid us in offering efficient, affordable and high-quality care. We encourage our members to use the technologies offered in order to get the most out of their membership. The following are included in your membership so please take advantage of them!

1. Spruce Health. Spruce is our telemedicine App. Spruce is a direct messaging platform that allows you to essentially text your care team. You can get health advice, medical treatment, or communicate any other needs with the team. To set up your Spruce account, look for a text or email invite asking you to download the Spruce App and set up your account. If you did not receive the invite, you can click the following link <https://spruce.care/PhoenixMD> or scan the QR code below. If all else fails, give us a call!
2. Phoenix MD Member Portal. Each member has access to a portal through our practice management system called Hint. You should receive an email invite to access your portal account. If you don't see that email, click on the following link in order to log in. <https://phoenixmd.hint.com/login/request> Our portal does not require you to create a password. It will ask you for the email account associated with your Phoenix MD membership and send you a unique access code used to log in. From inside the portal, you can update payment sources, view billing invoices, and receive and view clinic documents. You can even schedule appointments from inside the portal.



Spruce App



TECHNOLOGY & COMMON SERVICES AVAILABLE FOR DISCOUNTED PRICES

- HEALTH BOOK PLUS (EXPLANATION BELOW)
 - \$5/MONTH
- PHYSICIAN SPECIALIST E-CONSULT (EXPLANATION BELOW)
 - \$75/CONSULTATION
- HOME OR IN-OFFICE X-RAYS
 - \$175 EACH
- HOME OR IN-OFFICE DIAGNOSTIC ULTRASOUNDS
 - \$250 EACH
- HOME OR IN-OFFICE ECHOCARDIOGRAM
 - \$350
- LABORATORY TESTING THROUGH LABCORP
 - PRICES AVAILABLE UPON REQUEST
- GENERIC MEDICATIONS DISPENSED IN-OFFICE
 - PRICES AVAILABLE UPON REQUEST
- Specialty medication through our compounding pharmacy partners such as hormone therapies (testosterone, progesterone, estrogen), low dose naltrexone, oral and injectable nutrient therapies, and advanced amino peptide therapies (Bpc-157, cjc-1295, tb-500, pt-141, etc.)
 - PRICES AVAILABLE UPON REQUEST
- ADVANCED INTEGRATIVE LABORATORY TESTING INCLUDING FOOD SENSITIVITY TESTING, MICRONUTRIENT DEFICIENCY TESTING, ADVANCED LIPID AND CARDIOVASCULAR TESTING, AND MORE.
 - PRICES AVAILABLE UPON REQUEST
- COSMETIC SERVICES INCLUDING:
 - BOTOX INJECTIONS \$9.00 PER UNIT
 - MICRONEEDLE SKIN REJUVINATION \$125/REGION
 - VAMPIRE FACE LIFT \$450
 - CHEMICAL PEEL \$75



PHOENIX MD
OUT OF THE ASHES, INTO CARE THAT HEALS

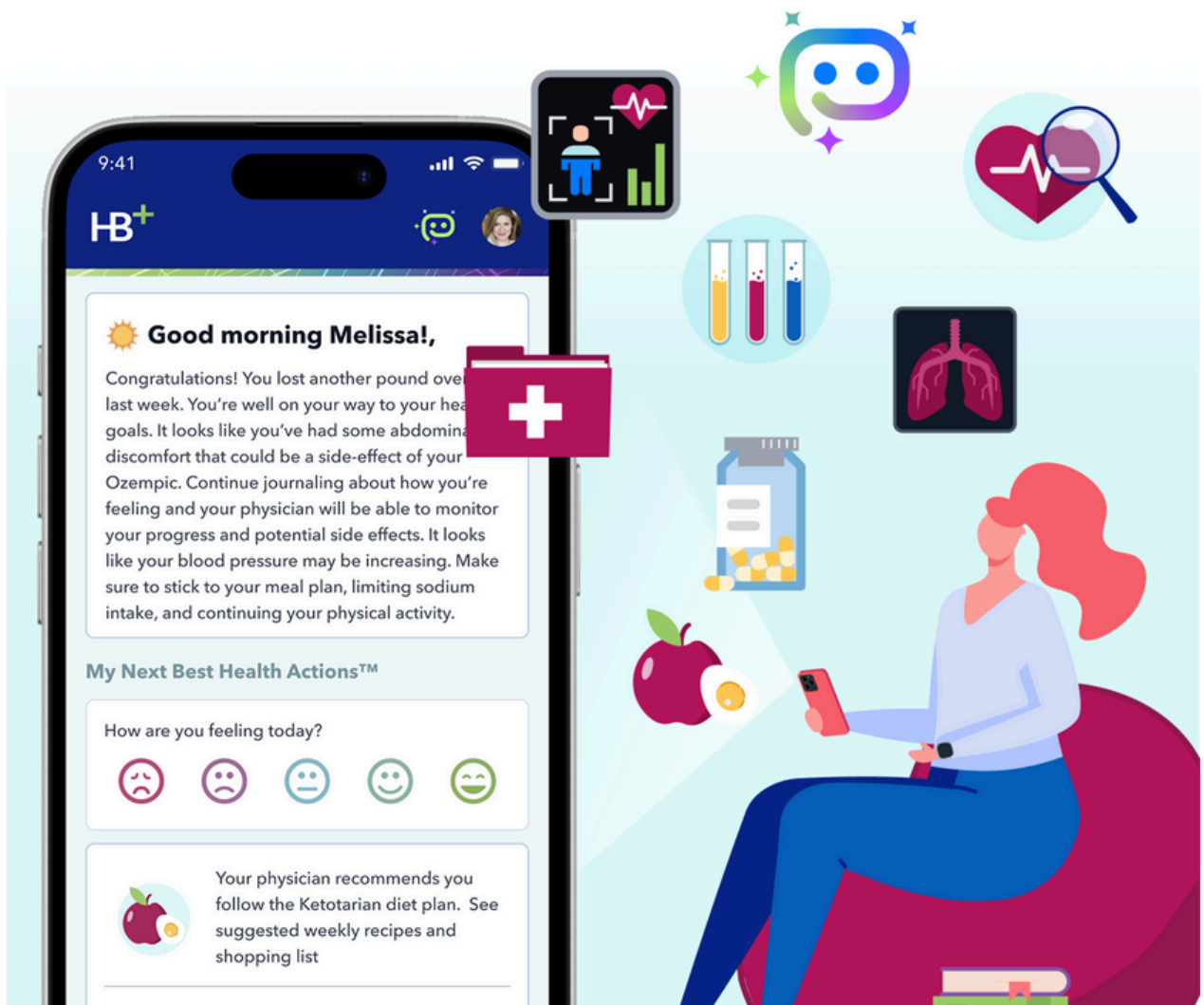
POWERED BY HealthBook⁺

We're excited to let you know that we've partnered with **HealthBook⁺**—a secure, HIPAA-compliant app that helps us better understand and support your day-to-day health between visits.

Your health data is protected, kept private, and never sold. Soon, you'll receive an official email from **HealthBook⁺** with your access code and simple instructions to get started.

We encourage you to **sign up**—it's part of how we're personalizing care and staying connected with you in smarter ways.

Be on the lookout for that invite!



What's the benefit of Healthbook+?

Convenient Record Consolidation: Instant multi-portal access to your entire health history wherever you go. No more bouncing around different health portals, Healthbook+ connects with most all of them, including ours, to provide more convenient access across your care team.

Personalized Guidance: A guided health experience tailored to your conditions, medications, preferences, and goals with unique recommendations and suggestions based on your health in real time.

Predictive: Timely, relevant reminders for appointments, annual exams, lab work, and screenings – always with a preventive mindset. For example, the app may send a notification saying “Dr Cornell recommended repeating labs in 3 months to check in on things. That was back in July. Here is the link to schedule that appointment when you’re ready!”

Integrated: Seamless connection with wearables like Dexcom, smartwatches, smart scales, and sleep trackers, along with medical devices.

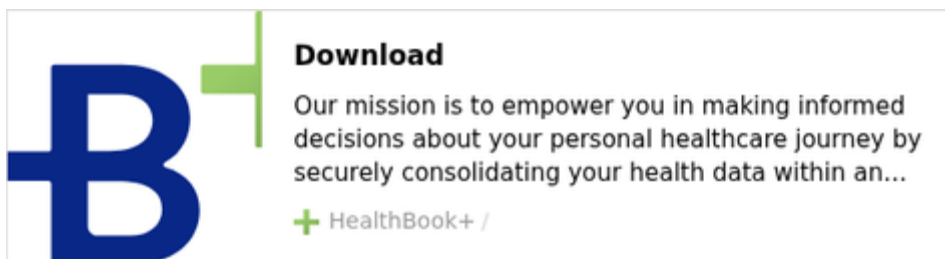
Connected: Allows me to see your blood pressure readings, scale data, deacon readings, etc in real time so I can provide feedback and recommendations when it matters most.

Lifestyle-Focused: Tools to track “lifestyle vitals” and receive personalized education and tips for better daily health.

Secure: SOC II, HIPAA, and 2FA compliant with end-to-end encryption for total peace of mind. No data is ever sold. And just like now, health information (or any information for that matter) is only shared with an official health records release form and your specific permission.

Get started in 3 easy steps:

1. Download the HealthBook+ app:
<https://healthbookplus.ai/download/>
2. On the login screen, tap "Enter Your Access Code"
3. Use this code to activate your account: HBPPMD



THANK YOU!



The Superhero's at Phoenix MD look forward to meeting you and helping you change the trajectory of your health toward OPTIMAL WELLENES

Questions? We're here to help.

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