

# Next Level PRIME FAQ

## You now have access to healthcare providers 7 days per week at no cost to you!

- 24/7 Care Navigators who can answer health questions.
- 24/7 Telemedicine availability
- Primary Care appointments for Diabetes, Hypertension, High Cholesterol and all other chronic health problems 7 days per week 9am-9pm
- Urgent Care access 7 days per week 9am-9pm
- Quick and Easy Annual Physical Exams
- Virtual Wellness Coach to get you started with weight loss and exercise



### How do I get started?

Using PRIME is as easy as downloading the App and pressing the orange button to be connected with a Care Navigator.



### Do I need an appointment?

**Preventive Care/Chronic Care** – Yes you do! Let us know you are coming so that we can ensure we have the vaccinations or labs you require on hand.

**Urgent Care** – You can call ahead or walk right in. But it is always faster when you let us know you are coming.



### I already have a Primary Care Doctor, can I use PRIME for anything?

If you have a health concern when your PCP is unavailable, use PRIME! At the end of your appointment, we will send a summary of your office visit to your Primary Care Physician.



### What if I need lab work, durable medical equipment or a vaccine?

Many common labs, vaccines, and Durable Medical Equipment (DME) are included with your Next Level PRIME membership.



### How do I schedule my Annual Physical?

Let your Care Navigator know that you would like to be seen for your annual physical. One of our PRIME providers will perform your intake virtually before scheduling your physical at one of our locations. Physicals can be performed between 9am-9pm, 7 days a week.



### I have a health concern but its after 9pm? Can you help?

We are available 24/7 to assist you with any questions or concerns you may have, including access to a healthcare provider for telemedicine overnight.



### What if I have a serious medical condition?

If we determine that your condition requires a specialist, we will refer you to a specialist IN NETWORK with your insurance. If your condition is emergent, we will send you to the nearest emergency room.

# Services We Offer:

## Primary Care

- Annual physicals
- Well Woman Exams
- Well Child Exams
- Vaccinations
- Diabetes
- Hypertension
- Thyroid Conditions
- Depression & Anxiety
- Chronic Diseases
- Preventive Screenings
- Blood Draws
- Specialist Referrals

## Urgent Care

- Upper Respiratory Infections
- Urinary Tract Infections
- X-ray for Acute Injury
- Sprains, Strains, Splints & Casts for Broken Bones
- Gastroenteritis
- IV fluids for Dehydration
- Stitches for Lacerations
- Abscesses
- Pink Eye
- Rashes
- Headaches
- Back Pain
- Ear infections

## LABS INCLUDED IN PRIME

AMYLASE

CALCIUM

CBC

CMP

ESTRADIOL

FOLATE

HEPATITIS A ANTIBODY

HEPATITIS B SURFACE ANTIGEN

HEPATITIS B ANTIBODY TITER

HEPATITIS C ANTIBODY

HEMOGLOBIN A1C

HIV SCREEN

HCG QUANTITATIVE

IRON

LIPID PANEL

MAGNESIUM

RPR

FREE T4

TOTAL T3

TSH

PSA

TESTOSTERONE

VITAMIN B12

VITAMIN D

URINE CULTURE

URINE MICROALBUMIN

STREP THROAT CULTURE

PAP SMEAR

Call 832-957-6200 or click the Next Level PRIME button on the Next Level app to schedule!



Scan the QR code now  
to get started!



# Our PRIME Program takes Annual Exams to the Next Level.

**Next Level PRIME** is all about developing a new patient-centric approach to health and wellness, starting with the Annual Exam. Instead of the typical rushed, impersonal physical, **Next Level PRIME** provides patients an elevated experience that's more in-depth and personal. Plus, **PRIME** offers more convenience, with virtual visits, multiple locations, and extended business hours.

## Check out our new annual check-up procedure:

Step

1

Virtual Visit with your Prime Provider, where you can discuss your medical history, any health changes, and voice any concerns.

Step

2

Visit any of our Next Level Urgent Care locations for an in-person exam and to have labs taken.

You can schedule this through Prime's Care Navigator, and this visit can take place any day of the week between 9 a.m. and 9 p.m.

Step

3

Final Virtual Visit with your Prime Provider to go over the results, discuss any risk factors and devise a wellness game plan for the coming year.

This is an in-depth meeting, where you can have a thorough, detailed discussion about your health, and won't feel rushed at all.

Schedule your Next Level Prime Annual Physical today through the Care Navigator on the Next Level app.



**nextlevel**  
HEALTH & WELLNESS

[nextlevelurgentcare.com](http://nextlevelurgentcare.com)

# KNOW BEFORE YOU GO!

**Emergency room**  
**Cost \$1000+**



**VS**

**PRIME**  
**Free**



Did you know that **30%** of ER visits could take place in an urgent care clinic?

## Benefits of PRIME:

- X NO CO-PAY with PRIME**
- X NO ADDITIONAL OUT OF POCKET EXPENSES with PRIME**
- X** Next Level PRIME is open 7 days a week
- X** RN Care Navigator to answer all of your questions
- X** Virtual provider available 24/7 to avoid the ER
- X** No long wait times with PRIME

Press the **Next Level PRIME orange** button on our app or call **832-957-6200** to connect with a Care Navigator.

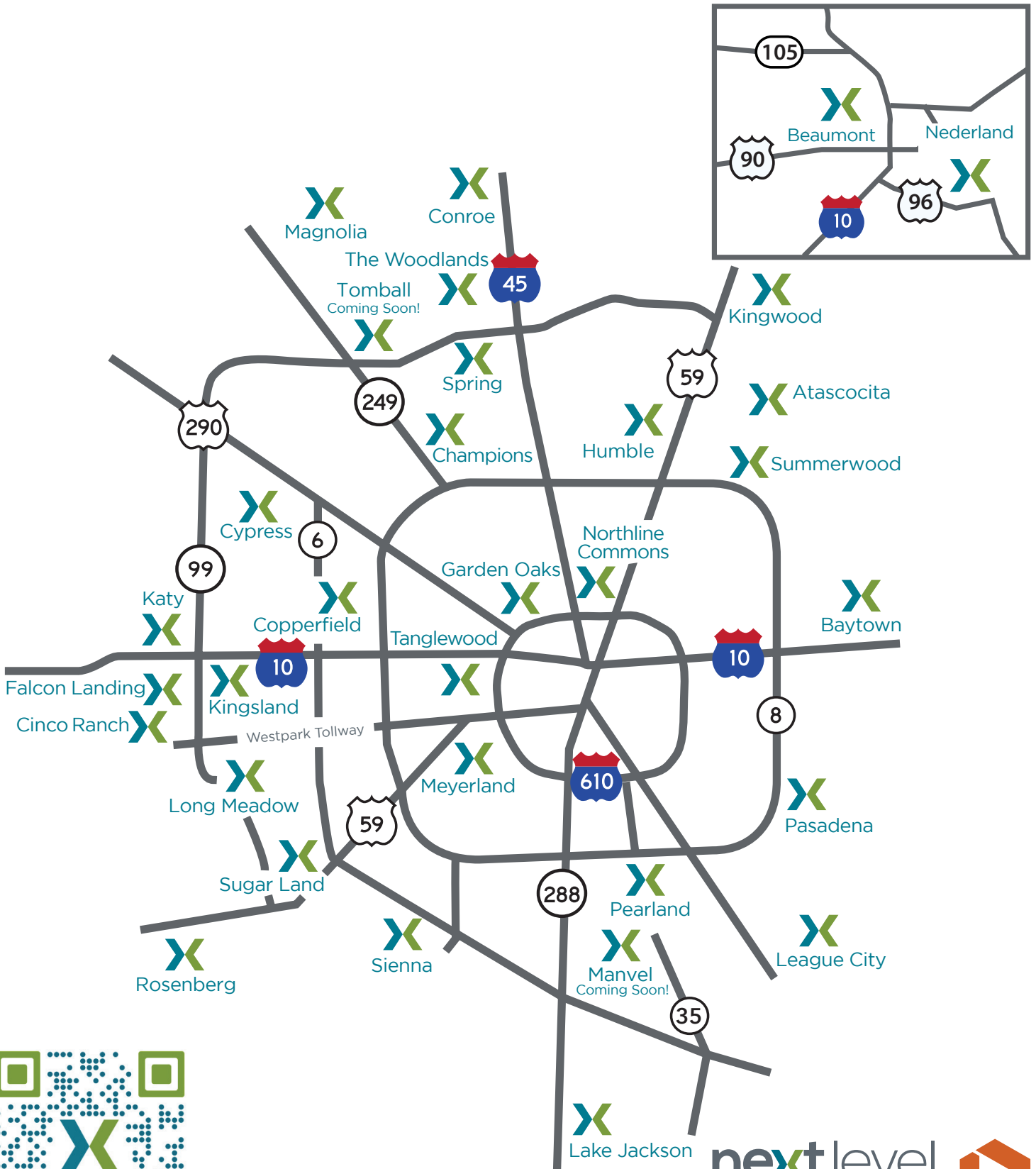
### When to go to urgent care:

- |                       |                          |
|-----------------------|--------------------------|
| Headache              | Sports injuries          |
| Fever                 | Rash or skin irritations |
| Allergies, cold & flu | Minor infections         |
| Ear infection         | Immunizations            |
| Nose bleeds           | Check-up                 |
| Cough or sore throat  | Sprain or strain         |
| Minor burns           | X-ray or lab work        |
| Simple fractures      | Dehydration              |
| Lacerations           | Gastroenteritis          |

### When to go to the ER:

- |                       |                       |
|-----------------------|-----------------------|
| Acute Confusion       | Uncontrolled bleeding |
| Changes in vision     | Severe vomiting       |
| Coughing blood        | Severe diarrhea       |
| Chest Pains           | Seizures              |
| Shortness of breath   | Overdose              |
| Spinal Injuries       | Severe burns          |
| Severe abdominal pain |                       |

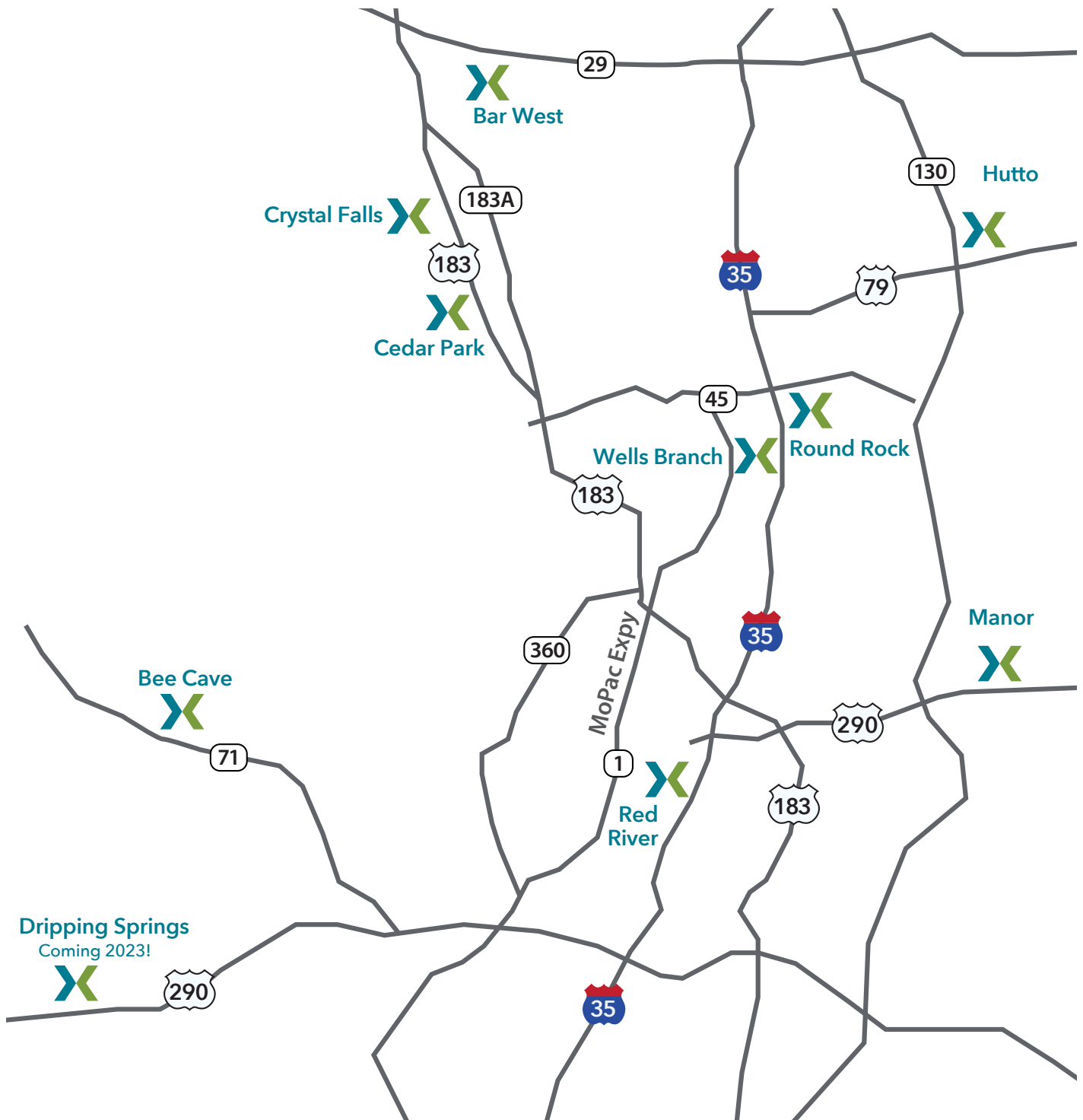
# Next Level PRIME Houston Locations



Scan the QR code for your closest location!



# Next Level PRIME Austin Locations



Scan the QR code for your closest location!



# Next Level PRIME San Antonio Locations



Scan the QR code for  
your closest location!

