

# UNLOCK THE VALUE OF YOUR DOCTOR



Choosing the right doctor is the key  
to taking advantage of your benefits.

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**Dedicated Senior  
Medical Center**  
A CHENMED COMPANY

# 5 questions to ask your doctor to determine if they are right for you



1

## Do you get paid based on how healthy you help keep your patients?

At **Dedicated**, all our doctors are paid based on how healthy they keep you. They do this by practicing preventive medicine and seeing you more often so they can catch things before they become more serious.

2

## Do you practice true preventive care?

Our doctors see their patients at least once a month. Plus, there's no limit to the visit. Your doctor is there to listen to your needs and take care of you. Our Care Teams will always coordinate your care and communicate with your specialists and other care providers.

3

## How much experience do you have caring for older adults like me?

Our doctors focus exclusively on seniors and spend time getting to know you, so they know best about how to treat you and your concerns.

4

## Do you have any data that shows how successful you are in keeping your patients healthier?

We sure do! In fact, in a study of COVID-19 and ChenMed patients in **The American Journal of Preventive Cardiology**, published October 2020, our patients have 40% better coronavirus outcomes than patients who don't receive our brand of personal care.

5

## What is your patient satisfaction rate?

Based on a patient survey, 93.7% of respondents indicated they were highly satisfied with the care received from their provider.\*

\*Based on Q1 2021 ChenMed third party survey results.

# 5 things to look for in a doctor



1

## **Experience with older adults:**

As you get older, you should work with a doctor who understands your stage of life. You want a doctor who works with older adults and will understand your needs.

2

## **Time to focus on you:**

Some doctors care for thousands of patients. That can make your appointments short and rushed. Make sure to find a doctor who spends enough time with you to answer all your questions.

3

## **Availability at night and on weekends:**

Sometimes, you need to contact your doctor after the office has closed. Make sure you can get in touch with your doctor any time you have an urgent concern.

4

## **Communication with your other doctors:**

You may see other specialists for different health needs. Will your doctor work with those doctors to coordinate your care?

5

## **A focus on healthy living:**

Your doctor should help you learn to lead a healthy life as you age. That might mean tips on diet, exercise, and mental health. Make sure your doctor isn't only concerned about medical needs.

## **Ask about the doctor's office policies and how they would handle:**



### **Transportation assistance:**

Will the doctor's office help coordinate transportation to and from your appointment?

### **Same-day appointments:**

If you have an urgent need, can you get a same-day appointment?



### **Labs and tests:**

Can you get your labs and other tests in the doctor's office, or do you have to go to another location?

### **Hospital care:**

If you need surgery or emergency care, will your doctor care for you in the hospital?



# 5 ways Dedicated Senior Medical Center can help



1

## **Learn about plans**

Our representatives can help you explore the types of plans we accept and give you information on how Medicare can help you get high-quality, affordable care.

2

## **Take a center tour**

See our center firsthand and experience what our patients love about **Dedicated Senior Medical Center**.

3

**Meet the doctors and staff** who will work with you to keep you healthy and out of the hospital.

4

## **Connect with your local agent**

They can help you navigate the enrollment process and answer any questions you may have.

5

## **Choose Dedicated Senior Medical Center!**

Choosing a doctor is a big deal; we're here to help. We are happy to welcome you to the family!

## **Choosing a doctor is an important decision, especially as you get older.**

**Dedicated Senior Medical Center** is committed to delivering superior healthcare to Medicare-eligible seniors. If you're looking for a new doctor, we could be the right doctor for you. See why 4 out of 5 patients would recommend Dedicated to family and friends.\*



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[www.Dedicated.Care](http://www.Dedicated.Care)

Some services are not covered under all plans. Check your plan documents for details and service availability at each individual center. Due to space and time limitations, some services are not available at all centers. Limitations, copayments and restrictions may apply.

\*ChenMed NPS scores from January thru April 2021, Medallia.