

Concierge Membership Agreement

By enrolling in concierge membership services, you agree to the terms as outlined. I understand and agree that concierge medicine enhances access to healthcare, offering a more efficient and expedient way to receive care. However, concierge medicine does not cover all aspects of healthcare and does not replace the need for VA providers or specialists. As your co-provider, I will offer evidence-based recommendations to help you navigate the VA system and maximize your healthcare. You may terminate this agreement at any time by sending an email stating your desire to cancel your membership.

Adjunct to Existing Healthcare: I understand that concierge membership serves as an adjunct to pre-established healthcare avenues such as the VA, Tricare, or private specialists. If you do not have healthcare established, concierge medicine can bridge that gap, helping you continue with prescribed medications and other treatments. While I will do my best to support your healthcare needs, I acknowledge that unforeseen changes—such as provider availability or insurance coverage—may occur.

Emergency Care: I understand that in the event of an emergency requiring urgent care, I must go directly to the nearest emergency department or urgent care facility.

Modes of Communication: I understand and agree that concierge medicine services may be provided virtually, via phone, text messaging, or email. I acknowledge that all communications are voluntary and confidential.

Transparency and Information Sharing: I understand that effective concierge medicine relies on transparency, including the sharing of military and medical records and other relevant information. As a member, I may fax, scan, email, or mail any pertinent information for review.

Prescriptions and Referrals: I understand that I may receive prescriptions or referrals through concierge medicine, but the VA may require additional steps before accepting or approving these. It is important that I share my private progress notes with the VA to ensure my medical records are updated, preventing delays in care.

Communication with the VA: I understand that concierge medicine does not have access to the VA network or computer systems. It is my responsibility to keep my VA medical records updated with information from my private providers to avoid gaps in my medical history.

Differing Opinions: I understand that if there is a difference of opinion between my concierge provider and the VA regarding my treatment plan, it is my responsibility to gather all relevant information and make an informed decision. I can rely on my providers to offer unbiased and helpful guidance.

VA Rights and Reporting: I understand and agree to my rights as a VA-protected veteran patient. I will report any dereliction of duty or inadequate care from the VA or its providers, including outsourced appointments with LHI, QTC, VES, etc., to the VA administration and through the 800-827-1000 number.

Membership Fees: I understand and agree to the monthly fees for concierge medicine services. This membership is on a month-to-month basis, with no contracts or hidden fees, and may be canceled at any time with an email notification.

Additional Services: I understand that certain services, such as Nexus Letters and DBQ exams, are not included in the traditional concierge membership. I acknowledge that these services are available for purchase separately and that Nexus Letters are detailed, evidence-based documents requiring medical proof to establish a causal relationship with military service.

Thank you, Dr. Michael Lomonaco, DNP, APRN, FNP-C