

**Dr. Robert N Schnitzler**  
**Concierge Services Summary**

Dr. Schnitzler extends the services outlined below to his patients who enroll in the Concierge program. The patients who wish to enroll do so by executing the Patient Membership Agreement with the doctor of their choice. Below is a summary list of membership services included in the Concierge program.

**Concierge Services Outline**

(Refer to the Patient Membership Agreement for detailed description of each service)

- Direct Contact – Patient will have access to the physician’s mobile phone and the physician’s clinical coordinator’s mobile phone.
- Prompt Appointments – Provided by same day or next day, or a date the patient needs.
- Enhanced, No-wait Appointments – The visit with the physician will be on a less-hurried manner, with minimal or no-wait, prior to appointment.
- Separate Reception Area
- Prescription Facilitation Delivery – Coordination of prescriptions refill and delivery to home. A small fee from the pharmacy delivery may apply.
- Travel Medicine, Immunization, and Advice
- Electronic Medical Record in a CD for Travel
- Illness Away from Home – If the patient becomes ill while traveling, our physicians and/or clinical personnel will communicate with the physician(s) treating the patient.
- Escort to Medical Appointments – At the patient’s request, clinical personnel may accompany the patient to visits with other specialists or tests. A small fee will apply.
- Email Access – Email to the physician and clinical personnel.
- Teleconferences – With the patient’s family or advisors.
- Communications with the Family and Others
- Health Benefits Advisor – Advice on insurance matters. A separate fee may apply.
- 33% Discount off the Administration Fee at San Antonio Wellness Institute – Discounts will apply to the administrative fees, such as the \$1,800.00 for the comprehensive physical exam. **SAWI administrative fees for additional services will remain as usual.**
- Visitors – Family members visiting your may receive these services for a brief period.

**NOTE: MEDICAL SERVICES WILL CONTINUE THE PATIENT’S RESPONSIBILITY (BY INSURANCE, COINSURANCE, COPAYS, OR PRIVATE PAY).**