



An introduction to the Patina patient experience.

Thanks for considering Patina as your new primary care provider. Because Patina is designed *exclusively for people 65 and up*, we understand the unique changes that take place as we get older. We look forward to getting to know you, your needs and your goals, and to supporting the aging journey you want.

Here's what happens when you become a Patina patient:

1. Meet your Patina health champion.

The first step with Patina is a meeting with your dedicated Patina health champion — your “go-to” person for any health-related need.

Your health champion will take the time to really know you. They'll coordinate your care, track down resources, schedule appointments, answer questions and advocate on your behalf. They'll also help you **download the Patina mobile app** so you'll have easy access to your care team, anytime.

You can call your health champion for any question, big or small. They are here for YOU!



2. Visit with your Primary Care Practitioner (PCP).

After taking care of any immediate needs, your health champion will arrange your first visit with your PCP. These visits generally take place virtually – through video or over the phone. When needed, your PCP or other specialized care team members will also visit you in-person, right in your home.

Patina's home-based care model means no more long delays to get a primary care appointment, no more frustrating drives or long office waits, and no more rushed PCP visits. You'll get accessible, high-quality care that meets you where you are, right from the comfort and convenience of your home...or wherever you travel.



3. Create a tailored care plan.

Your PCP works with you and your health champion to review your health history, assess your needs, and develop a care plan just for you. This “health roadmap” is built around your goals, values and preferences, to help you live and age well.

You can choose to invite family, loved ones or other trusted support resources to participate in your care plan, too!



4. Be part of a trusted, lasting relationship.

We know that it takes time to build relationships and trust. At Patina, we’ll get to know you and understand what *you* want out of life. We’ll check-in and follow-up. We’ll stay with you for the long-term, making sure you get the highest-quality care and the support you deserve.

You’ll have contact information for members of your care team and can access them via phone or the Patina mobile app directly whenever you have questions during business hours. After hours, a member of the Patina care team will always be available if you need assistance that shouldn’t wait until the next day.



**Have more questions
about Patina?**

Call toll free 1-855-478-8310
or visit [patinahealth.com](https://www.patinahealth.com)