



# Canadian Services



EISENHOWER HEALTH

39000 Bob Hope Drive, Rancho Mirage, CA 92270 | [www.EisenhowerHealth.org](http://www.EisenhowerHealth.org)



EISENHOWER HEALTH



## EISENHOWER HEALTH



Dear Canadian Visitor,

Eisenhower Health welcomes our friends from Canada to the Coachella Valley!

You recently expressed interest in learning more about Eisenhower Health's services for Canadian visitors. In this booklet you will find information about general services offered. We do provide cash pricing for many services, including Eisenhower Urgent Care, and bundled pricing for many procedures, including orthopedics.

In this booklet you will find information regarding:

- Primary Care services
- Urgent Care services, including cash pricing
- MyChart – Eisenhower Health's electronic medical record where you can access your medical record digitally as well as schedule lab appointments, see your prescriptions, access test results and pay your bill securely
- Lab services

### Bundled Pricing

Bundled pricing references the fact that the costs of the procedure, the physician's services, anesthesiology, lab and radiology (as applicable) have been bundled so you will only receive one bill for the procedure. The Canadian services team can assist you in determining if a procedure qualifies for bundled pricing.

### Cash Pricing

Eisenhower also offers discounted cash rates for other procedures that are not listed on our website, but these are not bundled. This means you will receive separate bills for each service rendered. Please be sure to clarify before agreeing to any procedure to ensure you understand if you will be receiving cash pricing or bundled pricing so you will know whether to expect multiple bills or a single bill.

We always wish to serve you with the quality of care our community has come to know and trust from Eisenhower. Thank you for choosing Eisenhower for your health care needs.

**Please call 800.854.9261 with any questions.**

**For more information or assistance about Eisenhower's Canadian Program, please contact one of our representatives:**

### LEIDY AISPURO

Manager, Eisenhower Primary Care 365  
and Concierge Membership Program

Eisenhower George and Julia Argyros Health Center

45280 Seeley Drive

La Quinta, CA 92253-7344

760.610.7312, Fax 760.610.7344

[LAispuro@EisenhowerHealth.org](mailto:LAispuro@EisenhowerHealth.org)



# EISENHOWER HEALTH

*EisenhowerHealth.org*

Whether you need a primary care physician or specialist, chances are Eisenhower Health has just the person you're looking for to address your health care needs. Our physicians and health care professionals are leaders in areas such as cancer, orthopedics, cardiology, neuroscience, sleep medicine, rehabilitation medicine and bariatric surgery.

In addition to our 437-bed inpatient hospital, Eisenhower also has multiple outpatient health centers located throughout the Coachella Valley. Our medical services are supported by complete radiology and imaging services.

Our health care professionals are dedicated to finding answers to your health problems, regardless of how simple or complex those concerns may be. Through our patient- and family-centered approach, we provide personalized, specialized care by putting you – the patient – first.

**Cash pricing is available to Canadians** for many procedures. From joint replacement to cardiac surgery, we offer cash pricing for a host of surgeries, outpatient screenings and procedures.

For more information about cash pricing for medical procedures or to find a primary care physician that is right for you, call **1.800.854.9261**.

For information about cash pricing, please call **1.800.854.9261**.



## Eisenhower Primary Care

Establishing a relationship with a primary care physician is recommended for any visitors who are in the Coachella Valley annually. Eisenhower offers two primary care programs. One is referred to as a "traditional" primary care program in which a patient has an office visit with the physician. Cash pricing for an office visit has been established for Canadian visitors to provide a convenient means of seeing a doctor without concerns about insurance coverage. (Cash rates are also available for any lab work or other tests that might be required.)

## Eisenhower Primary Care 365

In addition to traditional primary care, Eisenhower is also proud to offer Eisenhower Primary Care 365, a program dedicated to continuous communication between doctor and patient through face-to-face visits in the office and from your home via a secure online program. For a modest annual fee, our physicians and care team are available to serve the needs of our patients 365 days a year. For more information, call 760.360.3365.

For patients who are seasonal residents, our doctors are happy to coordinate with your physician back home, so your records and care handled seamlessly, no matter where you are. Canadian patients pay the annual membership fee plus the cost of office visits.

## Eisenhower Primary Care Concierge

Our primary care concierge physicians are available to serve your needs with 24-hour, seven days-a-week access. Communication between patient and physician occurs through traditional office visits as well as online and by phone 365 days a year. The relationship with your physician will be unlike any you have had before, allowing you and your physician to build a trusted and valued relationship together. For an annual concierge fee, you can enjoy all the program benefits including same-day appointments. For more information, call 760.610.7347.

## More about Eisenhower Health

Situated on a 106-acre campus in the heart of the Coachella Valley in Southern California, Eisenhower Health is a dynamic, progressive not-for-profit health care system. In addition to the 437-bed Eisenhower Medical Center in Rancho Mirage, numerous health centers are located throughout the valley offering a broad array of outpatient services. This multi-faceted institution, an accredited Teaching Hospital, provides the highest quality health care for residents of and visitors to the desert resort communities and provides a broad range of health education for the public and health care professionals. Eisenhower's School of Graduate Medical Education trains physician residents in Internal Medicine, Family Medicine and Emergency Medicine and offers several fellowship programs for advanced training.

## Eisenhower Urgent Care

Eisenhower Urgent Care can be found in Palm Springs, Rancho Mirage and La Quinta, offering immediate care for non-emergency conditions such as minor fractures and sprains, cold and flu, cuts requiring stitches and similar conditions. Eisenhower offers cash pricing based on the level of care required and additionally offers cash pricing for any lab work or imaging that might be required during an urgent care visit. Upon arrival, the patient's condition and level of care required is determined and pricing is explained. To see the urgent care cash pricing tiers, visit [EisenhowerHealth.org/Canada](http://EisenhowerHealth.org/Canada). Please see the map on this flyer for locations and call 760.834.3593 for more information.



## EISENHOWER HEALTH

For information call:  
**1.800.854.9261**

For more information, visit [EisenhowerHealth.org/canada](http://EisenhowerHealth.org/canada).  
**Registration is required.**

# IS IT AN EMERGENCY, OR JUST AN URGENCY?

When to call an ambulance, go to the emergency room, or visit urgent care.

When seeking medical care, taking a minute before deciding where to go can mean better, more efficient care for everyone. And it can even save your life!

## Eisenhower Urgent Care

We operate three facilities designed to treat patients on a walk-in basis:

- Fractures, sprains, cuts and scrapes, rashes and minor injuries
- Infections, including those of the ear, throat, sinus and urinary tract
- Minor colds or flu-like illness
- Suture removal or wound check

Each location also provides routine vaccinations and school physicals. The facilities offer onsite laboratory capabilities such as urinalysis, influenza screening, pregnancy testing and glucose monitoring. Onsite radiology services allow for quick diagnosis of fractures and sprains. If needed, patients may be referred to a physician for specialized medical care or hospitalization.

To reach one of our three Urgent Care locations, call 760.834.3593.

### Rancho Mirage

72780 Country Club Drive, Building B, Suite 203

### Palm Springs

Eisenhower Health Center at Sunrise  
151 South Sunrise Way, Suite 300

### La Quinta

Eisenhower George and Julia Argyros Health Center  
45280 Seeley Drive

## ATTENTION: ORTHOPEDIC PATIENTS

Our Urgent Care providers work with our orthopedics team to ensure patients who need follow up at Eisenhower Desert Orthopedic Center are given the referral they need. Appointments are scheduled for when the orthopedics specialist feels it's best to see you, which may be two weeks after the injury occurs (after swelling is reduced). Some sprains and other conditions may not need further care after your Urgent Care visit.

## Eisenhower Tenny Emergency Department

We are a designated Stroke Center, as well as an accredited Chest Pain Center, and we are equipped to treat acute injuries and illness.

**Call 911 if you suspect heart attack, stroke or any other life-threatening emergency!**

## Ambulance Transportation

In a life-threatening emergency, the sooner a patient is treated, the better the chances of survival. In our area, an ambulance typically arrives in five minutes or less, bringing vital equipment and trained medics who can stabilize a patient and begin some treatments before even reaching the hospital.

It's a common misconception that driving a loved one to the emergency room is faster or better — in fact, when it comes to life threatening symptoms, the opposite is true.

For more information about Eisenhower's services, visit [EisenhowerHealth.org](http://EisenhowerHealth.org).



# Where to go for immediate medical care



SYMPTOM	URGENT CARE	EMERGENCY	911/AMBULANCE
Minor fractures and sprains	★		
Head injuries		★	
Infections, cold or flu	★		
Minor allergies	★		
Fever over 105°F		★	
Cuts needing stitches	★		
Bleeding that won't stop		★	
Bad or worsening medication reaction, overdose or poisoning		★	
Worsening reaction to an insect bite	★		
Suicidal thoughts or severe depression		★	
<b>Possible heart attack*</b> <ul style="list-style-type: none"> <li>• Chest pain/discomfort</li> <li>• Sudden dizziness/weakness</li> <li>• Heartburn, nausea or abdominal pain</li> <li>• Difficulty breathing</li> <li>• Pounding heart/change in heart rhythm</li> </ul> <small>*In women, signs of a heart attack are less severe and often not accompanied by chest pain or discomfort.</small>			★
<b>Potential stroke</b> <ul style="list-style-type: none"> <li>• Sudden numbness or weakness of the face, arm or leg, especially on one side of the body</li> <li>• Sudden confusion, trouble speaking or understanding</li> <li>• Sudden trouble walking, dizziness or loss of balance/coordination</li> <li>• Sudden trouble seeing out of one or both eyes</li> <li>• Sudden, severe headache with no known cause</li> </ul>			★

Infants younger than three months should be seen in the emergency department, not in urgent care.





Eisenhower Urgent Care clinics provide our community with health care services for non-emergent conditions such as minor fractures or sprains, infections, colds, flu, or cuts needing stitches. We have three convenient locations across the Coachella Valley.

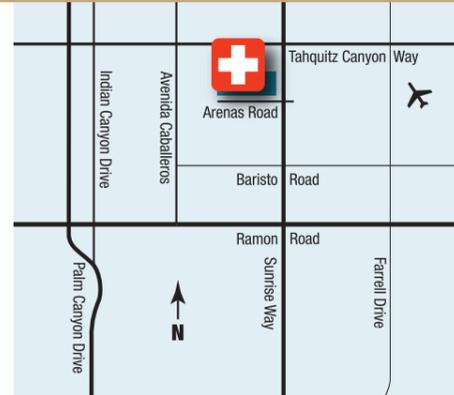
**PALM SPRINGS**



**Eisenhower Health Center at Sunrise**

151 S. Sunrise Way, Suite 300  
Palm Springs, CA 92262

**Hours:**  
7:30 a.m. – 6 p.m., Monday – Friday  
7:30 a.m. – 4 p.m., Saturday – Sunday



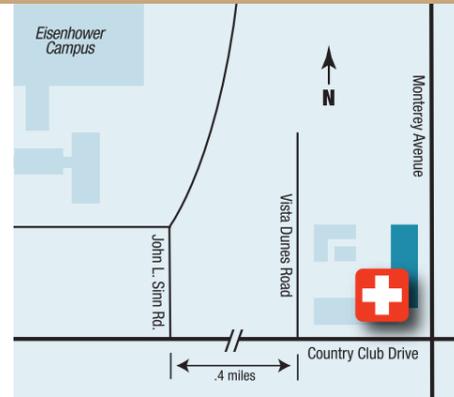
**RANCHO MIRAGE**



**Rancho Mirage Medical Center**

72780 Country Club Dr., Ste B203  
Rancho Mirage, CA 92270

**Hours:**  
7:30 a.m. – 6 p.m., Monday – Friday  
7:30 a.m. – 4 p.m., Saturday – Sunday



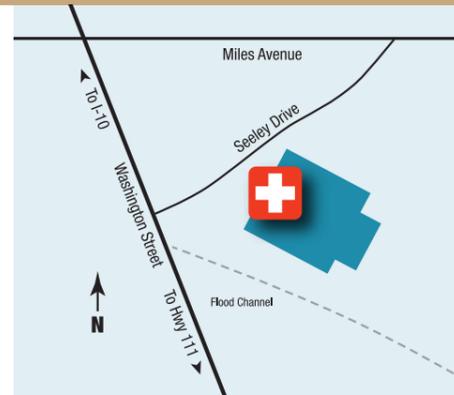
**LA QUINTA**



**Eisenhower George and Julia Argyros Health Center**

45280 Seeley Drive, First Floor  
La Quinta, CA 92253

**Hours:**  
7:30 a.m. – 6 p.m., Monday – Friday  
7:30 a.m. – 4 p.m., Saturday – Sunday



## Cash Pricing for Urgent Care

Eisenhower Urgent Care offers cash pricing based on the level of care required.

Where to go for immediate medical care ~ SEE MAP ON BACK ~		
SYMPTOM	URGENT CARE	EMERGENCY
Minor fractures and sprains	★	
Head injuries		★
Infections, cold or flu	★	
Fever under 105°F	★	
Fever over 105°F		★
Cuts needing stitches	★	
Bleeding that won't stop		★
Bad or worsening medication reaction, overdose or poisoning		★
Possible heart attack* ~ Chest pain/discomfort ~ Sudden dizziness/weakness ~ Heartburn, nausea or abdominal pain ~ Difficulty breathing ~ Pounding heart/change in heart rhythm		★
<small>*In women, signs of a heart attack are less severe and often not accompanied by chest pain or discomfort.</small>		
Potential stroke ~ Sudden numbness or weakness of the face, arm or leg, especially on one side of the body ~ Sudden confusion, trouble speaking or understanding ~ Sudden trouble walking, dizziness or loss of balance/coordination ~ Sudden trouble seeing out of one or both eyes ~ Sudden, severe headache with no known cause		★

Infants younger than six months should be seen in the Emergency Department, not in Urgent Care.

**BASIC CHARGES**

- Level 1: Basic Visit..... \$140  
Includes clinical visit, wound follow up, oral acetaminophen, ibuprofen or aspirin.
- Level 2: Intermediate Visit..... \$200  
Includes clinical visit requiring an X-ray\*, point-of-care testing or lab work\*, administration of other oral medications or intra-muscular injections and vaccines, and initial treatment of minor wounds requiring dressings, steri-strips, or skin adhesive.
- Level 3: Advanced Visit..... \$310  
Includes clinical visit plus any procedure, such as intravenous medication or therapy; minor wounds requiring sutures or Dermabond™; incision and drainage or other surgical procedures; any foreign body removal; burn care; nosebleeds; asthma treatments; EKG; splinting or orthopedic supplies; eye numb/wash; and ear lavage.
- Nurse Only Visit..... \$50
- Additional Lab/Cultures..... \$50

**ADDITIONAL URGENT CARE TESTING AND IMAGING CHARGES, IF REQUIRED**

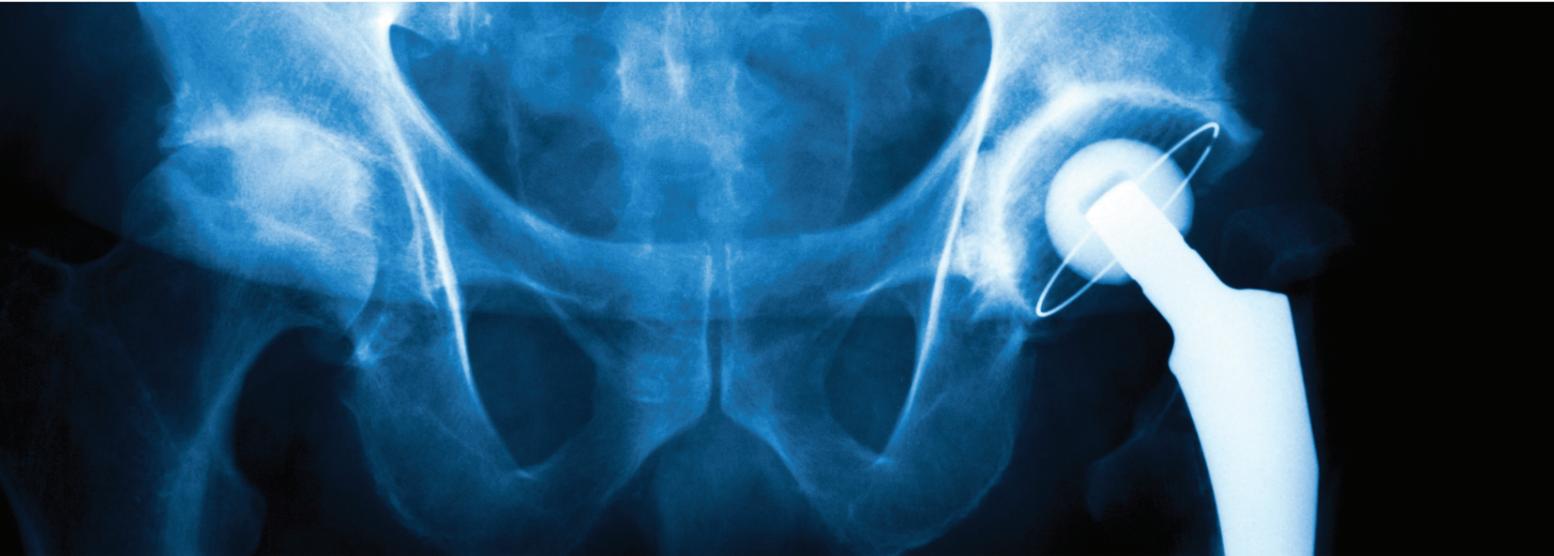
- \*Lab Additions ..... \$50/each additional lab or blood/urine culture
- \*X-rays ..... \$50/body part
- Ultrasound ..... \$125/body part
- CT Scan ..... \$275/body part
- MRI ..... \$450/body part

All prices are subject to modification if there are complications that were not foreseen in the initial evaluation.

**For more information, call 760.834.3593.**

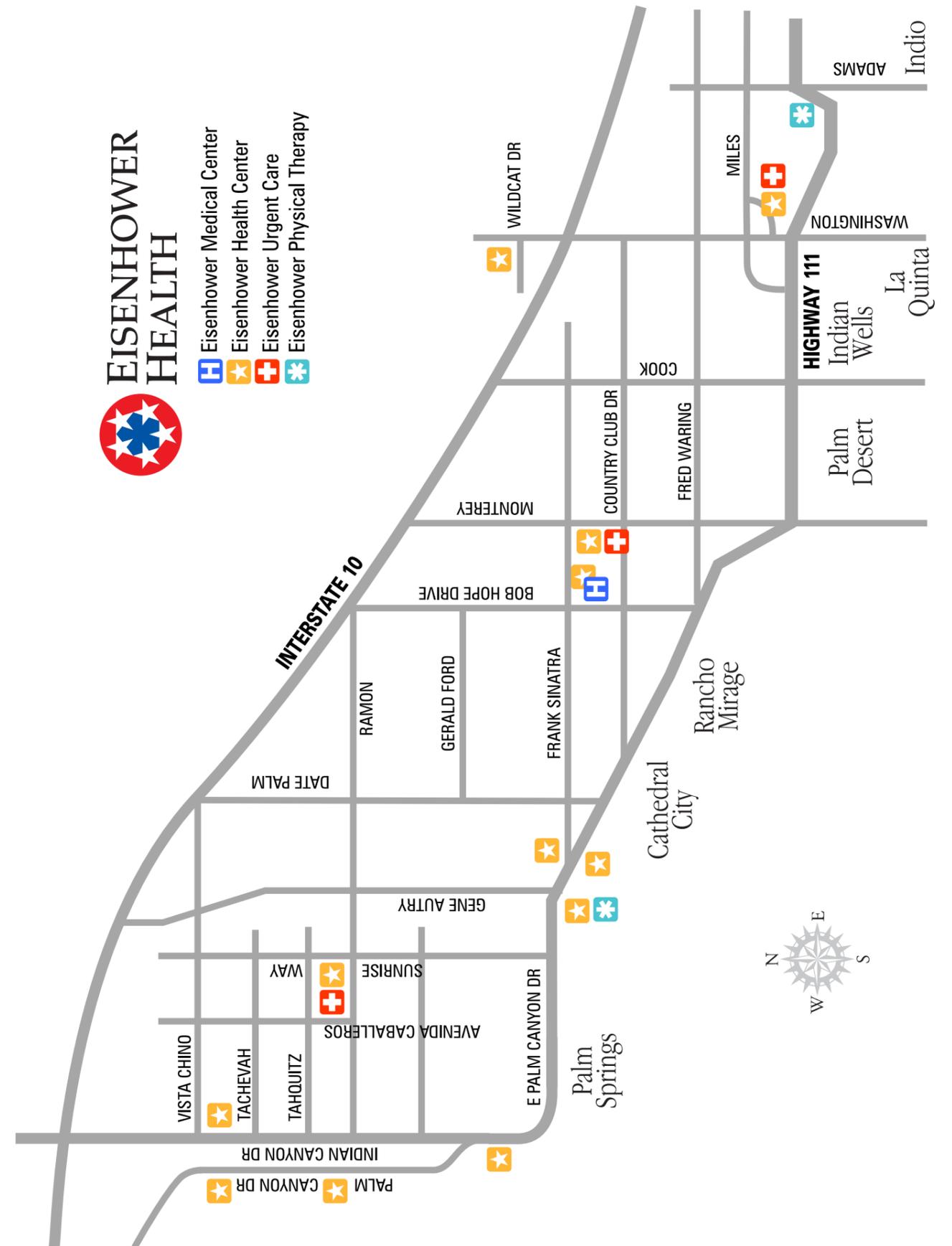
# Waiting forever for a joint replacement is a pain.

## Schedule surgery with us for rapid relief.



Why wait until next year when you could have your joint surgery in the next few weeks? Join the many Canadians who fly South every year for hip or knee joint replacement. Eisenhower Health has an award-winning orthopedic program with experts in every subspecialty. Our surgeons work with the latest equipment and technologies, from a state-of-the-art table for anterior hip replacements to the Mako SmartRobotics™ system for exceptionally precise, customized surgical planning. We have excellent outcomes for total and partial knee, total hip and spine surgeries, and you can enjoy the warm weather and beautiful desert sunshine as you recover. We offer our international patients cash pricing for a number of surgical procedures, as well as for urgent care and imaging. And Eisenhower Medical Center is the only area hospital to earn five stars for quality from the Centers for Medicare & Medicaid Services, an honor claimed by fewer than 10% of hospitals nationwide.

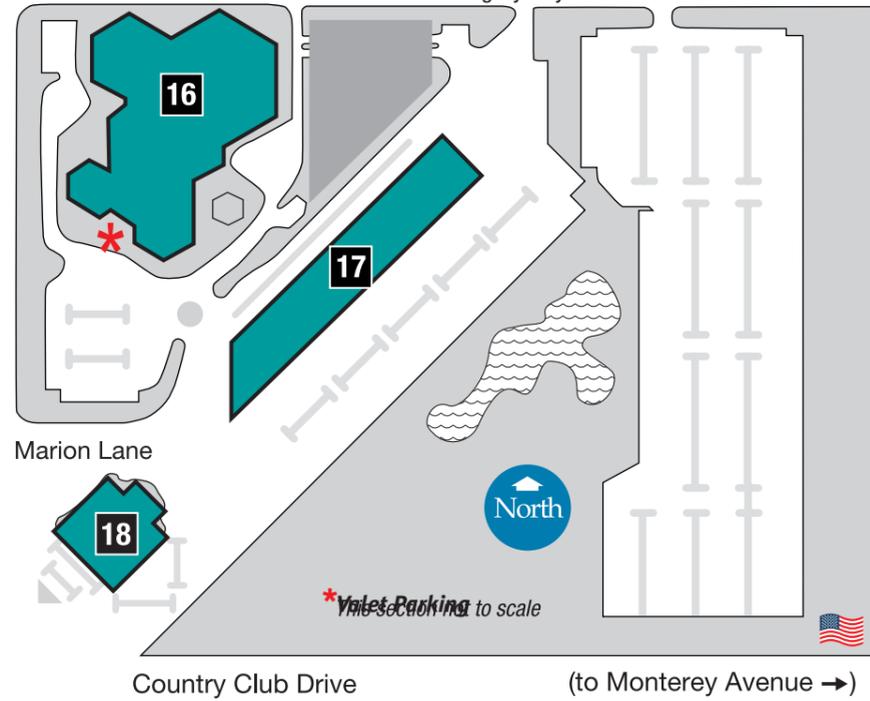
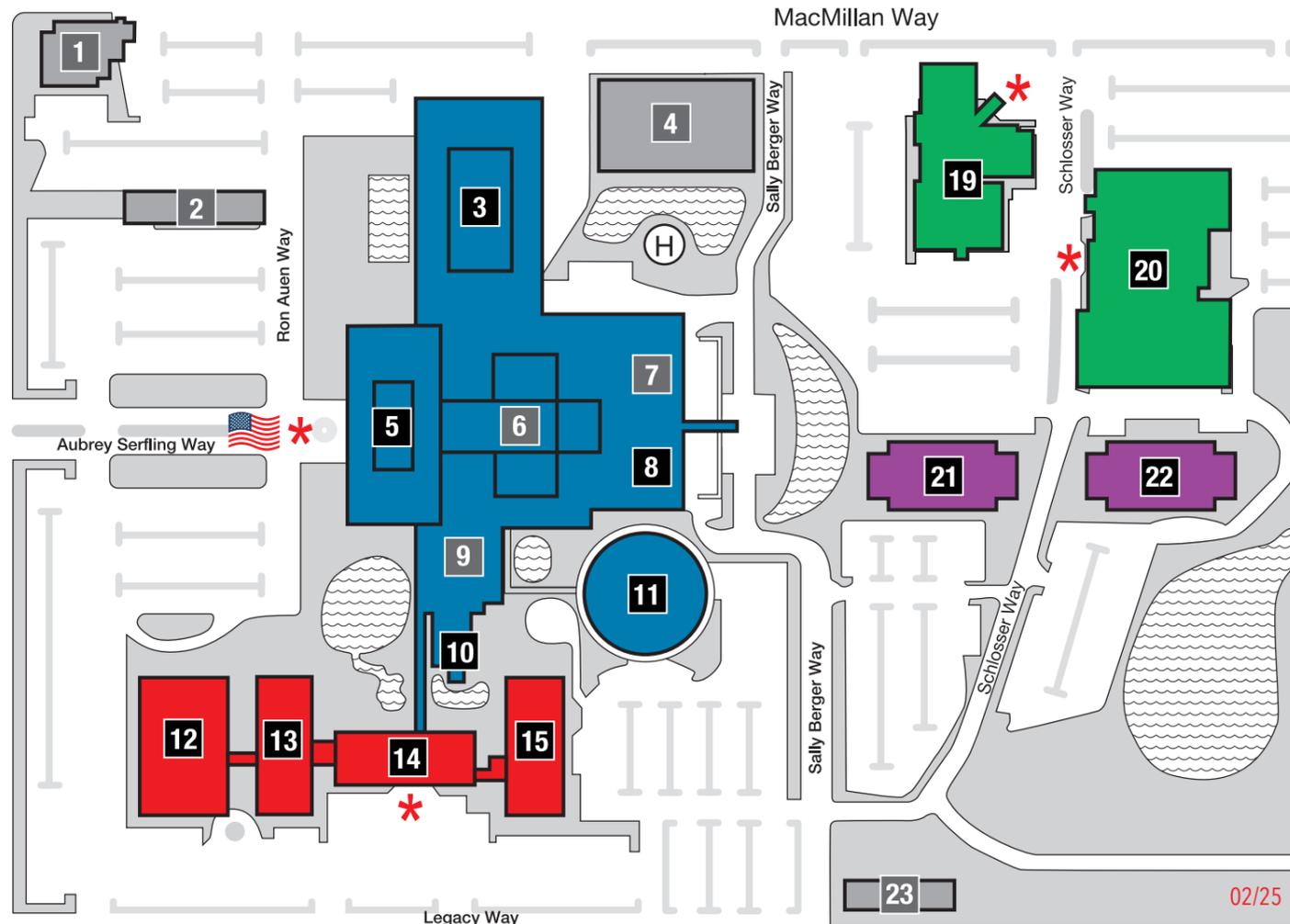
To learn more, visit [EisenhowerHealth.org/Canada](https://EisenhowerHealth.org/Canada) or call 800.854.9261.





# EISENHOWER HEALTH

39000 Bob Hope Drive, Rancho Mirage, CA 92270  
760-340-3911



### BUILDINGS

- Annenberg Health Sciences Bldg.....11
- Annenberg Pavilion .....3
- Davis Building .....10
- Dolores Hope Building .....12
- Eisenhower Hospital .....5
- Hal B. Wallis Building .....19
- Harry and Diane Rinker Bldg .....20
- Joel M. Hirschberg, MD Bldg.....17
- Kiewit Building .....14
- Lucy Curci Cancer Center .....16
- Mike and Jan Salta Health Center .....21
- Probst Building.....13
- Renker Wellness Center .....18
- Tennity Emergency Dept .....8
- Warke Health Care Center .....22
- Wright Building .....15

### CLINICS BY SPECIALTY

- Allergy and Immunology Clinic.....14  
Suite 304, 760-346-2070
- Behavioral Health .....17  
Suite 216, 760-837-8767
- BIGHORN Radiation Oncology Center.....16  
First Floor, 760-674-3600
- Cardiothoracic Surgery Specialty Clinic14  
Suite 108, 760-568-4330
- Dermatology and Mohs Center .....21  
Second Floor, 760-837-8542
- Eisenhower Hematology/Oncology ..16  
First Floor, 760-346-7655
- Desert Cardiology Center .....19  
Main Office, 760-346-0642
- Desert Cardiology Center .....17  
Suite 203, 760-346-0642
- Desert Cardiology Center Anticoagulation Clinic.....15  
Suite 412, 760-341-7082
- Desert Cardiology Center, Remote Patient Monitoring Clinic .....15  
Suite 412, 760-773-4249
- Desert Cardiology Center, Echo/Vascular Testing Department .....15  
Suite 412, 760-862-6350
- Desert Cardiology Center Sleep Study.....15  
Suite 412, 760-773-4249
- Desert Orthopedic Center .....20  
Main Office, 760-568-2684
- Desert Orthopedic Pain Management Center .....17  
Suite 310, 760-568-2684
- Diabetes and Endocrinology Specialty Clinic .....14  
Suite 114, 760-321-5257
- Diabetes Education Services .....13  
Suite 100, 760-773-1403
- Eisenhower Imaging Center .....16  
Lower Level, 760-674-3850
- Eisenhower Imaging Center Davis ....10  
Main Floor, 760-674-3819
- Eisenhower Primary Care .....22  
Suite 1100, 760-834-7970

- Eisenhower Primary Care Concierge  
Suite 308, 760.346.5688 .....13  
Suite 401, 760.834.7945 .....14  
Suite 403, 760.834.7987 .....14  
Suite 407, 760-834-7960 .....14
- Gastroenterology Specialty Clinic .....17  
Suite 101, 760-773-2882
- Glickman Cardiac Care Clinic .....15  
Suite 410, 760-773-2080
- Grainger Family Wound Care Center .....22  
Suite 1109, 760-834-3790
- Grundhofer Surgery Center .....12  
Second Floor, 760-773-2023
- Gynecologic Oncology Clinic .....16  
First Floor, 760-773-4383
- Infectious Disease Specialty Clinic ....17  
Suite 108, 760-834-3545
- Kidney Institute .....13  
Suite 103, 760-837-9696
- Labtechniques .....12  
First Floor, 760-773-1377
- Lung Cancer Screening Program .....14  
Suite 405, 760-837-8880
- Medical Records .....15  
Suite 104, 760-773-1211
- Parkinson's and Movement Disorders Clinic .....13  
Suite 311, 760-877-8785
- Pulmonary, Critical Care and Sleep Clinic .....15  
Suite 201, 760-834-3564
- Rehabilitation Services .....12  
First Floor, 760-773-2033
- Renker Wellness Center .....18  
760-773-2030
- Rheumatology Specialty Clinic .....14  
Suite 305, 760-837-8569
- Schnitzer/Novack Breast Center .....16  
Second Floor, 760-773-4338
- Sports Medicine Clinic.....13  
Suite 303, 760-837-8731
- Stroke Neurology Specialists .....14  
406, 760-834-7997
- Urology Specialty Clinic.....13  
Suite 207,760-834-3518
- Urology Specialty Clinic.....17  
Suite 301, 760-346-8555
- Eisenhower Women's Health .....22  
Second Floor, 760-773-1840

# Your Health Records – Connected, Coordinated and Convenient

**myChart**  
Eisenhower Health

Your health records and care team are  
just a few clicks away.

-  **SCHEDULE LAB, REQUEST AND REVIEW APPOINTMENTS**  
Schedule your next lab visit, request clinic appointments or view details of past and upcoming appointments. Set up wait list requests for earlier appointments. You'll be notified via text or email as soon as one becomes available.
-  **PRESCRIPTION REFILLS**  
Send a refill request for any of your refillable medications.
-  **ACCESS TEST RESULTS**  
No more waiting for a call or letter. (Certain tests not available for electronic release, including sleep studies, pathology and bone density studies.)
-  **PAY YOUR BILL SECURELY**  
Review your medical bills and send secure payments online.
-  **COMMUNICATE WITH YOUR DOCTOR'S OFFICE**  
Get answers to your non-emergent medical questions from the comfort of your own home.
-  **CHOOSE WHO CAN ACCESS YOUR RECORDS**  
With MyChart and our Health Information Management team, you can designate a proxy to have access to your MyChart account.

#### Sign Up Today

Signing up for MyChart is simple and takes just a few minutes. You can use an activation code provided during your clinic visit or visit [EisenhowerHealth.org/mychart](https://EisenhowerHealth.org/mychart) and select "Sign Up Now."

The MyChart Mobile app is also available to download onto your tablet or smartphone. Download today! Helpful instructions can be found on the reverse side of this flyer.

With MyChart, requesting clinic appointments, scheduling lab appointments\*, viewing important test results or accessing your health records – whenever and wherever you need to – are more convenient than ever.

[EisenhowerHealth.org/mychart](https://EisenhowerHealth.org/mychart)

Now you can securely access all your health information and easily communicate with your doctor's office through your computer, tablet or smart phone.

\*Lab appointments not available through tablet or smart phone

For more information, please contact the MyChart Help Desk at 760-837-8595.



## How to Download the MyChart App to Your Phone

MyChart is available as an application ("app") for your smartphone – either an Apple® or an Android™. Following simple instructions to download the free app will bring the convenience of appointment reminders, follow-up information after an appointment and more directly to your phone. You can choose who can access your records (friends or family). You can also choose how you would like to receive alerts and reminders.



#### Download MyChart for IOS (iPhone®/iPad®)

On your iPhone, visit the App Store, click on the search tab and type in MyChart. The icon is a red folder with a white heart in the middle. Click to install the app. You will need to accept the terms of agreement.

Next, you will want to find the Eisenhower version of the MyChart app. Begin typing Eisenhower and the Eisenhower Health option will appear. Select it and you will be asked to sign in. **Use the same username and password you currently use to access MyChart.**

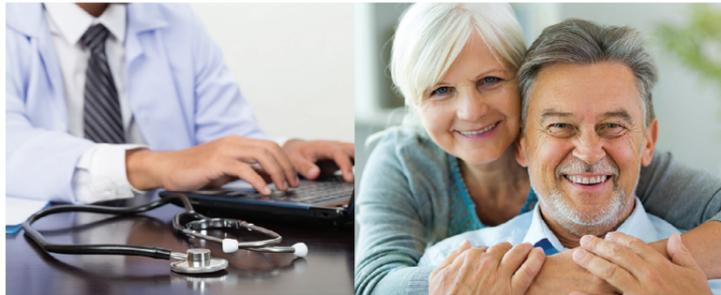
#### Download MyChart for Android™

On your Android phone, visit the Google Play Store and search for MyChart. The icon is a red folder with a white heart in the middle. Click to install the app. You will see the app permissions screen. Click "accept." Once installed, click on the app. You will need to accept the terms of agreement. A pop up message will ask: "Enable the network location provider to automatically filter this list by your location."

Next, you will want to find the Eisenhower version of the MyChart app. Begin typing Eisenhower and the Eisenhower Health option will appear. Select it and you will be asked to sign in. **Use the same username and password you currently use to access MyChart.**

For more information, please contact the MyChart Help Desk at 760-837-8595.

# Eisenhower Primary Care 365



INVEST IN A

LIFETIME

OF GOOD HEALTH



## Eisenhower Primary Care 365

*Eisenhower Primary Care 365* is a medical practice dedicated to your personalized care. Our primary care physicians and care teams are available to serve your needs 365 days a year. Communication between patients and physicians occurs through traditional office visits as well as online and by telephone. The relationship with your physician will be unlike any you have had before, allowing you and your physician to build a trusted and valued relationship together.

### Our Commitment to You

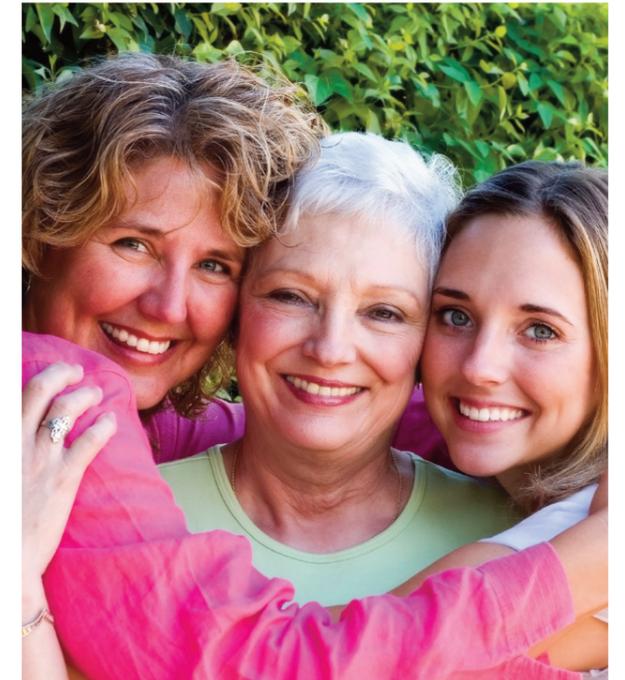
Eisenhower Health wants *Eisenhower Primary Care 365* to be a valuable program to all of its members. We are committed to providing you with the quality of care you expect and value from Eisenhower. Our goal is to offer each patient not only extended face-to-face appointment times with your physician, but also continual communication and increased access to the physician of your choice.

Our physicians are dedicated not just to your immediate needs but to working closely together with you, focusing on prevention and wellness to maximize your health and quality of life. Creating your online account brings you one step closer to a health care experience unlike any other. Periodically, we will request your valuable feedback about your experiences with *Eisenhower Primary Care 365*.

For an annual membership fee, you can enjoy all of the program benefits, including online communication with your physician 365 days a year. We will bill your physician visits and other services provided in our office to your insurance, just like a traditional medical practice. We accept Medicare and most PPO insurance plans.

### Benefits Include:

- Establish a caring, trusted patient-physician relationship.
- With a smaller total number of patients, your physician is able to have longer appointments with you and can communicate online to maintain your one-to-one relationship.
- Communication with your personal physician that is dedicated to serving your health needs 365 days a year. Our goal is continuity of care with your personal physician, with coverage by other *Eisenhower 365* physicians when yours is not available.
- Secure online communication that provides you with convenient, direct access to your physician.
- Our care team will personally introduce you to the online communication process via MyChart, your electronic medical record.
- Communication and support, even if you only spend part of the year in the Coachella Valley.
- Convenient appointment scheduling.
- Access as needed to all of the resources of Eisenhower Health.
- Choice of physicians in multiple locations, including Palm Springs, Rancho Mirage, Palm Desert and La Quinta.
- You have a choice of a family medicine or internal medicine physician as your *Eisenhower 365* provider.
- Periodic e-newsletter communication from the medical group.
- Additional benefits are added on occasion, including free educational events.



### Frequently Asked Questions

#### How is Eisenhower Primary Care 365 different?

We are offering a model of primary care that puts you in charge of your health in an efficient and meaningful way with your chosen physician 365 days a year. This relationship-centered care with your physician and care team establishes a relationship beyond office visits. By having continual communication with you, your physician will better understand your health care needs. Extended face-to-face time with your physician and personalized focus on your health concerns are just a few of the ways in which you will notice a difference with *Eisenhower Primary Care 365*.

## Eisenhower Primary Care Concierge



HIGH QUALITY,

PERSONALIZED

HEALTH CARE



### Eisenhower Primary Care Concierge

Eisenhower Primary Care Concierge is a medical practice dedicated to your personalized health care.

Our primary care concierge physicians are available to serve your needs with 24-hour, seven days-a-week access. Communication between patient and physician occurs through traditional office visits as well as online and by phone 365 days a year. The relationship with your physician will be unlike any you have had before, allowing you and your physician to build a trusted and valued relationship together.



### Our Commitment to You

Eisenhower Health wants Eisenhower Primary Care Concierge to be of value to all of its members. We are committed to providing you with the quality of care you expect and value from Eisenhower. Our goal is to offer each patient not only same-day, extended face-to-face appointment times with your physician, but also continual communication and increased access to your physician.

Our physicians are dedicated to your immediate needs and to working closely together with you, focusing on prevention and wellness to maximize your health and quality of life. Periodically, we will request your valuable feedback about your experiences with Eisenhower Primary Care Concierge.

For an annual concierge fee, you can enjoy all of the program benefits, including same-day appointments, online communication with your physician and access to your physician's personal cell phone 365 days a year. Eisenhower will bill your physician visits and other services provided in our office to your insurance, just like a traditional medical practice. We accept Medicare and most PPO insurance plans.

### Benefits Include:

- A caring, trusted patient-physician relationship
- Convenient same-day appointment scheduling
- With a smaller total number of patients, your physician is able to provide same-day appointments, longer appointments with you and communicate online or by personal cell phone to maintain your one-to-one relationship. This affords enhanced communication and availability.
- Communication with your personal physician that is dedicated and available to serving your health needs 365 days a year. Our goal is continuity of care with your personal physician, with coverage by other concierge physicians when your physician is not available.

### Benefits (continued)

- Wellness/Annual Physical (not inclusive of diagnostic/testing services)
- In addition to your outpatient care, your physician will be your attending physician as needed for inpatient care, providing enhanced continuity of your care.
- Secure online communication that provides you with convenient, direct access to your physician
- 24/7 communication access with your physician
- Our care team will personally introduce you to the online communication process; you can determine who has permission to access the account on your behalf.
- Communication and support, even if you only spend part of the year in the Coachella Valley
- Access as needed to all of the resources of Eisenhower Health
- Additional benefits are added on occasion, including free educational events.

For more information about Eisenhower Primary Care Concierge, call **760-610-7347**.



39000 Bob Hope Drive  
Rancho Mirage, CA 92270  
760-610-7347

# Scheduling Appointments Made Easy



CONVENIENT

SCHEDULING OF

LAB SERVICES



## 1 RESERVATIONS BY PHONE

Call **760-674-3640** and follow the automated instructions.

Monday through Friday  
8 a.m. to 4:30 p.m.  
12 to 12:30 p.m. (closed for lunch)

## 2 RESERVATIONS ONLINE

There are two convenient ways to make an appointment. If you have a MyChart account, log in and follow the onscreen directions. Otherwise, you may visit Eisenhower's website and follow the instructions in this brochure.

### Visit [EisenhowerHealth.org](http://EisenhowerHealth.org) > Schedule a Lab Appointment

A number of appointment options will appear.

- Select an appointment date, location, and time. If none of the dates are suitable, scroll down further.



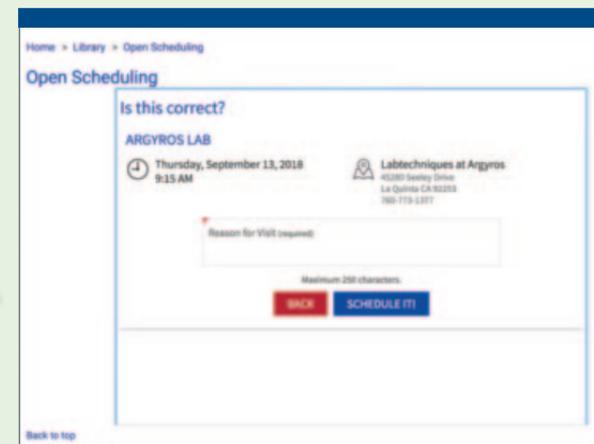
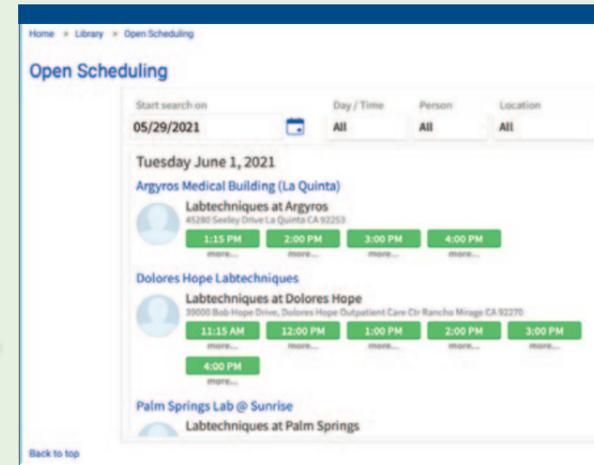
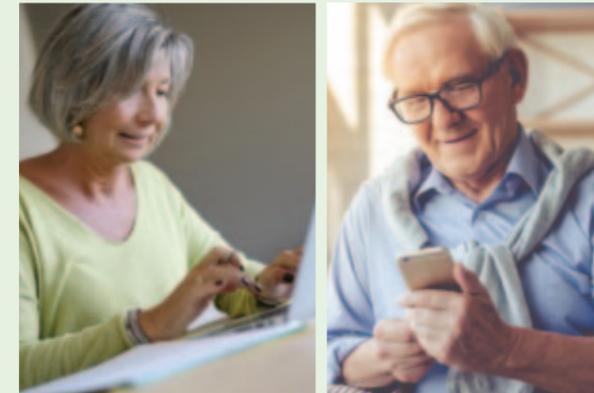
Location options include:

- ARGYROS LAB  
(Eisenhower Argyros Health Center)
- DOLORES HOPE LABTECHNIQUES  
(Dolores Hope Building)
- PALM SPRINGS LAB  
(Eisenhower Health Center at Sunrise)
- RANCHO MIRAGE  
(Monterey & Country Club)

- Once a reservation has been made, confirm the appointment and enter 'Lab Draw' in the Reason for Visit box.

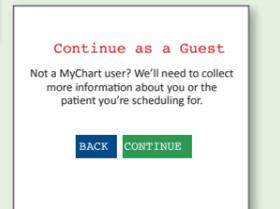
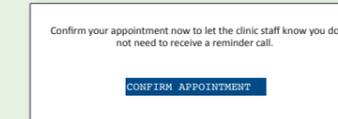


- Click SCHEDULE IT!



To finalize your appointment, you will need to go to MyChart.

- Enter MyChart Username and Password
- Click CONFIRM APPOINTMENT



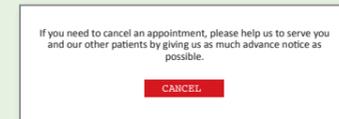
If you do not have an account for MyChart, proceed to Continue as a Guest

- Click CONTINUE
- Enter all patient required information including insurance
- Click SCHEDULE IT!

**NEED ASSISTANCE?** If you're having difficulty establishing an online account with MyChart, please call Technical Support at **760-837-8595**.

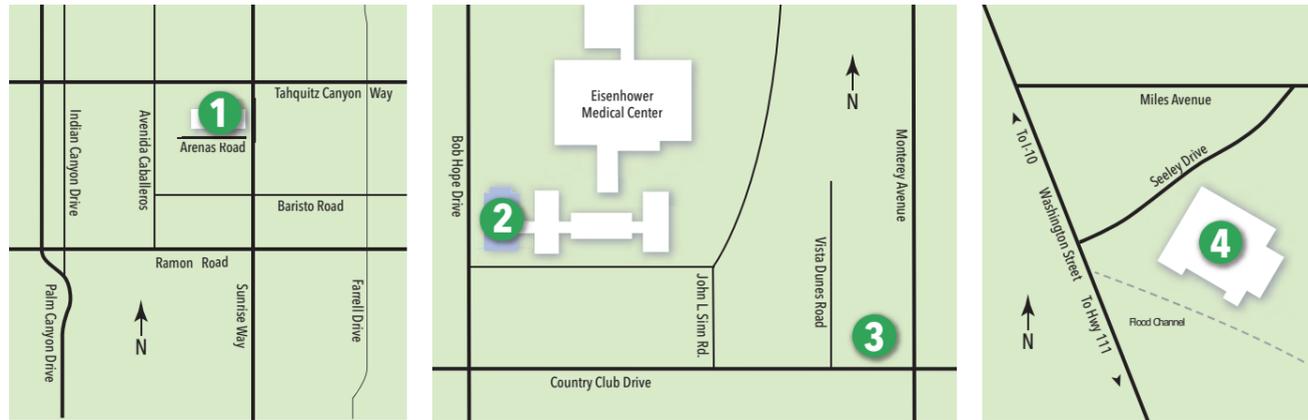
**NEED TO CANCEL?** If you need to cancel an appointment, please help us serve you and our other patients by giving us as much advance notice as possible.

- Click CANCEL in your MyChart and confirm cancellation, or call **760-674-3640**.



**Signing up for MyChart** is simple and only takes a few minutes. You can use an activation code provided during your clinic visit or visit [EisenhowerHealth.org/MyChart](http://EisenhowerHealth.org/MyChart) and select SIGN UP NOW.

# Eisenhower Labtechniques Locations



## Palm Springs

- 1 Eisenhower Health Center at Sunrise  
151 South Sunrise Way

## Rancho Mirage

- 2 Dolores Hope Building  
39000 Bob Hope Drive

## Rancho Mirage

- 3 Rancho Mirage Medical Center  
72780 Country Club Drive, Building B, Suite 200

## La Quinta

- 4 Eisenhower George and Julia Argyros Health Center, 45280 Seeley Drive



Eisenhower Labtechniques  
Call 760-674-3640 or visit our website.

# Eisenhower Health 2023-2024 Recognitions and Awards



- A top performer in the LGBTQ Healthcare Equality Index (2024)



- Five Star rating from Centers for Medicare & Medicaid Services (CMS) for quality (2023)



- HeartCARE Center National Distinction of Excellence – Recognized by the American College of Cardiologists (2023)



- Top Teaching Hospital from The Leapfrog Group (2023)



- U.S. News & World Report (2024-2025) – Tied for #1 Hospital in Inland Empire – Received top performer recognition in 17 areas of care



- Reaccredited as Magnet® Organization (2020-2025) – Highest national honor for nursing excellence – Only hospital in Coachella Valley



- Blue Distinction® Center for Bariatric Surgery – Part of Blue Cross Blue Shield's Distinction Specialty Care program



- Blue Distinction® Center for Cardiac Care – Part of Blue Cross Blue Shield's Distinction Specialty Care program



- Blue Distinction® Center for Knee and Hip Replacement Surgery – Part of Blue Cross Blue Shield's Distinction Specialty Care program



- Blue Distinction® Center for Spine Surgery – Part of Blue Cross Blue Shield's Distinction Specialty Care program



- Hip and Knee Replacement Certification by The Joint Commission (2023-2025)

- Spine Certification by The Joint Commission (2023-2024)

- Forbes' America's Best Employers List (2019, 2022 and 2023) – Only health care provider in the Coachella Valley to receive this designation

Visit EisenhowerHealth.org/Awards to learn more.