

P R I M E

FOR MEMBERS

Member Onboarding Guide

The four steps from invitation to your first visit, what to prepare, and how care works once you are a member.

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Before you start

PRIME is by application. Once invited, create your account with the same email you applied with so we can connect your application. You will be asked for your state of residence; it determines which physicians you can see.

Step 1 — Consents

Read and accept the Telehealth Informed Consent and the Notice of Privacy Practices in your portal. Both are versioned and timestamped on your file. Nothing else opens until this is done.

Step 2 — Health profile

Complete your health profile: sex and date of birth, programs you are interested in, vitals (blood pressure, resting heart rate, height, weight), kidney markers if you know them, conditions, medications and allergies, and where your bloodwork stands. Upload recent lab reports if you have them. Honest beats polished; blanks are fine where you are unsure.

Step 3 — First visit

Choose a physician licensed in your state and a time. Visits are by secure video; the join link appears on your portal home on the day. Find a quiet, private place with a good connection a few minutes early. Your first consultation is complimentary and carries no obligation.

Step 4 — Membership

If you and your physician decide to proceed, activate your membership from the portal. You can pause or cancel in one step at any time.

How care works after that

- Your protocol: your physician records each program with its instructions; you see it in your portal with its regulatory status.
- Bloodwork: your physician may order labs; you can bring results from a recent panel, visit a laboratory with a requisition, or use a collection method the practice arranges. Status moves from ordered to received to reviewed in your portal.
- Messages: secure, non-urgent, answered within one business day. For emergencies, call 911.
- Updates: you receive an email when something changes — a visit, a message, your protocol, your labs — but never the details themselves. Everything lives in your portal.

PRIME · Physician-directed telehealth · This document is a plain-language draft prepared for review by healthcare counsel before adoption. The version accepted by a member or physician is recorded on their file.