



proactive md

INFORMATION FOR MEMBERS OF

Porter County Schools Employees' Insurance Trust

CARE WITHOUT COMPROMISE

Welcome to Proactive MD

Above and beyond primary care.

Welcome to Proactive MD, the home of innovative primary care. Experience personalized, compassionate, convenient, and affordable care that focuses on what matters most—you.

Our Health Centers offer services such as family medicine, acute care, medication dispensing and prescriptions, lab work, and more. You can also take advantage of our total wellness solutions, including weight loss counseling, diabetes management, stress management, smoking cessation education, and provider-patient coaching.

Our providers and clinical care team practice medicine the way it was meant to be practiced: personally and proactively. We are here to serve you with compassion and transparency.

Come see what Care Without Compromise could mean for you!

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Our Patient Promise:

We are only and always about the patient, and we promise to always fight for their greatest good.



HAVE YOU SCHEDULED YOUR

New Patient Appointment?

Your care team can serve you better when you become an established patient.

Get to know your care team and establish yourself as a patient by scheduling a New Patient Appointment at the Health Center.

Your initial visit is very important! Your care team will review your medical history and complete a thorough examination to assess your current health. Depending on your care needs, this visit may take 45 minutes or longer.

Please bring any existing prescriptions to see how much you can save by filling them at the Health Center.

As an established patient, you will receive:

- Quicker access to appointments
- The ability to use after hours line
- Same-day sick appointments
- Less than 5-minute wait times
- Select medications and labs for free
- Disease and illness prevention
- Treatment for common illnesses & infections
- Physicals
- Wellness consulting



A man with dark hair and a beard, wearing a blue t-shirt, is sitting on a grey couch in a modern living room. He is smiling and looking at a laptop screen. In the background, there are white curtains, a green plant, and a copper-colored lamp.

CONNECTED CARE

Your Health Center Hub

Stay connected to your Health Center by visiting your dedicated Health Center website. Using the website, you can:

- Call the Health Center
- Check out upcoming events
- Learn about your care team
- Review Health Center services
- Access the Patient Portal
- Get Health Center directions
- See Health Center hours of operation
- Browse helpful resources
- And more!

www.pmd.center/porter-trust

Care Without
Compromise is
only a click away!

Click the link below
to access the website
and bookmark this
page for future use.

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SERVING PORTER TRUST

EMPLOYEES

Care for every concern.

Your care team works together to make sure you are healthy in every way. With skilled clinical teams working at the Health Centers and a compassionate Patient Advocate who meets you where you are. You have a trusted partner to help you meet your healthcare goals!



As a benefit of being covered by the Porter Trust's health plan, all services are provided at no cost to you.

Jamie Brookhouse BSN, RN

Porter Trust Patient Advocate

219-973-4696 ext. 4315

jbrookhouse@proactive.md

Patient Advocacy

- **Community resource navigation:** Locating food assistance, support groups
- **Care coordination:** Helping with referrals or hospital stays
- **Health literacy:** Explaining benefits or medical terms
- **Social support:** Helping with social or relationship concerns

Primary Care

- **Acute care:** Colds, stomach pains, minor injuries, headaches, skin irritation, etc.
- **Chronic condition management:** Diabetes, high blood pressure, high cholesterol, etc.
- **Preventive care:** Physicals and recommended screenings
- **Lower-cost prescriptions & labs**

Proactive MD care team members serving:

Valparaiso Health Center

Merrillville Health Center

Knox Health Center

Phone: 844.458.2800



SERVING PORTER TRUST

Care Without Compromise

We want to give you the best care experience of your life.

In addition to personalized, comprehensive care, there are many more benefits to visiting your Health Center:

- **It's affordable.** One flat monthly fee covers unlimited services.
- **It's efficient.** Your time at the Health Center will be spent on what matters – your health. Expect shorter wait times and more time with your provider.
- **It's effective.** You'll receive broad-scope primary care that addresses every aspect of your health and wellbeing.

Schedule an appointment and let us serve you!

Our services

- Basic episodic care (flu, colds, aches, pains)
- Preventive care (physicals, health coaching, immunizations)
- Disease management (diabetes, asthma, heart disease)
- Care management
- Labs & onsite medication dispensing
- Wellness consulting
- Musculoskeletal specialty care

Health Center Hours & Contact Information

The Health Center should be your first stop for healthcare - whether for routine care, minor illnesses, or injuries. Your Proactive MD Team will assess your symptoms and help you understand the best course of action.

Visit: <https://healthcenters.proactive-md.com/porter-trust/>

Knox Health Center

307 Carlson Drive, Knox, IN 46534

Phone: 844.458.2800 **Fax:** 833.638.0123

Hours:

Mon: 9:00am - 6:00pm Thu: 7:00am - 4:00pm
Tue: 7:00am - 4:00pm Fri: 7:00am - 4:00pm
Wed: 9:00am - 6:00pm

Valparaiso Health Center

2801 Bertholet Blvd. STE 201, Valparaiso, IN 46383

Phone: 844.458.2800 **Fax:** 833.638.0146

Hours:

Mon: 7:00am - 4:00pm Thu: 9:00am - 6:00pm
Tue: 9:00am - 6:00pm Fri: 7:00am - 4:00pm
Wed: 7:00am - 4:00pm

Merrillville Health Center

387 E. 84th Drive, Merrillville, IN 46410

Phone: 844.458.2800 **Fax:** 833.638.0128

Hours:

Mon: 7:00am - 4:00pm Thu: 9:00am - 6:00pm
Tue: 9:00am - 6:00pm Fri: 7:00am - 4:00pm
Wed: 7:00am - 4:00pm

Monticello Health Center

303 N. Main St., Monticello, IN 47960

Phone: 574.297.5527 **Fax:** 574.808.4680

Hours:

Mon: 7:00am - 5:00pm Thu: 7:00am - 5:00pm
Tue: 8:00am - 6:00pm Fri: 7:00am - 4:00pm
Wed: 7:00am - 4:00pm

Plymouth Health Center

504 Colonial Ct., Plymouth, IN 46563

Phone: 574.935.0127 **Fax:** 574.808.4680

Hours:

Mon: 7:00am - 5:00pm
Tue: 7:00am - 5:00pm
Wed: 7:00am - 5:00pm
Thu: 8:00am - 6:00pm
Fri: 7:00am - 4:00pm

CARE WITHOUT COMPROMISE

What to Expect at Your Appointment

Welcome to Proactive MD! We're honored to be a part of your healthcare story and can't wait to get started. At Proactive MD, we raise the standard for patient experience by providing prestige care at every point along your patient journey. Guided by our Patient Promise, we designed each aspect of your Health Center appointment with you in mind.



Before your appointment:

Accessible Scheduling

Choose between calling, coming by the Health Center in person, or simply use the portal to select an appointment date and time.

Inviting Environment

Step into a space designed for physical, mental, and emotional healing and receive a warm and prompt greeting from a member of your care team.

Quick Response

Spend less time in the waiting room and more time receiving care. Within moments of arriving, your nurse will begin performing your patient intake.



During your appointment:

Quality Time

Enjoy care that is thorough and unhurried with 30-45 minutes of one-on-one time with your provider.

Convenient Care

Skip the lines and save time. Take care of medication needs and lab services during your appointment.

Thorough Communication

Address any questions or concerns with a quick patient education conversation prior to discharge.



After your appointment:

Care Coordination

Receive support throughout the entire healthcare continuum, from referral navigation, to benefits exploration, and beyond.

Your **Patient Advocate, Kristen Krupa**, will assist with referrals and follow ups.

Constant Connection

Experience care that won't quit as your care team continues to serve you post-appointment. Expect check-ins and follow ups in between your Health Center visits.

Satisfaction Survey

Let us know how we did by filling out your post-visit survey.

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6-Month Medication Consultations



Medications are dispensed for free through your Health Center when you visit the Proactive MD provider at least once every six months.

Because our providers dispense medications using their personal medical licenses, they must have an established relationship with any patient who uses their dispensing services. This ensures that they are prescribing the appropriate medications at the appropriate doses. Even if you are seeing an outside provider, you must visit the Proactive MD provider at least once every six months to continue receiving medications through the Health Center.

Call your Health Center today to schedule your next medication consultation.



After-Hours Line

ACCESS TO A PROVIDER, 365 DAYS A YEAR

An on-call provider is available any time that your clinic is not open, including after Health Center hours, on the weekends, and on holidays, at no additional cost.

The on-call provider can help you with:

- Understanding symptoms
- Treating minor illnesses, cuts & injuries
- Medication advice & dosing
- And much more!

1 Call the
Health
Center
[844.458.2800](tel:844.458.2800)

2 Select an
option
[Provider, Med Refill,
Voicemail, or
Information and Hours](#)

3 If you select Provider...
[The phone will ring to your
Health Center Provider first.
If there is no answer, it will
transfer to the on-call provider.](#)

*No controlled substances will be filled after hours.

*Please only use the after-hours line outside of regular clinic hours.

Contact your clinic during regular hours to refill a medication or schedule an appointment.

BETTER
CARE
BEGINS
NOW

**We can't wait
to care for you**