

Naples Primary Care Membership

Frequently Asked Questions

Our membership program offers better access to supportive health care.

What are the benefits of the membership program?

- › **Around-the-clock care.** Your healthcare needs do not always fall within business hours. That's why our membership program gives you 24/7 access to your primary care team.
- › **Convenience.** Walk-in access to our lab shortens your wait for diagnostic tests.
- › **Seamless care.** We will handle everything from scheduling specialist visits to ensuring your primary care clinician knows about specialty care you get.
- › **Access to experts.** You will have access to leading specialty programs at Northwestern Medicine through telehealth visits, including programs for:
 - › Digestive health
 - › Heart and vascular care
 - › Neurology
 - › Oncology
 - › Pulmonology
 - › Urology

How much does the program cost?

\$40 a month.

How do I enroll?

Choose one of these methods:

- › Scan the QR code to visit our website and complete the Membership Form.
- › Call 239.920.5701 (TTY: 711).



Can I pause my membership if I do not live in Naples year-round?

We cannot pause memberships. However, you will have access to our team while you are away via:

- › MyNM, our patient portal
- › Phone and telehealth visits

How does the membership program work with my insurance?

We will bill your insurance for all services.

How is the membership program different from Northwestern Medicine Concierge Medicine?

| Northwestern Medicine Naples Membership Program | Northwestern Medicine Concierge Medicine |
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| <ul style="list-style-type: none">› \$40 a month› Comprehensive and personalized primary care› Direct access to your care team during business hours via phone and the MyNM app› 24/7 access to physician for urgent concerns› Typical visits are 20 to 40 minutes long› Same-day or next-day appointments, depending on physician availability› Specialty care coordination› After-hours calls go to an answering service | <ul style="list-style-type: none">› Annual fee depending on the practice› Comprehensive and personalized primary care› 24/7 access to clinicians via phone, email and the MyNM app› Typical visits are 60 to 120 minutes long› Guaranteed same-day or next-day appointments› Specialty care coordination› After-hours calls go directly to your physician› After-hours and weekend care, as well as home visits› Annual fee covers:<ul style="list-style-type: none">› All office visits› All in-office procedures |

Do I need to join the membership program to be a patient at Northwestern Medicine Primary Care Naples?

No, membership is not required to be a patient.

Why Northwestern Medicine?

Our mission is to put patients first, and we are committed to delivering world-class care.

Northwestern Medicine is anchored by Northwestern Memorial Hospital, which has been on the Best Hospitals list for 13 straight years, per *U.S. News & World Report*, 2024 – 2025, and is the primary teaching affiliate for Northwestern University Feinberg School of Medicine.