

Welcome to Dr. Tro's Medical Weight Loss & Direct Primary Care.

Welcome to Dr. Tro's Medical Weight Loss & Direct Primary Care. Our goal is to provide the highest quality care in a timely and respectful manner. We have prepared this packet of information in order to help make your care a pleasant experience.

Please read through this document carefully and provide our office with all required documentation and information as soon as possible so that we can get you started. Documents can be sent by email to office@doctortro.sprucecare.com or SMS to 845-397-2873.

Prior to your 30-minute onboarding Zoom call with the office staff, please provide the following:

- Copy of your photo I.D.
- Front and back of your insurance card (medical patients only)
- Signed HIPAA release (medical patients only)
- Photos of Front & Back of your medications & supplements (medical patients only)

Note: If the above documents are not sent to the office prior to your call, the appointment will need to be rescheduled.

Our Program and Scheduling: An onboarding video call with one of our team members maps out the program and answers any of your questions. Please keep in mind first appointments are scheduled on a first come, first served basis and you may experience a 3-6 week wait for your first visit. The staff will provide you with a detailed description of the program at your onboarding call.

Access: We take pride in making ourselves available to our members. Health coaches, providers, and office staff can be contacted through our office number via SMS, phone and email. We encourage you to contact us with questions or concerns pertaining to your program, your coaching plan, and anything we can help you with. We are here to help you succeed, please reach out to us anytime. We try to respond as soon as possible but aim to connect by the end of day. If you have an emergency, please call 9-1-1.

Encrypted Communication: Please be advised that although nearly all our patients use email and text to contact our staff and doctors, it is **not** considered a secure form of communication. Please let us know if you would prefer to use the encrypted communication service through [Spruce Health](#).

Elation Medical Records: We use Elation Patient Passport to communicate all your medical needs including orders, results, and appointment reminders. An email will be sent to you to create an account and gain access.

If you miss your appointment or cancel less than 48 hours before your appointment, Dr. Tro's Medical Weight Loss and Direct Primary Care reserves the right, at its sole discretion, to offer no make-up for that week. Please note that appointment times are approximate and if an urgent matter arises, it will be addressed as a priority.

Book your Onboarding call: Please select a time for your 30-minute onboarding call by clicking below. Onboarding appointments are on a set schedule. Please find a time that works best for you based on what is available. [Click here to book.](#)