

INFORMATION FOR MEMBERS

# Your Health Center Guide



**STAY WELL**  
HEALTH CENTER

powered by





# Stay Well Health Center

## Health Center Hours & Contact Information

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

Visit: [www.staywellnm.proactive-md.com](http://www.staywellnm.proactive-md.com)





## Stay Well Health Center

Joseph Montoya Building

1100 St. Francis Dr. Suite 1000, Santa Fe, NM 87505

**Phone:** 505.570.4949     **Fax:** 833.505.2740

### **HOURS**

Mon: 7:00 am - 5:00 pm

Tues: 7:00 am - 5:00 pm

Wed: 7:00 am - 5:00 pm

Thu: 7:00 am - 5:00 pm

Fri: 7:00 am - 5:00 pm

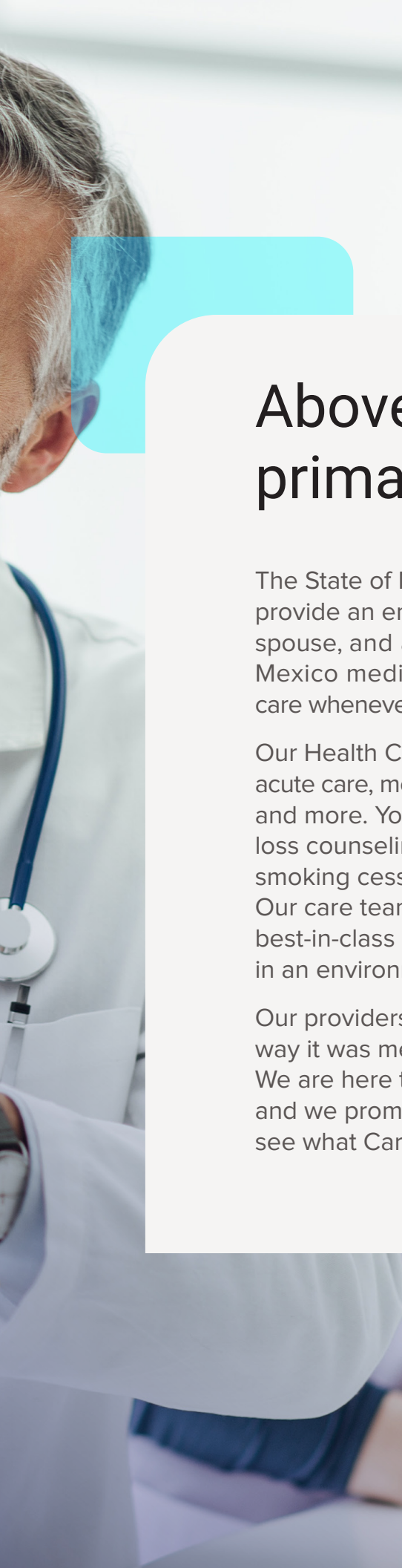
**Elevating the standard:** your familiar Stay Well Health Center is now under new administration to improve your total healthcare experience.



A photograph of a male doctor with grey hair and a beard, wearing a white lab coat over a light blue shirt and a dark tie. He has a stethoscope around his neck and is smiling warmly while shaking hands with a younger man whose back is to the camera. The background is a bright, out-of-focus indoor setting.

CARE WITHOUT COMPROMISE

**Welcome to  
Proactive MD  
at the  
Stay Well  
Health Center**



# Above and beyond primary care.

The State of New Mexico has partnered with Proactive MD to provide an employer-sponsored Health Center. Now you, your spouse, and any dependents enrolled in a State of New Mexico medical health plan can receive exceptional primary care whenever it's needed, at no cost to you.

Our Health Center offers services such as family medicine, acute care, medication dispensing and prescriptions, lab work, and more. Your primary care experience includes weight loss counseling, diabetes management, stress management, smoking cessation education, and provider-patient coaching. Our care team and Patient Advocates are here to offer you best-in-class care that values your trust and privacy, grounded in an environment of confidentiality.

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, and we promise to always fight for your greatest good. Come see what Care Without Compromise could mean for you!



**STAY WELL**  
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**proactive md**





CARE BEYOND THE WALLS™

# Benefits & Services

When you become a Proactive MD patient at the Stay Well Health Center, you get more than just a place to go when you're sick or hurt. You get a healthcare home: the place you can come with any questions or concerns about your personal wellbeing and find a trusted partner to listen and support you.

Visiting your Stay Well Health Center will make healthcare more simple, affordable, accessible, and effective. When you are our patient, you are never alone!





## Your Health Center Offers:

- Same-day sick appointments
- Less than 5-minute wait times
- Select medications and onsite labs at no cost
- Mental health support
- Management of chronic conditions like diabetes and high blood pressure
- Preventive care
- Treatments for common illness & infections
- Ear or sinus infection treatments
- Minor procedures
- And more!

Make your first appointment to become an established patient and learn what else Care Without Compromise can do for you!

# Stay connected to care.

## Communicating with your care team is simple.

Your patient portal allows you to request an appointment, ask your provider medical questions securely, and request prescription refills. You may contact the health center to request a link to sign up for the portal prior to your first appointment, or you can sign up while you are visiting the health center. To access the portal after registering, simply visit [portal.proactive-md.com](https://portal.proactive-md.com).

[portal.proactive-md.com](https://portal.proactive-md.com)

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**We are always  
here for you!**







505.570.4949

ACCESS TO A PROVIDER, 365 DAYS A YEAR

# After-Hours Line

Your provider is available when your Health Center is not open, including after hours, on the weekends, and on holidays, at no additional cost.

## Your provider can help you with:

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

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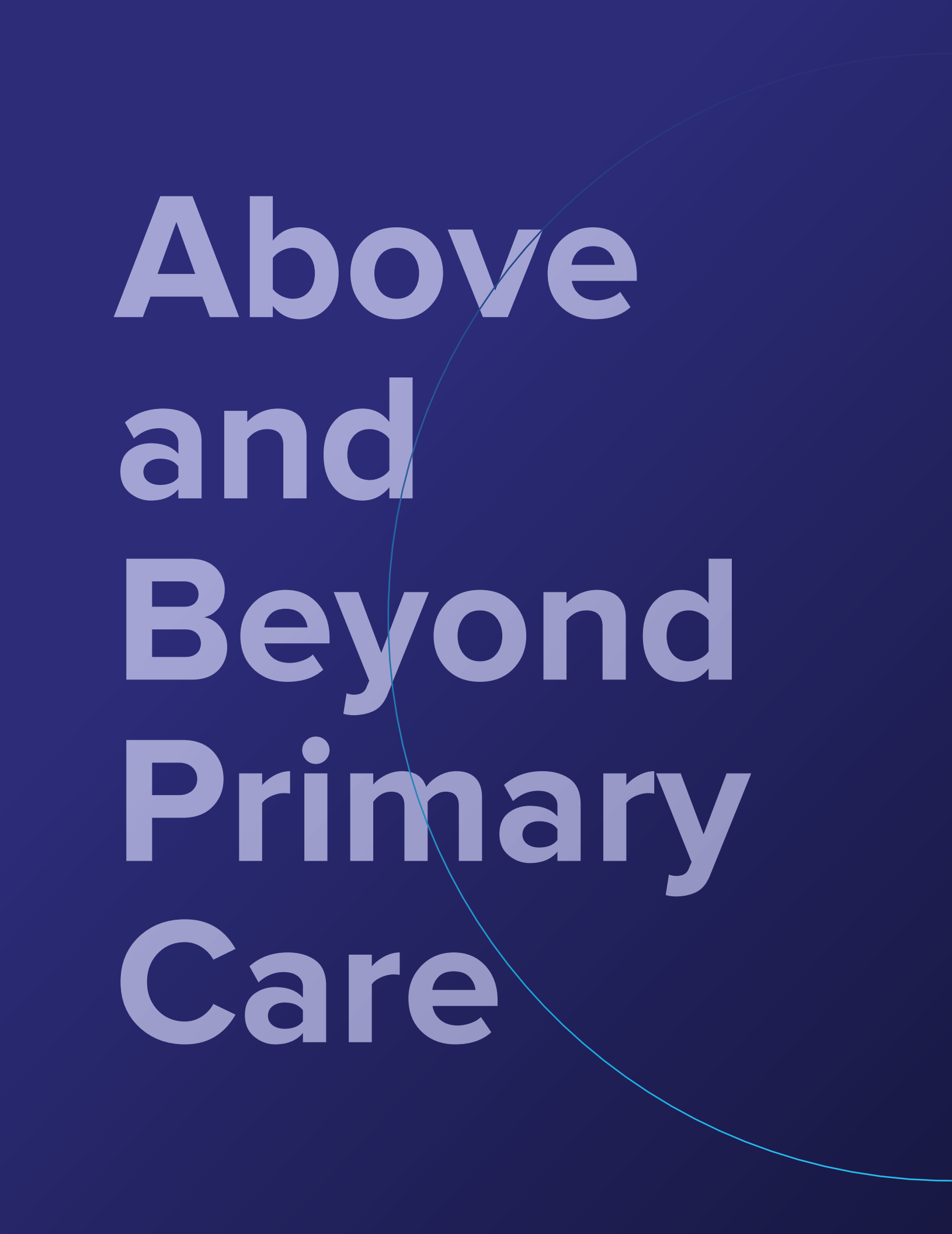
**1** Call your Stay Well Health Center  
**505.570.4949**

**2** Leave a voicemail  
**Press "1" and leave a detailed message**

**3** The Provider will return your call!

\*No controlled substances will be filled after hours.

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



**Above  
and  
Beyond  
Primary  
Care**