



Getting Peace of Mind in No Time

PROVIDER SEARCH MEMBER STORY

An Appointment Within Days

When Veronica Flores needed a cardiologist, she expected long wait times. Veronica lives with a heart murmur, and previous experience taught her it could take months to see a specialist for her nagging chest discomfort. So when HealthJoy helped her see a cardiologist within 48 hours, Veronica was floored.

“Within an hour, I got a doctor who was open in 2 days,” Veronica said. “That’s unheard of for a specialty like cardiology.”

HealthJoy’s provider search feature makes it easy for members to find nearby facilities and

receive vetted provider recommendations quickly. The HealthJoy concierge team takes every member preference, from location to distance to appointment windows, into account.

Veronica was too busy to spend hours finding an appointment, but her provider search request took just minutes to fill out. Within 24 hours, her HealthJoy concierge responded with a highly-rated provider.

“It was completely awesome,” Veronica said.

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Saving Valuable Time

Not only could she quickly put her mind at ease about chest pain, but she saved valuable minutes, she would have spent performing the search herself. Her HealthJoy concierge was even able to make an appointment on her behalf.

“It saved me the time I would have spent Googling results, calling specialists, and searching for an appointment. Instead, I just put in the request, and HealthJoy did the work,” Veronica concluded. “The app is like my little assistant!”



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Finding Peace of Mind

Veronica’s cardiologist diagnosed acid reflux and recommended she follow up with her primary care provider. She even used HealthJoy’s provider search to schedule her follow-up appointment. Her concierge got back to her on the same day with results and booked an appointment for the following week.

Thanks to HealthJoy’s concierge team, Veronica got the answers she needed to find peace of mind within a week. All it took was a few taps of the HealthJoy app.