



Welcome & Navigation

We are deeply honored to welcome you to GenRev & AIM Concierge Wellness™.

It is a privilege to partner with you in your health journey, and we are committed to providing thoughtful, physician-led, whole-person care every step of the way.

This Welcome Letter is designed to help you navigate your first steps with ease. Please keep it handy as it outlines what to expect, how to get started, and how to stay connected with our team.

Your Welcome Packet

Your Welcome Packet includes the following documents:

- Letter of Engagement
- Welcome & Navigation Letter
- Policies & Procedures
- Intake Forms
 - Demographics & Medications/Supplements
 - Informed Consent
 - Optimal Health Questionnaire
 - HIPPA Privacy Policy
 - Patient Payment Responsibility
 - AIM Concierge Wellness Membership Agreement (if applicable)

Together, these materials provide important information about how we work, what to expect, and how to prepare for care.

Getting Started Made Simple

Our process is designed to be clear, intentional, and easy to follow. Your journey with us unfolds in three simple steps, as outlined below.

Step 1: Discovery Call

Your care begins with a Discovery Call, conducted either via telehealth or in person.

What this step includes:

- Activation of your secure patient portal
- Completion of digital intake forms and e-signatures
- Completion of our Optimal Health Questionnaire — a detailed and insightful assessment thoroughly reviewed by Dr. Michael prior to your Discovery Call
- Scheduling your Discovery Call once intake is complete
- *Investment for Discovery Call: \$250*

This step allows us to understand your health history, goals, and priorities so your care begins with clarity and intention. After reviewing which of the 2 pathways for engagement with GenRev & AIM Concierge Wellness best fits your health goals and needs, you'll be set up on your wellness journey moving forward.

Step 2: Engage Your Care Team

Following your Discovery Call, your dedicated care team comes alongside you to support and guide your next steps.

What this step includes:

- Ongoing communication and care coordination
- Ordering of comprehensive bloodwork and advanced diagnostics as recommended by your provider
- Use of Access Medical Labs for advanced functional medicine biomarkers and customized panels
- Flexible lab options:
 - Blood draw at a lab near your home, or
 - Blood draw at our Carlsbad clinic
- At-home saliva matrix testing kits shipped directly to you (completed over one day)

Your care team will notify you as soon as results are received and guide you forward seamlessly.

Step 3: Comprehensive Health Mapping

This is a cornerstone of our care model.

What this step includes:

- A physician-led Analysis & Lab Review
- Collaborative goal-setting and targeted treatment planning
- A personalized, strategic health roadmap tailored to your needs, lifestyle, and vision
- Ongoing support from your care team to implement, track, and schedule next steps effectively

Activating Your Patient Portal

Your patient portal is the central hub for communication, forms, appointments, and care coordination.

How to access your portal:

1. Look for an email from **careteam@alignintegrativemedicine.com** with your secure portal link
2. Enter your email address and select Continue
3. Retrieve your one-time magic code from your email
4. Log in and complete all required intake forms

Portal Login Page:

<https://genrevhealth.hint.com/login/request>

The portal uses secure magic codes—no password required. If you don't see the email, please check your spam folder.

Clinic Location & Contact Information

AIM Concierge Wellness
2244 Faraday Avenue, Suite 112
Carlsbad, CA 92008

Phone: 760-530-6773

Fax: 760-986-1221

Email: careteam@alignintegrativemedicine.com

Hours of Operation

- Monday – 9:00am – 5:00pm
- Tuesday – 9:00am – 5:00pm
- Wednesday – 9:00am – 5:00pm
- Thursday – 9:00am – 5:00pm
- Friday by appointment
- Saturday & Sunday: Closed

Appointments & Cancellation Policy

To respect the time and care dedicated to each patient, we kindly request 24 hours' notice for appointment cancellations or rescheduling. Appointments canceled with less than 24 hours' notice may be subject to a cancellation fee.

Currently we offer Telehealth and in-person appointments on Wednesdays, Telehealth appointments on Tuesdays & Thursdays, and appointments reserved for AIM Concierge Wellness members.

We're Here for You

Our team is committed to making your experience smooth, supportive, and well-coordinated for seamless integration and excellence in patient experience.

We look forward to walking alongside you in this next chapter of your health journey and are honored to serve you.

In Wellness & Gratitude,
Your Health Team