

Solutions Guide

Virtual Concierge Care+ *by amenities*

Build patient loyalty and generate recurring revenue with premium, turnkey clinical membership offerings patients will actually use.



amenities

Overview

Imagine if patients viewed healthcare as seamlessly as their favorite subscription service. With the virtual clinical service offerings available within Amenities' turnkey membership solution, they can.

Our clinical offerings make healthcare easier, more affordable, and truly personal - helping your organization build lasting loyalty, drive predictable revenue, and stand out in a competitive market. With round-the-clock access to care, unlimited messaging, and high-touch care coordination, we meet the needs of today's modern healthcare consumers.

Why Amenities' Clinical Offerings?

Today's healthcare consumers expect simplicity, convenience, and personalized care – and they choose organizations that deliver. At the same time, 80% of health systems prioritize reducing patient leakage, and 70% need revenue diversification. The Amenities Membership Solutions solves both, offering subscription-based, tech-enabled care that builds patient loyalty, attracts new members, and drives sustainable revenue growth.

As part of Amenities' Membership Solutions, our turnkey clinical offerings provide seamless access to high-quality care delivered by our network of top-tier providers under your brand. These offerings include dedicated primary care, 24/7 virtual urgent care, specialist eConsults, and ancillary wellness services—creating an experience that patients trust and value.

Key Benefits

- **Recurring Revenue:** A steady, predictable income stream while fostering deeper patient relationships and reducing leakage.
- **Enhanced Brand Loyalty:** Inspired by brands like Amazon Prime and Costco, these offerings create a sense of value and convenience that patients rely on and don't want to go without – setting your healthcare organization apart from competitors.
- **Always-On, Tech-Enabled Care:** Amenities' clinical offerings include Primary Care+ (dedicated providers, unlimited messaging, same-day availability), 24/7 virtual urgent care, specialist eConsults across 70+ specialties, and ancillary services like weight loss, annual labs, and mental health. Patients get on-demand access to care, empowering them to take control of their health whenever they need it.
- **Comprehensive Virtual Care with Seamless Handoff:** Virtual care visits are administered by our network of top-tier providers under your health system's brand, while also offering longer appointment times that ensure a more personalized and thorough consultation. All visit summaries and lab results can be seamlessly shared with your health system's specialists, ensuring a smooth handoff and ongoing care coordination.
- **Seamless, Digital-First Experiences:** Patients expect effortless healthcare interactions – our mobile-first, white-labeled tools simplify care access, making it easy to search, schedule, and engage with virtual and in-person care options.

Turnkey Clinical Services Overview

Amenities Health offers four clinical services tailored to your patients' unique needs:

Primary Care+

Think of this as a high-touch, personalized primary care experience with more convenience and better access. Patients can see a dedicated doctor, physician assistant (PA), or nurse practitioner (NP) with same-day or next-day availability, enjoy longer appointment times, and send unlimited messages to their provider for ongoing support.

What This Includes:

1. Dedicated MD, DO, PA, and NPs
2. Same and next-day availability
3. 30 & 60 min appointments
4. Unlimited messaging

24/7 Virtual Urgent Care

For unexpected illnesses or minor injuries, patients can connect with a healthcare provider 24/7 via video visits. A team of PAs and NPs is available around the clock to handle urgent concerns, reducing unnecessary ER visits and long wait times.

What This Includes:

1. Team-based PAs and NPs
2. 24 hour coverage for video visits

Turnkey Clinical Services Overview

Specialist eConsults

Instead of waiting weeks for a specialist appointment, patients can get expert opinions from specialists in 70+ fields within 24 hours. About 75% of cases are resolved through these digital consultations, while the remaining 25% receive highly qualified referrals for in-person care if needed.

What this Includes:

1. 70+ specialties
2. 24-hour SLA
3. 75% resolved; 25% require live consult (highly qualified referrals)

Ancillary Care Services

Our ancillary care services provide comprehensive support beyond primary and urgent care. These services ensure a holistic approach to wellness, empowering patients with proactive, personalized care.

What This Includes:

- Behavioral health
- Weight loss clinic
- Maternity wellness
- Annual labs
- Genetic testing
- Health risk assessment

How it Works

Scalable, subscription-based Care for your Patients – under your brand

At Amenities, we make it easy for health systems to launch, grow, and profit from patient memberships, without the IT or operational headaches. Our turnkey patient membership solutions allows you to offer differentiating clinical subscriptions with an exceptional digital experience – all under your own brand.

Best of all? You get a 50:50 revenue share, seamless insurance billing, and a scalable model that grows with your patient base.

What's Included?

- **Turnkey, Tech-Enabled Clinical Services** – Powered by Amenities' Patient Membership Platform you'll receive white-labeled digital tools that give your patients access to high-touch, subscription-based care services.
- **Seamless Billing** – Amenities bills through your Tax ID (TIN) so utilization funds future expansion.
- **Revenue Share Model** – 50:50 split on membership revenue, ensuring financial sustainability.
- **Flexible Payment Solution** – A seamless paywall experience that allows members to select and pay for the membership offering that best suits their needs. The platform supports recurring payments, ensuring that membership renewals are automated and hassle-free.
- **Fully Managed Virtual Care by Amenities:** Our memberships are a turnkey virtual concierge care business unit, seamlessly integrated with your health system's brand. With no large capital investment required for operations, IT, or personnel, your health system can offer high-touch virtual care services patients want.

Need Additional Help?

Our Engagement and Growth Strategy Services accelerate membership growth with a comprehensive go-to-market plan, a white-labeled member acquisition website, and targeted demand generation strategies designed to attract your ideal patient demographics.

FAQs

1. How much revenue can you generate?

Our model is designed for fast scalability and high ROI:

- 1,000 members → Break-even point
- 2,000 members → \$500K+ annual revenue
- 3,000 members → \$1M+ annual revenue

2. How does Amenities integrate with our existing system?

Amenities enables seamless data exchange by sending visit and lab data to your health system's EHR in an interoperable way, allowing for efficient care coordination and continuity without disrupting your existing workflow.

3. Who provides the clinical services?

Our high-quality healthcare partner network powers the Primary Care+, eConsults, and ancillary services, ensuring high-quality care under your brand.

4. How do we bill for insurance?

Amenities bills using your Tax ID (TIN), meaning patient utilization can help fund program expansion and further enhance care offerings.

5. What's required to get started?

We handle the technology, operations, and service delivery – your organization simply needs to promote the membership to patients. If needed, we also have a growth offering which includes developing and implementing demand generation strategies to your key demographics (i.e., SEO, social media, paid search) to maximize membership growth.

Ready to Expand Patient Access & Grow Revenue?

Let's build a membership model that keeps patients engaged while strengthening your bottom line.

Contact us to learn more!



About Amenities Health

Amenities Health helps health systems build patient loyalty and generate predictable, recurring revenue through tech-enabled membership solutions.

Our turnkey patient membership offerings and white-labeled patient engagement platform empower you to offer subscription-based care models with a fully managed virtual provider network, all under your brand. Delivered through a seamless web and mobile experience, these solutions help increase patient retention, expand access to care, and strengthen financial sustainability.

By combining best-in-class technology, frictionless operations, and scalable membership solutions, Amenities Health helps reduce patient leakage, boost engagement, and unlock new revenue streams — **faster.**

Learn more at www.amenitieshealth.com.