

Aetna Jackson First Health Plan

Concierge Appointment Hotline

The Aetna Jackson First concierge hotline offers Jackson employees and their dependents under the **Jackson First and Jackson Select health plan** an opportunity to make appointments at Jackson Facilities, including Jackson Medical Group offices, and have their questions answered in a quicker and more convenient way. Some of the benefits include:

- Hospitality and concierge services available 24 hours a day, seven days a week.
- A direct appointment line and email address for all medical appointment needs.
- Appointment line business hours: Monday-Friday, 7 a.m. to 4:30 p.m. (holidays excluded)
- Four campus locations available to you for your convenience:
 - Jackson Memorial Hospital
 - Jackson North Medical Center
 - Jackson South Community Hospital
 - Jackson West Medical Center

Pre-Appointment

A dedicated outpatient coordinator will confidentially assist and facilitate all arrangements needed to link Jackson employees and their dependents with the outstanding medical attention they require and deserve. The outpatient coordinator will support the patients through each step and confirm their requested appointment(s). In order to begin the appointment process, you will need to provide:

- Registration forms and insurance information
- Respective medical reports and orders or referrals
- Information indicating special needs (dietary, religious, special access)

Once the information is received, our team obtains the earliest available appointment with the requested medical specialist. When the appointment has been confirmed, the patient is notified and pre-registered in our system.

Employee Medical Appointment(s)

1-305-585-2727

JacksonFirstConcierge@jhsmiami.org

*Miracles
made daily.*

Jackson
HEALTH SYSTEM

