

In order to schedule your appointments, please follow the steps below. Failure to provide the requested documents may result in a delay in starting your program.

**Step 1:** Please provide the requested documents.:

[Upload Documents](#)

If you prefer an encrypted form of communication with the office apart from standard SMS & email, please click here to download the [Spruce Health App](#)

**Step 2:** Book your 30-minute onboarding call with the office staff. At this call your program will be reviewed with you, your next steps, and answers to any of your questions.

[Book Onboarding Call](#)

After your appointment is booked, you will receive forms via email that MUST be completed prior to your onboarding appointment.

**Step 3:** Download the following app and create an account using the SAME email address you used to enroll in your program.

Navigate to [www.community.doctortro.com](http://www.community.doctortro.com) and create an account. Insert promo code OFFICE for premium access.

- Doctor Tro App: [App Store](#) [Google Play](#)
- Qardio: [App Store](#) [Google Play](#)
- FreeStyle Libre 3: [App Store](#) [Google Play](#)

**Step 4:** Head to the Doctor Tro App and complete the following Understanding Hunger modules (there are 6 in total):

[Understanding Hunger](#)

**A few things to keep in mind:**

**Our Program and Scheduling:** An onboarding video call with one of our team members maps out the program and answers any of your questions. Please keep in mind first appointments are scheduled on a first come, first served basis and you may experience a 3-6 week wait for your first visit. The staff will provide you with a detailed description of the program at your onboarding call.

**Access:** We take pride in making ourselves available to our members. Health coaches, providers, and office staff can be contacted through our office number via SMS, phone and email. We

encourage you to contact us with questions or concerns pertaining to your program, your coaching plan, and anything we can help you with. We are here to help you succeed, please reach out to us anytime. We try to respond as soon as possible but aim to connect by the end of day. If you have an emergency, please call 9-1-1.

**If you miss your appointment or cancel** less than 48 hours before your appointment, Dr. Tro's Medical Weight Loss and Direct Primary Care reserves the right, at its sole discretion, to offer no make-up for that week. Please note that appointment times are approximate and if an urgent matter arises, it will be addressed as a priority.

We look forward to working with you. If you have any questions or concerns please feel free to contact the office.