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Chicago Physicians Group Introduces New, Innovative Option for Enhanced Healthcare

Melrose Park, IL – Facets Private Healthcare Group announced today a unique and innovative healthcare opportunity for patients and doctors in the Chicago area. The group, headed by internist/pediatrician Dr. Charles Johnston, will begin offering in September 2004, a membership-based healthcare option to meet needs not met through today's traditional healthcare system.

“Facets, for an annual fee, will provide enhanced patient service 24 hours a day, seven days a week,” says Dr. Johnston. “Patients receive unlimited access to our doctors, longer consultations for more thorough examinations, no wait for appointments and even house calls. We provide individualized attention and convenience in a warm, inviting setting.”

Dr. Johnston stresses that Facets focuses first and foremost on relationships. “Our work is driven by the individual needs of each patient that becomes a member of Facets. While most so-called concierge practices tout greater access to doctors, we take the concept one step further,” he says. “Our physicians are quarterbacks in wellness, providing members with not only convenient access to care, but also top-shelf support in managing a complete personal healthcare program.”


Facets also offers advantages to physicians in its group, including restoring the eroded patient-physician relationship. “With Facets, care is no longer fragmented between multiple specialists. Insurance companies no longer dictate care giving,” he says. “Facets allows our doctors to set their own patient load, reduce paperwork and increase practice flexibility.”

Concierge medical practices were the brainchild of a former Seattle Supersonics team doctor. He established the first such practice in 1996 to provide his patients with the level of detailed, personal and convenient care that his athletes received. Today, concierge care exists in more than 20 states and has been

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proven successful in many practices nationwide as a way to address current healthcare system challenges. The American Medical Association adopted recommendations for concierge physicians in 2003, and the American Society of Concierge Physicians was organized in 2004.

The Facets vision is to provide premier patient service at all times by putting patient welfare above all else. Facets is the first practice in the Chicago area to offer this level of enhanced healthcare opportunity through membership, and is currently identifying other areas of the Midwest where additional practices will be established. Prospective patients and interested physicians are encouraged to contact Dr. Johnston through the information found at www.FacetsMD.com.



Dr. Charles B. Johnston, MD, FAAP

Dr. Charles Johnston is founder and president of Facets Private Healthcare Group. Specializing in both internal medicine and pediatrics, Dr. Johnston has been serving patient needs for nearly 20 years.

Dr. Johnston is originally from Milwaukee, Wisconsin, where he attended The University School of Milwaukee, a private K-12 school. He completed his senior year at Bethesda - Chevy Chase High School in Maryland while working part-time at the Smithsonian Institution. Johnston graduated early from The University of Chicago with an AB in Biology, and from the University of Illinois Medical School with his MD. Dr. Johnston completed his residency in internal medicine and pediatrics at the University of Illinois Hospital and the Veterans Administration Hospital, West Side and has been in private practice since.

Dr. Johnston is affiliated with Children's Memorial Hospital, Gottlieb Memorial Hospital and Mercy Hospital. He is a member of the American Medical Association, the American College of Physicians and American Society of Internal Medicine, and is a Fellow of the American Academy of Pediatrics. Dr. Johnston previously served as the medical director of one of Chicago's largest independent physicians associations, with more than 30,000 HMO patients.



Frequently Asked Questions

What is Facets Private Healthcare Group?

Facets Private Healthcare Group offers a unique and innovative healthcare opportunity for meeting needs of patients and doctors not met through today's traditional healthcare system and insurance plans. Referred to in the industry as "concierge care," Facets provides enhanced patient service and care 24 hours a day, seven days a week. Members pay for the enhanced care through an annual fee.

What is concierge care?

Concierge medical practices were the brainchild of a former Seattle Supersonics team doctor, who established the first practice in 1996 to provide his patients with the level of detailed, personal and convenient care that athletes receive. Today, the concierge care concept exists in more than 20 states and has been proven successful in many practices nationwide as a way to address current healthcare system challenges. The American Medical Association adopted recommendations for concierge physicians in 2003, and the American Society of Concierge Physicians was organized in 2004.

How does Facets distinguish its service from other concierge care programs?

Facets focuses first and foremost on relationships. Our work is driven by the individual needs of each patient that becomes a member of the Facets family. While most concierge practices tout greater access to doctors, we take the concept one step further. Our physicians serve as "quarterbacks" in wellness, providing members with not only convenient access to care, but also top-shelf support in managing a complete, personal healthcare program.

How is Facets different from current consumer healthcare options?

Patients receive unlimited, around-the-clock access to the doctor, longer consultations for more thorough examinations, no waiting for appointments and even house calls. Patients essentially have a private physician and are full partners in their wellness. Facets provides individualized attention and convenience in a warm, inviting setting.

What do consumers receive for the annual fee?

Facets members have access to qualified, experienced and compassionate professionals focused on providing the highest quality specialty care. Whether it is a medical need or simply an intervention to enhance lifestyle, Facets has the resources to guide patients along the path to better health, 24 hours a day, seven days a week.

What is the benefit of Facets to participating physicians?

Facets allows doctors to restore the eroded patient-physician relationship. Care is no longer fragmented between multiple specialists, and insurance companies no longer dictate care-giving. Facets allows doctors to set their own patient load, reduce paperwork and place more flexibility in their practice. Facets also allows doctors to address rising malpractice insurance costs, increase income potential and work fewer hours.

Is Facets unique to the Chicago area?

Facets was created in 2004 by Dr. Charles Johnston, and is the first practice in the Chicago area to offer this level of enhanced healthcare opportunity through membership. Facets will continue to add physicians to its practice as demand dictates in Chicago and beyond.

Is additional information available about Facets and concierge care?

More information can be obtained about Facets at www.facetsMD.com. Additional information on concierge care can be found at www.conciergephysicians.org.

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