Personalized Medical Guidance®
Provided by your IMPACT Employee Assistance & Work/life Program

Personalized Medical Guidance (PMG for short) enhances the medical care that you are already receiving. PMG offers you or your family member your own personal physician as your medical advocate and coach regarding any pressing healthcare issue.

Why do I need PMG when I already have a healthcare provider?

PMG physicians are there to complement the care you are already receiving from your medical provider. They do not provide treatment. They are expert physicians here to coach and guide you through any pressing medical issues - much like “having a doctor in the family”!

How has PMG helped others?

- I am already taking medication for a pre-existing condition. Now, I am being prescribed another medication for a new diagnosis. I am not sure I know what side effects to expect now that I will be taking multiple medications. Also, my prescription co-pays are very high. Are there less expensive alternatives? Can someone talk me through the complexity?
- My healthcare provider has suggested that I see a specialist and get more tests run. It's taking a very long time to get an appointment and the waiting is causing me a great deal of anxiety. Can I get assistance in expediting an appointment?
- I have seen several healthcare providers about my medical condition and I’m still not sure what is wrong. I continue to have symptoms and I’m confused regarding my treatment plan. Who can I turn to for help?
- I was told I may require surgery. I need to have several tests done in order to determine if the surgery is necessary at this time. I feel overwhelmed and anxious when I am speaking with my healthcare providers and sometimes forget to ask important questions. It would be very helpful if I had more time to speak with a doctor about my medical procedure, recovery time and follow up treatments. I am not sure I even know what questions I need to be asking.

PMG Physicians have addressed these needs... and more!

Who is eligible to use PMG?

Like all IMPACT services, PMG is available to all faculty and staff, household members, your parents and parents-in-law outside of your home and dependents living anywhere in the United States.

How can I get started?

A simple call will connect you to your very own physician advocate for unlimited, confidential and complimentary phone support at times that are convenient to you.

So ... Call IMPACT Solutions at 800-227-6007 or visit IMPACT on the Web at myimpactsolution.com for additional information regarding PMG services or to access your own PMG physician advocate/coach.