

# Concierge Medical Practice Celebrates Five Years

## Patients Come First at Akra Professional Services

As you step through the front door of Akra Professional Services, you feel your entire body relax, knowing that you're in good hands. Aside from the well-designed waiting room, one that feels more like a living room, not only are you entering into a unique space, but a unique experience. This concierge practice covets the doctor-patient relationship and the warm reception only heightens the level of uniqueness.

clients," Akra said. "We work for them. We want them to be successful, we want them to be happy and we want them to have the best."

The concierge practice continues to raise the bar for its approach to medicine, the reviews and positive growth fuel the work of Dr. Akra and his staff. Dr. Akra has over 25 years of expertise in internal medicine. His wife, Dr. Elena Akra, has a successful clinical psychology practice in the office as

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Cindy Faithful, Akra's office manager, and Bede Warren, assistant office manager, greet patients with warm, friendly smiles upon entry. It's so cozy in this space that you might just want to ask for a cup of tea, a magazine and curl up in one of their comfy chairs. Which, apparently, their clients do – and it's encouraged. Clients are family here and you will feel that immediately.

Dr. Louis Akra M.D. and his staff love that they have clients who stop by, have a cup of coffee, read a book and enjoy the calm, soothing atmosphere.

"Everything here is designed for our

well. Along with Faithful and Warren, Dr. Akra has outstanding assistance from Lauren Chance, M.A., and Anita Layton, M.A., to help manage patient care. His entire staff is experienced and passionate about providing exceptional service and professionalism for their valued clientele.

So, it's no surprise that the month of September was spent celebrating their fifth year in business.

Dr. Akra truly values the relationships with his clients, which is exactly why he opened his concierge medical practice five years ago. Passionate about delivering personalized care, he felt trapped in a traditional practice that had over 5,000 accounts, making it impossible to devote the time necessary to know and help each patient as an individual.

For an annual fee, clients have direct access



Bede Warren, Anita Layton, Drs. Louis and Elena Akra, Cindy Faithful and Lauren Chance

to Dr. Akra 24 hours a day, seven days a week. You're not calling an answering service, you're calling his personal cell phone. "I want clients to know they can call me any time. I have your cell number on my phone so when I get a call I ask, 'What's going on, how can I help you?'" said Akra.

He believes it's important for Jacksonville residents to have this option when choosing medical care. Because the concierge model limits the size of the practice, doctors and staff are better able – and available – to recognize and respond to clients' needs.

Dr. Akra and his staff handle everything for their clients. They schedule appointments, lab work, consultations, annual exams and even same-day and next-day appointments, which start on time and last as long as necessary. And Dr. Akra makes sure his clients clearly understand their test results,

medications and any health conditions. He offers comfort by removing any confusion or worry they may have.

When opening his practice, Dr. Akra was labeled a pioneer. While concierge medical practices were popular in South Florida, nobody was taking that leap in Northeast Florida. They still haven't. Akra Professional Services is the only concierge medical and psychological practice in the area.

And they're thriving. Business has seen annual growth from word of mouth referrals since opening the doors. While at about 90 percent capacity, they're still growing and welcoming new clients.

Akra said, "I'm excited that I am able to do something I really enjoy and our clients are enjoying. We want to pause and thank our clients, thank our community, that we're able to do this and do it successfully."

