

Using Your Own Medical Director – What to Know

Bringing your own MD to Moxie? Great! Here's everything you need to know about how this affects your onboarding process, your responsibilities, and how to avoid delays.

What Happens When You Bring Your Own MD

You'll still receive full support from Moxie, but your MD will need to complete a separate onboarding process before your business can launch. This is required to make sure your medspa is fully compliant and operational.

Who Does What

Task	Moxie Handles	You & Your MD Are Responsible For
Medical Corporation Setup	Moxie (if you're under a Moxie PC or Moxie-managed MD PC)	Confirm if MD has a PC already or will use Moxie's
Legal Contracts	Moxie sends all required MD agreements	Ensure your MD reviews and signs them in a timely manner
EMR Access (Moxie Suite)	Moxie provides your MD with login + training	MD must use Moxie Suite to complete GFEs & chart reviews weekly, and should be tech-savvy enough to do so independently
Malpractice Coverage	Moxie confirms your MD's coverage is active & appropriate	You (the provider) pay for your MD's malpractice coverage

Timeline Warning: Your Launch May Be Delayed

Your onboarding cannot move forward until your MD completes their required steps. This includes:

- Completing their Compliance Intake form for the MD Ops team
- Signing agreements and being responsive to Moxie via email
- Approving Pharma and Medical Supplies Account Setup
- Completing any necessary pharma account training and sending Moxie their certificates
- Logging into Moxie Suite
- Signing protocols and standing orders
- Completing chart/GFE access training
- Completing the Pre-launch checklist with you

If your MD is unresponsive, your launch timeline could be delayed **by 2–3+ weeks**.

👉 Moxie will reach out to your MD **up to 3 times**. If there's no response, it becomes your responsibility to follow up.

Why This Matters

- Your MD is being **paid monthly** for oversight—they are expected to manage their responsibilities independently
- You shouldn't have to act as your MD's assistant—your time should be focused on launching your business
- We've seen providers launch **weeks faster** when working with responsive, committed MDs

"You came to Moxie to make this process easier. Let us help—but we need your MD fully onboard."

Next Steps

1. Talk to your MD and confirm they're ready to:
 - Use Moxie Suite
 - Complete onboarding within 3–5 days
 - Sign legal and financial documents
2. Share the following info with your Moxie Onboarding Manager:
 - MD's full name + email address
 - The **monthly oversight fee** you've agreed to
 - Your **target launch date**
 - Whether your MD will use their own PC or a Moxie-managed one
3. Moxie will then send your MD:
 - An intro email with next steps
 - A link to schedule their MD call with Sales or MD Ops

Questions?

We're happy to talk to your MD directly and walk them through what's expected.

 Contact: **md@joinmoxie.com**