

# THE KNAPHEIDE FAMILY WELLNESS CENTER

331 SOUTH 36TH STREET  
QUINCY, IL 62301  
P: 217-214-0243



## CLINIC HOURS

**MONDAY:** 8:00 a.m. - 5:00 p.m.

**TUESDAY:** 9:00 a.m. - 6:00 p.m.

**WEDNESDAY:** 6:30 a.m. - 3:30 p.m.

**THURSDAY:** 9:00 a.m. - 6:00 p.m.

**FRIDAY:** 6:30 a.m. - 3:30 p.m.

## SCHEDULE AN APPOINTMENT

[www.wecaretlc.com/clinic](http://www.wecaretlc.com/clinic)  
P: 217-214-0243  
or in person at the clinic

Participation in the clinic is completely voluntary. Participants who elect not to utilize the clinic will continue to receive health benefits as provided by your employer with all the plan deductible/co-pay/network provisions.

CLINIC SERVICES ARE

# FREE

- Primary Care
- Urgent Care
- Annual Physicals
- Medication Dispensing
- Laboratory Services
- Health & Wellness Screening
- Disease Coaching
- Patient Advocacy
- Home Sleep Studies
- and More!

New patient visits are 40 minutes  
routine visits are 20 minutes

*The Wellness Center is managed by WeCare TLC*



## SERVICES OFFERED

### ADULT PRIMARY CARE

#### Comprehensive Primary Care Services

- Episodic Care (e.g., Diagnosis/Treatment of colds, flu, chest pain, dizziness, nausea, headaches, rashes, acute injuries, minor surgical procedures, etc.)
- Chronic Condition Diagnosis/Management On-site, Face-to-Face, including Personalized Care Plan and Risk Reduction Plan (e.g., chronic disease, pain management)
- Minor First-Aid (e.g., bumps, bruises, cuts, small burns, muscle strains, etc.)
- Personal Hygiene Issues
- Home Sleep Studies
- On-Site Prescription Drug Dispensary
- Comprehensive Laboratory Diagnostic Services

#### Key Care Management Services

- Care Coordination
- Referral Management

#### Risk Identification and Targeted Employee Outreach

- Predictive Analytics to Identify
  - Chronic Risk
  - Acute Conditions
- Employee Education regarding the clinic and its programs and benefits
- Care Gap Analysis
- Drug Interactions
- Allergy Alerts

#### Wellness/Prevention Services

- Full Physicals (Including Well Woman Exams)
- Wellness Program Oversight and Analysis
- Health Risk Assessment and Evaluations
- Biometric Blood Analysis
- Wellness Prevention Lunch and Learns
- Administering Vaccinations, Tetanus Shots, Flu Shots, etc.
- Counseling for Stress-Related Issues
- Targeted Total Lifestyle Counseling

#### Injections

(with patient drug and such prescriptions verified with prescribing medical professional)

- Allergies
- Depo
- B12
- Testosterone

### PEDIATRIC SERVICES

**2 Years and Older** (based on provider selected, urgent care/acute illness only)

- Fever
- Cough
- Ear Ache
- Minor Illness

**10 Years and Older** (with limits regarding immunizations; TDAP, MCV4, and Flu)

- Routine Primary Care
- School Physicals

*(All other issues should be seen by a pediatrician)*

### OCCUPATIONAL AND WORKER'S COMPENSATION SERVICES

- Pre-Employment Physical Exams, Medical Histories, Screenings
- Yearly Employment Physicals (excluding DOT)
- Random Drug Screenings (Urine and Breath Alcohol)
- Care for Work-Related Injuries
- Prescribing Physical Therapy for Occupational Injuries or Illnesses
- Tetanus Vaccination
- Audiometric Testing
- Spirometry Testing
- Respiratory Fit Testing
- Assisting Employer Departments with Review of Worker's Compensation Claims
- Assisting Employer with Injury Reduction Training Programs



## ABOUT THE EMPLOYEE HEALTH CLINIC

### What is the Purpose of the Clinic?

To provide employees and dependents with quality convenient medical services including health services, primary care, laboratory services, most prescriptions, and wellness program at no out of pocket cost to the employees.

### Do I Have to Use the Clinic?

No. Although we feel you will benefit from making the clinic your “medical home,” participation is voluntary.

### Is the Clinic Replacing My Primary Care Physician?

You may continue to use your present provider if you wish.

### What is a “Convenience Care” Visit?

Convenience Care is when you find you need to use the clinic and have not made an appointment. You are still able to visit the clinic, but priority will be given to those who have previously made appointments.

### Will My Health Insurance Change?

No. Your health plan benefits will remain in place.

### If I Need to be Seen in the Clinic Will the Time be Taken From My Pay?

You will take the time as you currently do when you go see a physician, have laboratory work, or pick up your medications.

### Who Do I Contact If I Have a Problem with the Clinic?

You can feel free to call our Hotline at 800-941-6044 option 4. Someone will call you back to discuss your issue.

### Are My Visits Shared with My Employer?

No. Only the physician and the other WeCare TLC clinical staff will have access to the data. It will only be used by the clinic staff for the purpose of helping you with your health issue.

## ABOUT YOUR MEDICAL INFORMATION

### How Do I Transfer My Medical Records to the Clinic?

Ask your primary care physician to release copies of your records to you, or you can go by the clinic when it is open and fill out a medical release form. The staff will send this form to your physician and have your records sent directly to the clinic. Then, schedule an appointment with the clinic physician at which time you

will be able to review your records and establish your medical history in the electronic record.

### Will the Clinic Forward Copies of My Medical Records From the Clinic to My Primary Care Physician?

Yes. When a release of information is signed and received in the clinic, a copy of your records will be either given to you or sent directly to your Primary Care Physician.

## ABOUT APPOINTMENTS AT THE CLINIC

### Do I Need a Referral to Use the Clinic?

No referral is needed to use the clinic.

### Do I Have to Have an Appointment?

We request that appointments are scheduled by using the website. We do know that things do come up without notice and the clinic staff will do everything possible to meet your unexpected needs as quickly as possible.

### How Do I Schedule an Appointment?

Scheduling can either be done on-line, by you, the patient, or by calling the clinic directly.

### Can the Clinic Make Referrals to Any Specialists?

Yes. The clinic staff will assist you with referral to specialists within your network as needed and ordered by the clinic's physician.

## ABOUT WHAT THE CLINIC OFFERS

### What Type of Medical Provider Services Can I Receive at the Clinic?

Medical Services include but are not limited to the following: sore throats/ears/headache, strains, sprains, musculoskeletal problems, abdominal pain, non-specific chest pain, cough, sinus, allergies, allergy injections with patient supplying drug, rashes, acute injuries, acute routine office procedures, minor surgical procedures such as sutures for laceration treatment, flu shots, and home sleep studies. Also, included will be dispensing medication commonly utilized by Knapheide health plan participants, laboratory testing, EKGs plus oximetry and many more.

### Can I Get All My Medications From the Clinic?

The Knapheide Family Wellness Center will make certain drugs available to employees and dependents at no out of pocket expenses. There will be every attempt made to have as many drugs used by the employees of Knapheide in the clinic. We will review the list of medications quarterly to see if there are drugs that need to be added to the pharmacy inventory.

### ABOUT WHAT THE CLINIC OFFERS (CONTINUED)

#### **Can I Have My Laboratory Blood Work Done at the Clinic?**

Yes. You are encouraged to utilize the clinic for not only the laboratory work ordered by the providers in the clinic, but also for the laboratory orders from a provider outside of the clinic — even if you decide not to make the clinic your “Medical Home.” Results of the laboratory testing ordered by a provider outside of the clinic will be electronically sent to that provider. By having your laboratory work done at the clinic, your medical needs will be met, you will have no out of pocket expense, and you will save Knapheide’s health plan money.

#### **Will the Clinic Be Able to Provide My Annual Physical Examinations?**

Yes. The clinic will have the equipment to meet most of the needs associated with your physical examinations that you have received at your physician’s office — both men and women.

#### **Will the Clinic Staff Help Me with My Condition Management and Lifestyle Management Issues?**

Yes. There will be an “on-site” nurse educator in the clinic who will be dedicated to assisting all participants with their condition and lifestyle issues. The physician and nurse will partner with you to maximize the quality of your health and wellness.

#### **What If I Get Sick at Work and Need to See the Doctor But Do Not Have an Appointment?**

You can either call the clinic direct or stop by and see if there are any available appointments. The staff will do their very best to make sure you are able to get in to see the doctor as soon as possible but **it is always best to make an appointment.**

### ABOUT THE ELIGIBILITY

#### **Who is Eligible for the Clinic?**

Knapheide employees, dependents, and retirees who are on the health plan.

### ABOUT THE CLINIC STAFF

#### **For Whom Will the Clinic Employees Work?**

An independent management company — WeCare TLC — will be responsible for the recruiting, hiring and managing the clinic employees. The employees will be WeCare TLC employees — not Knapheide.

#### **Are the Staff Experienced?**

WeCare TLC strives to provide the clinic with experienced staff. Your health is important to us and we are committed to providing you the best possible care and service.

## ACCESSING THE CLINIC WEBSITE

### GETTING STARTED

#### Step 1

Access the Internet and enter the web address: **https://www.wecaretlc.com/clinic2**

#### Step 2

Fill in the following items:

*\*Every participant has their own unique login, even children*

**GROUP ID:** TKMC

**USER ID:** Use your subscriber # + First Name + Gender (M,F) + Complete YEAR of birth (YYYY)


*\*Please make sure that you enter all 4 components without spaces or commas in between.  
Also, exclude the letters in front of the subscriber #.*

**PASSWORD:** Last Name in all CAPITAL letters

*\*If you have previously accessed your profile, enter the password that you chose at that time. You will be prompted to change the temporary password assigned upon initial login to a new password. Once your new password is entered, click SUBMIT and you will then be directed to the homepage.*

*\*If you cannot get into Employee Health Clinic site using the above instructions, please call 800-914-0644 and press option 2*

#### EXAMPLE:

 Subscriber #  
(found on your insurance ID card)

 First Name

 Gender (M or F)

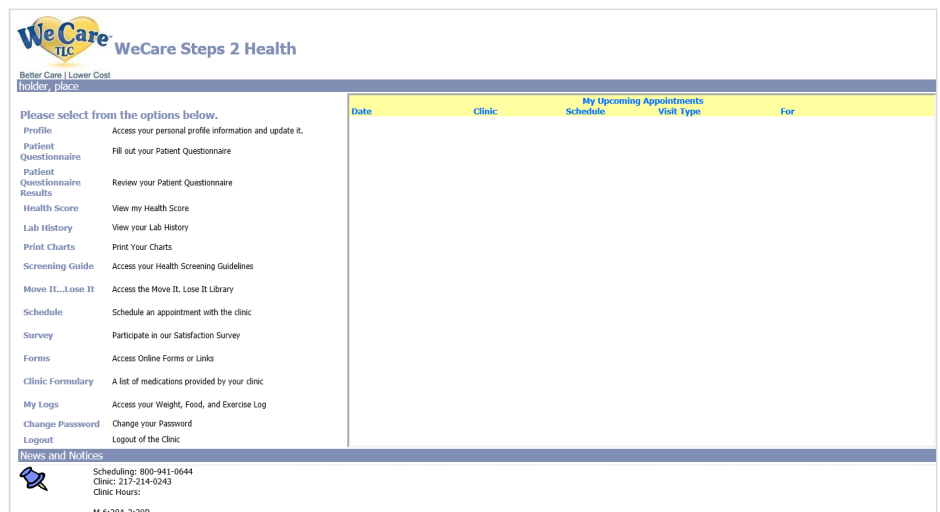
 Birth Year (YYYY)

**123M45678JohnM2001**

or

**123M45678JaneF2001**

HOMEPAGE



### UPDATING YOUR PROFILE

#### Step 1

Once you are logged in, click on the **PROFILE** button on the left side of the Homepage to update information. At this point you can change your User ID or Password if you desire. When updating your profile, if any field does not accept your change, please call 800-941-0644 option 2 for assistance.

#### Step 2

Return to the homepage by clicking on the **BLUE** bar on the upper right corner of the profile page. You will then be directed back to the homepage.



## ACCESSING THE CLINIC WEBSITE

 **WeCare Steps 2 Health**

	Date
Please select from the options below.	
<b>Profile</b>	Access your personal profile information and update it.
<b>Patient Questionnaire</b>	Fill out your Patient Questionnaire
<b>Patient Questionnaire Results</b>	Review your Patient Questionnaire
<b>Lab History</b>	View Your Lab History
<b>My Appointment History</b>	View And Print Your Charts
<b>Screening Guide</b>	Access Your Health Screening Guidelines
<b>Steps2Health</b>	Access The WeCare TLC Steps2Health Fitness And Nutrition Program
<b>Move It.Lose It.</b>	Access The Move It. Lose It. Library
<b>0 New Messages</b>	Access The EMR Message Center
<b>Schedule</b>	Schedule An appointment With The Clinic
<b>Survey</b>	Participate In Our Satisfaction Survey
<b>Education Library</b>	Access Online Education Library
<b>Forms</b>	Access Online Forms Or Links
<b>Clinic Formulary</b>	A List Of Medications Provided By Your Clinic
<b>My Logs</b>	Access Your Weight, Food, And Exercise Log
<b>Change Password</b>	Change Your Password
<b>Setup 2 Factor Authentication</b>	Enable 2 Factor Authentication To Further Secure Your Account With An Extra Layer Of Security. You Must Have The Google Authenticator App Installed On Your Smart Phone To Use This Feature.
<b>Logout</b>	Logout Of The Clinic

**PATIENT**

 **WeCare Steps 2 Health**

	Date
Please select from the options below.	
<b>Profile</b>	Access your personal profile information and update it.
<b>Patient Questionnaire</b>	Fill out your Patient Questionnaire
<b>Patient Questionnaire Results</b>	Review your Patient Questionnaire
<b>Lab History</b>	View Your Lab History
<b>My Appointment History</b>	View And Print Your Charts
<b>Screening Guide</b>	Access Your Health Screening Guidelines
<b>Steps2Health</b>	Access The WeCare TLC Steps2Health Fitness And Nutrition Program
<b>Move It.Lose It.</b>	Access The Move It. Lose It. Library
<b>0 New Messages</b>	Access The EMR Message Center
<b>Schedule</b>	Schedule An appointment With The Clinic
<b>Survey</b>	Participate In Our Satisfaction Survey
<b>Education Library</b>	Access Online Education Library
<b>Forms</b>	Access Online Forms Or Links
<b>Clinic Formulary</b>	A List Of Medications Provided By Your Clinic
<b>My Logs</b>	Access Your Weight, Food, And Exercise Log
<b>Change Password</b>	Change Your Password
<b>Setup 2 Factor Authentication</b>	Enable 2 Factor Authentication To Further Secure Your Account With An Extra Layer Of Security. You Must Have The Google Authenticator App Installed On Your Smart Phone To Use This Feature.
<b>Logout</b>	Logout Of The Clinic

**SCHEDULE**

## COMPLETING THE ONLINE PATIENT QUESTIONNAIRE

### Step 1

On the main homepage, click on the **NEW PATIENT QUESTIONNAIRE** link on the left side of the page and then click on the **PATIENT QUESTIONNAIRE 2017** button.

### Step 2

Answer the questions. *NOTE: Additional questions may appear depending on your responses.*

### Step 3

Don't forget to **SAVE** your responses at the very bottom of the page.

### Step 4

If the lab values have been completed and downloaded into your profile, you will be able to see your Patient Questionnaire evaluation immediately. **If the labs are not available, you will get a message to check back in 3 to 5 days after lab work has been done to view your full Health Evaluation.**

## SCHEDULING AN APPOINTMENT

### Step 1

On the main homepage, click on the **SCHEDULE** link. Select the **VISIT TYPE** from the drop down that is appropriate for your visit; then on the **SCHEDULE** drop down, choose either **OFFICE VISIT** for a visit with the provider or **BLOOD DRAW** for a visit to have your blood drawn for your annual benefit. *Please make certain that you choose the appropriate schedule.*

### Step 2

Click on the month in the calendar for your appointment. The dates for the particular schedule that you wish to schedule a visit on will be **bold**; click on the day you wish to schedule your visit on and then click **NEXT**.

### Step 3

The times available for that date will appear; select the time slot for your appointment, then click **NEXT**.

### Step 4

Verify your personal information on the next screen; click **NEXT**. Verify your contacts; click **NEXT**; confirmation page will appear with your scheduled appointment date and time; confirm and then click **FINISH**.

*To cancel or reschedule your visit, go to the homepage and your scheduled time will appear in the upper right-hand corner. Click on **CANCEL** and then reschedule for the time desired.*

## AVAILABLE MEDICATIONS

DRUG CLASS	AVAILABLE IN CLINIC	DOSAGE	ALSO KNOWN AS
Bronchodilator	Albuterol Neb	0.083%	Proventil, Ventolin
Gout	Allopurinol	300mg	Zyloprim
Antihypertensives	Amlodipine	10mg / 5mg	Norvasc
Antihypertensives	Amlodipine/Benazepril	5-20mg	Lotrel
Antibiotics	Amoxicillin	875mg / 500mg	Amoxil
Antibiotics	Amoxicillin/Clavulanate	875mg/125mg	Augmentin
Antihypertensives	Atenolol	25mg / 50mg	Tenormin
Antihyperlipidemics	Atorvastatin	10mg / 20mg / 40mg	Lipitor
Antibiotics	Azithromycin	250mg	Zithromax/Z-Pak
Anti-Depressants	Bupropion	150mg XL / 300mg XL	Wellbutrin
Antibiotics	Cephalexin	500mg	Keflex
Anti-Depressants	Citalopram	10mg / 20mg / 40mg	Celexa
Antibiotics	Clarithromycin	500mg	Biaxin
Anti-platelet	Clopidogrel	75mg	Plavix
Corticosteroid/Antifungal Cream	Clotrimazole/Betamethasone Cream	1%/.05%	Lotrisone
Muscle Relaxer	Cyclobenzaprine	10mg	Flexeril
Anti-Depressants	Duloxetine	30mg / 60mg	Cymbalta
Anti-Depressants	Escitalopram	10mg / 20mg	Lexapro
Antihyperlipidemics	Fenofibrate	160mg	Tricor
Anti-Depressants	Fluoxetine	20mg / 40mg	Prozac
Diuretics	Furosemide	20mg / 40mg	Lasix
Anti-Convulsants	Gabapentin	300mg / 600mg	Neurontin
Diabetes	Glimepiride	4mg	Amaryl
Diabetes	Humalog Kwik Pen	300u/pen	Lispro
Diabetes	Humalog Vial	100u/pen	Lispro
Diuretics	Hydrochlorothiazide (HCTZ)	12.5mg / 25mg	Hydrodiuril, Microzide
Anti-inflammatory	Ibuprofen	800mg	Motrin, Advil
Proton Pump Inhibitor	Lansoprazole	30mg DR	Prevacid
Diuretics	Hydrochlorothiazide (HCTZ)	12.5mg	Hydrodiuril, Microzide

## AVAILABLE MEDICATIONS

DRUG CLASS	AVAILABLE IN CLINIC	DOSAGE	ALSO KNOWN AS
Diabetes	Lantus Solostar Pen	300u/pen	Glargine
Diabetes	Lantus Vial	100u/ml	Glargine
Antihypertensives	Lisinopril	5mg / 10mg / 20mg / 40mg	Zestril, Prinivil
Antihypertensives	Lisinopril/HCTZ	10-12.5 / 20-25	Zestoretic
Antihypertensives	Lisinopril/HCTZ	20-12.5	Zestoretic, Prinzide
Birth Control	Lo Loestrin	Tab	Microgestin
Antihypertensives	Losartan	50mg / 100mg	Cozaar
NSAID	Meloxicam	15mg	Mobic
Diabetes	Metformin	500mg / 1000mg	Glucophage
Glucocorticosteroids	Methylprednisone	Pak 4mg	Medrol Dose Pack
Antihypertensives	Metoprolol Tartrate	25mg / 50mg	Lopressor
Tetracyclines	Minocycline	100mg	Dynacin
Asthma	Monetlukast	5mg Chewable	Singulair
Asthma	Monetlukast	10mg	Singulair
Anti-inflammatory	Naproxen	500mg	Aleve
Diabetes	Novolog Flex Pen	300u/pen	Aspart
Diabetes	Novolog Vial	100u/ml	Aspart
Proton Pump Inhibitor	Pantoprazole	40mg	Protonix
Antibiotics	Penicillin VK	500mg	Pen VK
Electrolyte	Potassium Chloride	20 MEQ ER	K-Dur, K-Lor, K-Tab
Electrolyte	Potassium Chloride ER	10MEQ	K-Dur, K-Lor, K-Tab
Antihyperlipidemics	Pravastatin	40mg	Pravachol
Glucocorticosteroids	Prednisone	10mg / 20mg	Deltason
Antihypertensives	Ramipril	10mg	Altace
Anti-Depressants	Sertraline	50mg / 100mg	Zoloft
Antihyperlipidemics	Simvastatin	10mg / 20mg / 40mg	Zocor
Antibiotics	SMZ/TMP DS	800-160	Bactrim
Anti-Migraine	Sumatriptan	50mg / 100mg	Imitrex, Alsuma
Prostate Health	Tamsulosin	0.4mg	Flomax



## AVAILABLE MEDICATIONS

DRUG CLASS	AVAILABLE IN CLINIC	DOSAGE	ALSO KNOWN AS
Birth Control	Tri-Previfem	Tab	Ortho Tri-Cyclen, Trinessa, Tri-Sprintec
Anti-Depressants	Venlafaxine	150mg	Effexor ER
Anti-Depressants	Velafaxine ER	75mg	Effexor
Bronchodilator	Ventolin HFA	AER	Pro Air
Anti-Coagulants	Warfarin	1mg / 2mg / 5mg	Coumadin

*\*Available medications are subject to change.*

*Please contact the Wellness Center for any questions and current offerings.*

*Updated December 2016*