



Knapheide Family Wellness Center

New Employee
Informational Booklet

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● Introduction





Staying healthy has never been easier!

A better healthcare experience—
all at no cost to you!

Knapheide Family Wellness Center



217.214.0243



331 S. 36th Street
Quincy, IL 62301

The services available to you and your family at your employer-sponsored health center include:

- Physicals and well-care consultations
- Acute and urgent care
- Minor procedures
- Chronic disease management
- Health Risk Assessments
- Care navigation
- Health coaching
- Well-woman exams and men's health exams
- Flu shots and injections**
- COVID-19, flu, strep, and other diagnostic testing
- Lab work services
- Onsite prescription drug dispensary
- Virtual care
- Mental health services

HEALTH CENTER HOURS

Monday: 8:00am to 5:00pm

Tuesday: 9:00am to 6:00pm

Wednesday: 6:30am to 3:30pm

Thursday: 9:00am to 6:00pm

Friday: 6:30am to 3:30pm

***Testosterone, Allergy, Birth Control/
Depo injections provided when the
patient brings medication.*

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- **Benefits of your participation**





COST: \$0 out-of-pocket expense!



VISITS: Quick, easy, convenient!



Average 6 minute or less wait time.



PARTICIPATION: Completely voluntary!



CONFIDENTIALITY: Guaranteed!



Explore the benefits of participating in your employer-sponsored health center!

By sponsoring a WeCare tlc health center, your employer is fully committed to improving and maintaining the health of you and your family. You'll be provided with convenient, quality healthcare that empowers you to live and stay well.

COST: \$0 OUT-OF-POCKET EXPENSE!

What to expect:

- Services are offered at **no cost** to you as the participant
- **No deductible limits** to be met

Visits, health coaching, formulary medication, and laboratory testing are provided at **\$0 out-of-pocket expense** for participants.

VISITS: QUICK, EASY, CONVENIENT!

What to expect:

- New patient visits are scheduled for **40 minutes**
- Routine visits are scheduled for **20 minutes** or longer if needed
- Only have a short break? We can get you in and out with our average **6 minute** or less wait time.



The physician or nurse practitioner can provide primary care services, treat routine conditions, and/or provide urgent/convenience care. Education, wellness, and preventative care are the building blocks of the individualized health care initiatives at the health center.

PARTICIPATION: COMPLETELY VOLUNTARY!

What to expect:

- Participation is **voluntary**.
- Employees that elect not to participate will continue to receive health benefits as provided by your employer.

To participate in the health center, we recommend that a Health Risk Assessment (HRA) and fasting laboratory work be completed as a baseline for further medical care.

The risk factors identified in our HRA are:

- Diabetes
- Heart disease
- Obesity
- Chronic obstructive pulmonary disease (COPD)
- Asthma
- Cancer

CONFIDENTIALITY: GUARANTEED!

All patient health information within the health center remains confidential. **No personal health information (PHI) is shared with your employer** in any way and **your health center abides by all federal HIPAA and confidentiality regulations.**

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- **Scheduling an appointment**



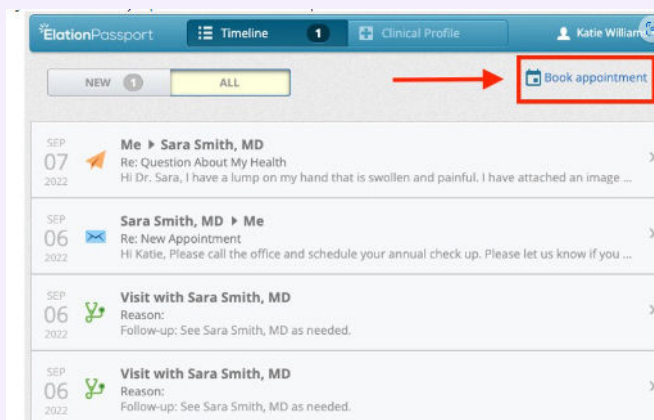
Schedule your free appointment today!

There are two options for scheduling your appointment:

1. CALL • CONTACT YOUR HEALTH CENTER DIRECTLY AT **217.214.0243**

2. PATIENT PORTAL • VISIT YOUR **ELATION PASSPORT ACCOUNT** AND TAKE THE FOLLOWING STEPS:

- 1 • Log-in to your Elation Passport account.
- 2 • Patients will see a direct link to the health center's Booking Site at the top of their Passport account to allow them to self-schedule appointments based on your availability.
- 3 • Click on "Book Appointment".



**If you have any issues,
please contact your
health center directly
for assistance.**

There's also the option of **booking a telehealth appointment**. It's easy, quick, convenient, and available when you need it!** It's especially helpful for remote workers or those not in close proximity to their health center.

- 1 • Call your health center or book through the patient portal to schedule your sick visit, lab review, or other follow-up appointment.
- 2 • Your provider will call you through a HIPAA compliant platform to conduct your visit.
- 3 • Medication refills are available through your health center. Simply call or message the health center with a refill request, and they will have your order ready at a conveniently scheduled time.

***Some types of appointments may not qualify for telehealth (check with your health center team to verify).*

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- **Patient portal**





Your new and improved patient portal is here!

Your health center has migrated from Carelynx EHR (Electronic Health Record System) to **Elation Passport**, which will bring some positive changes to the patient experience for you. You now have access to a new patient portal (or Passport) that provides all the access you have been used to, plus more!

What is Elation Passport?

Elation Passport (EP) is a secure online portal that gives you access to view your health information and communicate with your care team. It can be accessed through a web browser or via the Elation Passport smartphone app.

What are the benefits of using Elation Passport?

- Easily connect with your health care team.
- Access key clinical information from your chart such as lab results, vitals, and visit summaries.
- Schedule appointments.

How to access your Passport

- You will receive an invitation email from **support@elationpassport.com** with the subject line “[Your Doctor’s Name] has a secure message for you.”
- Open the email and select “**Click here to Register for Passport**”.
- A new page will open that prompts you to enter the **seven digit Passport Invitation Code** and create a password.
- Once all fields are filled out, you can click “**Submit**” and your Passport will be available whenever you need it.

Scan to start setting up your Passport



 **Elation**

Powered by
 **WeCare tlc**
Healthcare At Work

Need assistance? Ask your health center team to walk you through the process!

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- **Nurse health coaching**





Work with a nurse coach to better manage your health!

Available to all patients both in-person or virtually when needed, our personalized nurse coaching program is designed to improve your overall health and well-being.

Our Nurse Coaches will support you in setting goals and making sustainable changes that improve your health by listening carefully and helping you navigate challenges.

OUR NURSE COACHING PROGRAM CONSISTS OF:



A Health Risk Assessment



Health, disease, and lifestyle education



Support in smoking cessation



Monthly Wellness Focus



Biometric Testing



Weight management



Behavioral modification techniques

AND MORE!

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- **Specialized services for women and men**





Your health center provides specialized health services for women and men!

The health needs of men and women can be unique, but your health center can assist in getting the appropriate care that meets those needs.



Services for men and women

Services for men and women:

- Weight loss management
- Healthy aging and lifestyle medicine
- Annual preventive exams
- Comprehensive labs
- Medication management
- Blood pressure screening
- Skin cancer screening
- Cholesterol screening
- Anxiety and depression screening
- Depression screening
- Alcohol misuse screening
- Diabetes type II screening
- Obesity screening
- STD screening
- EKG

Services for men:

- Colorectal and prostate cancer screening
- Testosterone screening and treatment

Services for women:

- Contraceptive counseling and family planning
- Post-menopausal hormone testing and treatment
- Breast cancer screening (mammogram order and coordination)
- Cervical cancer screening
- Bone density/DEXA (physician order and coordination)

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- **Frequently asked questions (FAQs)**



ABOUT YOUR EMPLOYER-SPONSORED HEALTH CENTER

What is the purpose of the health center?

For your employer to provide you and your family with the tremendous benefit of high-quality, convenient medical services with WeCare tlc as your health care advocate and resource. The medical services provided include primary care, lab work, prescription drug dispensary, and a wellness program at little to no cost, depending on the type of medical plan enrollment. Your whole family can receive care from the health center!

Am I required to use the health center?

No. Although we feel you will benefit from making the health center your primary medical home, participation is completely voluntary.

Is the health center replacing my primary care physician (PCP)?

You have the option of keeping your current PCP or designating the health center provider as your new PCP. Either way, you can still utilize the health center for many of your medical needs, including laboratory testing, medication refills, and urgent care visits—free of charge.

What is a “convenience care” visit?

Convenience care is when you find you need to use the health center and have not made an appointment such as visiting the health center instead of going to an expensive urgent care clinic. 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 (if the care need is not urgent).

Will my health insurance change if I utilize the health center?

No. Your health plan benefits will remain in place.

If I have an appointment at the health center, 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 health center?

You can feel free to call our WeCare tlc Satisfaction HotLine at 800.941.0644, option 4. Someone will call you back to discuss your issue.

Will my employer know all the details of my health center visits?

No. Your health center abides by all federal HIPAA and confidentiality regulations and makes it a priority to ensure we protect your health care data. Only the physician and the other WeCare tlc clinical staff will have access to your health care data. It will only be used by the health center staff for the purpose of helping you with your health issue. Any reports that are shared with your employer about health center activity are at an aggregate level.

ABOUT YOUR MEDICAL INFORMATION

Can I transfer my medical records to the health center?

Yes. Here is how: You can ask your primary care physician to release copies of your records to you or you can go by the health center 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 health center. Then, you can schedule an appointment with the health center physician at which time you will be able to review your records and establish your medical history in the electronic record.

Will the health center forward copies of my medical records from the health center to my PCP?

Yes. When a release of information is signed and received in the health center, a copy of your records will either be given to you or sent directly to your PCP. You can also access information on your secure patient portal when needed at any time.

ABOUT APPOINTMENTS AT THE HEALTH CENTER

Do I need a referral to use the health center?

No referral is needed to use the health center.

Do I have to have an appointment?

While we do accept walk-ins, we request that appointments are scheduled by calling your health center directly, or utilizing the scheduling line at 800.941.0644, option 3. We do know that things come up without notice and the health center staff will do everything possible to meet your unexpected needs as quickly as possible.

How do I schedule an appointment?

Scheduling can be done by calling your health center directly, or utilizing the scheduling line at 800.941.0644, option 3. See earlier pages for specific directions.

Can the health center make referrals to any specialists?

Yes, the health center staff will assist you with referral to specialists within your network as needed and ordered by the health center's physician, as well as supporting in the care coordination of all visit notes and requested information. Our health center teams do their best to ensure you get the highest quality provider at the right cost, right place, and the right time!

ABOUT THE HEALTH CENTER OFFERINGS

Does the health center only handle sick and urgent care visits?

No. The health center offers a wide variety of primary care services including, but not limited to, preventive services, laboratory and in-office tests, onsite prescription medication dispensing, minor procedures, well-women's exams, wellness coaching, weight loss programs, diabetes and other chronic condition management, and more.

What type of medical provider services can I receive at the health center?

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. The health center will dispense medications commonly utilized by your health plan and provide laboratory testing. EKGs, pulse oximetry and much more.

Can I get all my medications from the health center?

Certain drugs will be available to employees and dependents with no out of pocket expenses. There will be every attempt made to have as many drugs used by the employees in the health center as possible. We will review the list of medications quarterly to see if there are drugs that need to be added to the pharmacy inventory. If we do not have your medication on the list of medications dispensed, speak to your provider.

Can I have my laboratory blood work done at the health center?

Yes. You are encouraged to utilize the health center for not only the laboratory work ordered by the providers in the health center, but also for laboratory orders from a provider outside of the health center—even if you decide not to make the health center your primary medical home. Results of the laboratory testing ordered by a provider outside of the health center will be electronically sent to that provider. By having your laboratory work done at the health center, your medical needs will be met, you will have no out of pocket expense, and you will save your employer's health plan money. In order to make this process as efficient as possible, we request every effort be made to send the provider's order to the office prior to the appointment via email or fax.

Can I get physicals for my kids at the health center?

We can give your child the required well-care visit they need to attend school and participate in sports activities year round. Your health center can help with sports, physicals, school physicals, boy scout/girl scout physicals, camp physicals, and more.

Will the health center be able to provide my annual physical examinations?

Yes. The health center is equipped to do comprehensive annual physical examinations and preventive labs for both men and women. The benefits of having your annual examination are endless. We are here to help you! As a reminder, even if you have an external primary care provider, we can still do your annual exam lab work and share with them.

Will the health center staff help me with my condition management and lifestyle management issues?

Yes. There will be an onsite nurse health coach who will be dedicated to assisting all participants with their condition and lifestyle issues. The physician and nurse health coach will partner with you to maximize the quality of your health and wellness.

ABOUT THE HEALTH CENTER STAFF**For whom do the health center employees work?**

Our team at WeCare tlc is responsible for recruiting, hiring, and managing the health center employees.

Is the staff experienced?

WeCare tlc recruits highly qualified clinical professionals that are committed to making a difference in the lives of the patients they serve. Your health is important to us and we are committed to providing you the best possible care and service. WeCare tlc invests in training and continuing education for our clinical teams in order to provide the highest level of care.

Get started at the Knapheide Family Wellness Center today!

We're excited to help you live
and stay well. Contact us
today to schedule your initial
appointment.

Knapheide Family Wellness Center

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📍 331 S. 36th Street
Quincy, IL 62301

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