



Welcome to better care and better health.



We're here to help make healthy living easy.

In this guide, you'll better understand your benefits, how to access care and get more out of your wellness center.





Table of Contents

Who We Are	3
Get Started	5
Your Wellness Center Benefits	7
Appointment Scheduling	9
Virtual Primary Care	10
On-site Labs and Generic Medications	11
Clinic Information	12
Programs Designed for Better Health	13
Personal Health Assessments (PHAs)	
PHA Live	
HealthPassport	
Wellness Health Coaching	16
Frequently Asked Questions	17
Contact Information	19



Who We Are

What if one conversation could improve the quality of your life? At CareATC, we believe that primary care has this power. Primary care professionals serve on the front lines of healthcare. They are often the first to see depression, early signs of cancer or chronic disease, and other health concerns. We know that primary care professionals are essential to your health and well-being, which is why we work toward eliminating the most common barriers to quality care.

Partnering with your employer, we make it easy to access quality primary care at no cost to you or your family. Finally, care that puts you at the center. To learn more about CareATC Inc., visit www.careatc.com/patients.

Call toll-free

If you don't have computer access, need language assistance or still have questions after reading this informational guide, please call this toll-free number: **800.993.8244**.

Connect with us



<https://www.facebook.com/CareATC>



<https://twitter.com/CareATC>



<https://www.linkedin.com/company/careatc>

"My blood sugar was elevated and my A1C was climbing prior to visiting my CareATC Provider. She put me on a medication and I noticed my blood sugar levels started going down which gave me hope. I began exercising more and lost up to 20 pounds. This is only the beginning."

Anthony L., Columbus, GA



Preventive Care, Illness, Injury and Chronic Disease Management

Since 2000, CareATC has implemented a technologically advanced healthcare experience that places people first with a proactive approach to health and well-being. CareATC physicians and clinic staff are ready to help each patient address important lifestyle changes like weight-loss, tobacco use, fitness, and nutrition.

No Insurance Billing



With CareATC, you don't ever have to worry about insurance billing. No matter how many times you see your provider, you will never receive a bill from CareATC. One of the best ways to save on healthcare costs is to take advantage of CareATC for all your primary care needs.

100% Confidential and HIPAA Compliant



Your personal health information is 100% safe and secure and is never shared with your employer. The privacy and confidentiality of our patients are protected under federal HIPAA Regulations, state laws and regulations, and the ethics codes of mental health professions. Patient information may not be disclosed without the explicit and informed consent of the patient and authorization by their clinician.

Get Started

How to Activate Your Account



When it comes to managing your health, we make every effort to ensure that you can safely and securely access the information that matters most to you. To help everyone get the most from this benefit, it's important that each member on your health plan age 18 and over create their own account.

Activate your account today

Securely activate your account by downloading the **CareATC** app or visiting **www.careatc.com/activate**.

Activate your account in 4 easy steps:

Step 1: Tell Us About Yourself

Provide personal details. It is important you double check that this matches your employer records.

Step 2: Verify Your Identity

Complete a verification quiz that authenticates your identity.

Step 3: Create Your Account

Set up your username and password.

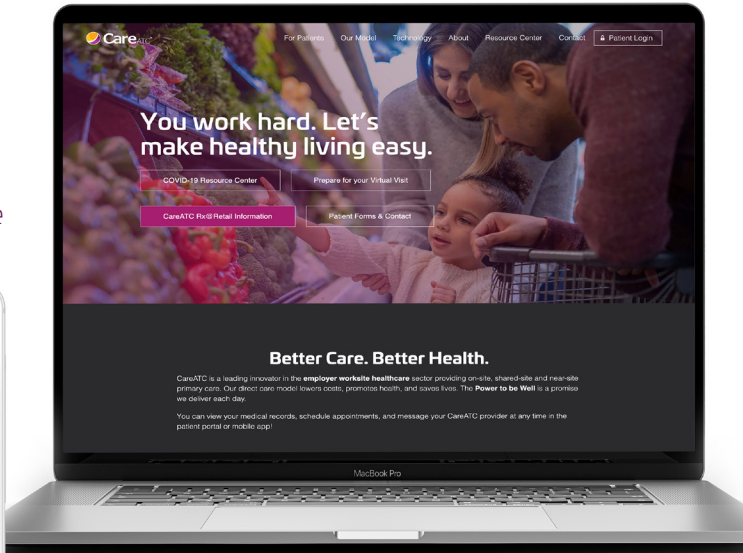
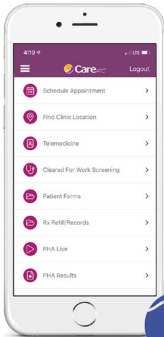
Step 4: Set Up Your Recovery Options

Provide a phone number and/or email address to recover login information.

If you have trouble registering or logging into the Patient Portal or Mobile app, you can call the Patient Access Center at 800.993.8244.



Mobile App ▼



Download the CareATC Mobile App

With the CareATC mobile app, you can take your wellness with you — anywhere, anytime! Schedule appointments, get access to information that can help you improve your health, and so much more.

Download the app to:

- ➔ Schedule In-Person or Virtual Care Appointments
- ➔ Access 24/7/365 Virtual Primary Care
- ➔ Message Your Primary Care Team
- ➔ Complete and Review Forms and Documents
- ➔ View Your Medical Record
- ➔ Submit Prescription Refill Requests
- ➔ View Personal Health Assessment (PHA) Results
- ➔ Map Available Clinic Locations
- ➔ Access Exclusive Health Education Content

Your Wellness Center Benefits

No-Cost Primary Care



The biggest barriers to quality care are access and cost. Because your Wellness Center is sponsored by your employer, there are no fees for services rendered to you, your spouse or dependents (ages 2+) who are on your health plan. Your Wellness Center is not open to the general public, which means that you have greater access to quality care when you need it most. No more long waits in a crowded waiting room or feeling rushed during your appointment. Finally, full-service primary care to keep you and your family healthy.

Services and treatments can include:

- Adult Immunizations
- Allergies / Asthma
- Annual Physicals
- Behavioral Health
- Cold / Flu / Congestion
- Diabetes Management
- Generic Medications On-site
- Health Coaching
- High Blood Pressure
- High Cholesterol
- Lab Work / Tests - On-site
- Minor Injuries
- Personal Health Assessments (PHAs)
- Sick Visits
- Sports Physicals
- Tobacco Cessation
- Weight Control
- Well Woman Exams





Quick and Easy Appointment Scheduling



Scheduling appointments is fast and convenient using the CareATC app, Patient Portal or call-in scheduling. Because the wellness center is catered to you, it's easy to schedule same-day or next-day appointments.

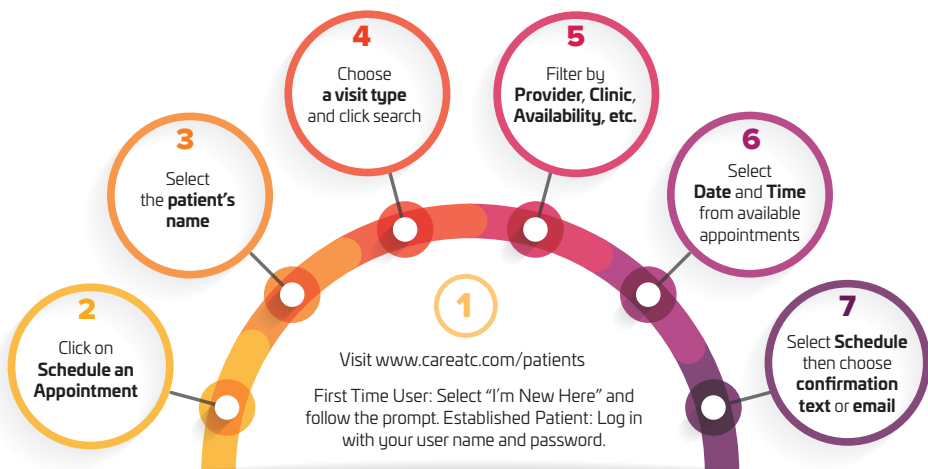
Three easy ways to schedule an appointment

-  Call **717.455.3833** (hablamos español)
-  Visit **www.careatc.com/patients**
-  Download the **CareATC App**

Less wait time, more face time with your medical provider

Our more individualized appointments give you more time with your provider so you can receive focused attention to cover all your concerns and wellness goals. Experience little to no wait time so you can spend more time on your health.

- ➔ Convenient Wellness Center location with little-to-no wait time
- ➔ Extended time with board certified medical providers
- ➔ Address risk markers and take a total health approach
- ➔ Experience integrated care to achieve your wellness goals





Virtual Primary Care



Virtual Primary Care is available via telephone or an online face-to-face video visit, depending on availability and your specific symptoms. Virtual visits can cover most needs, including everyday sick visits, well visits, follow-ups, medication reviews, and possible exposure or symptoms related to viral diseases - all from the comfort and safety of your home. During a virtual visit, you and your CareATC provider can discuss any needed referral services or medication options.

Benefits of Virtual Primary Care

- ➔ 24/7/365 Access to Quality Care
- ➔ Consistent Care from Board-Certified Providers
- ➔ Virtual Chronic Disease Management
- ➔ Address Acute Care Needs
- ➔ Convenient Appointment Scheduling
- ➔ Prescription At-Home Delivery or Pharmacy Pick-Up
- ➔ 100% HIPAA Compliant
- ➔ Bilingual Care Providers Available
- ➔ Telephone and Video Visits
- ➔ Consistent Care with Centralized EMR

Free On-site Lab Testing and Generic Medications



Whether you're recovering from the common cold or need to get a chronic condition under control, free lab testing and no-cost generic medications further support your health journey.

Three easy ways to fill your prescriptions

1. Home delivery

Order up to a 3-month supply of medications you take regularly.

2. Pick up at your CareATC Wellness Center

You can request refills using at careatc.com/patients or on the CareATC app.

3. Pick up at select retailers

Retail pick up at your local Walmart, CVS and Walgreens may be available to you. Ask your CareATC provider.

No-Cost Generic Medications

Here is an example list of generic medication categories that may be available to you:

Allergies	Antiviral
Antacids	Cholesterol
Anti-inflammatory/Pain	Diabetes
Antibiotic	Hypertension
Anticonvulsant	Pulmonary
Antidepressant	Steroid
Antiemetic	Thyroid
Antifungal	



**Medication list subject to provider. May change without notice.
Texas Residents: only over the counter medication dispensation available.*

Area Clinic Location

1042 New Holland Ave, Lancaster, PA 17601

Meet our Providers



Susan Boyer, MSN, NP

Susan has over twenty-two years' experience as a board-certified family nurse practitioner. Ms. Boyer graduated Magna Cum Laude with a B.S.N from Temple University and obtained her Master of Science and Nursing from Widener University. She is certified in Massachusetts and Pennsylvania and currently accepting new patients.



Dolores Dwyer, MSN, NP

Dolores is board-certified by the American Nurses Credentialing Center and the American Academy of Cardio-Pulmonary Rehabilitation and has over twenty years of experience in family medicine. She holds a Masters of Science in Nursing in adult health and a Post Masters Certificate in family medicine.



Kelly Dickson, RD

Kelly Marsteller is a registered dietitian nutritionist. She provides one-on-one and group nutrition coaching, as well as counseling for weight loss and chronic disease management. Kelly has facilitated education programs for weight management, bariatric surgery, and diabetic care.



Jenniffer Rodriquez, LPN

Jenniffer is a Licensed Practical Nurse with more than 13 years experience in diverse medical settings. Jenniffer has provided care for patients in Primary Care, Obstetrics and Gynecology, Infertility, and Mental Health.



Diane Sellner, MA

Diane is a certified Medical Assistant and Phlebotomist that has provided care for patients in multiple specialties including Primary Care, Dermatology, Surgery, and Gastroenterology for more than 13 years. She has also has experience working at the Central PA Blood Bank.



Three easy ways to schedule an appointment:

CareATC App  careatc.com/patients  717.455.3833

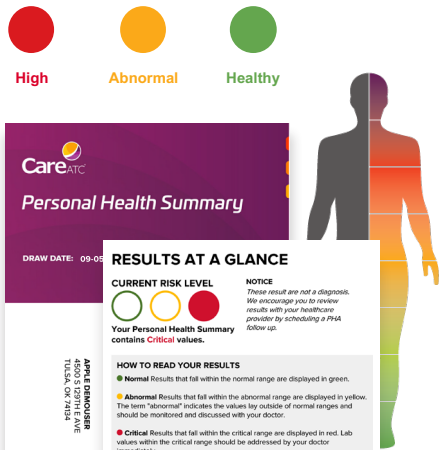
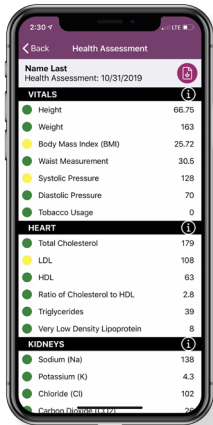
*Well child visits are not available at the CareATC clinic locations. Under HIPAA regulations, all patient information is confidential.

Programs Designed for Better Health

Personal Health Assessment (PHA)

A key component of the CareATC model is a Personal Health Assessment (PHA) which provides a comprehensive health summary that empowers you to make better decisions and navigate your health. It is the first step in learning important personal information about your risk levels for certain preventable diseases and medical conditions. After you participate in a fasted blood draw, you will receive detailed lab results to give you a snapshot of your health. As you take the PHA every year, you'll be able to track values that change.

See your results on the CareATC Mobile App or Patient Portal within 48 hours



Receive a paper booklet mailed to your home within two weeks

Getting Ready for Your PHA



The PHA is a biometric screening that includes a check of blood pressure, height, weight, waist measurement and a blood draw. To receive the most accurate results, a PHA requires you to be fasting from all food (includes mints, gum and lozenges), drinks (black coffee allowed) and tobacco products 8 hours or more prior to the time of the blood draw. Does not apply to patients who are pregnant or have diabetes. Do drink at least 8 glasses of water the day before and several glasses prior to your appointment. Be sure to take prescriptions that don't require food including blood pressure medications.

PHA Live ▶
Video



PHA Live



We inspire better health with information that comes to life. **PHA Live** is a video-based personal health assessment (PHA) summary that brings clarity to personalized lab results. A custom video built just for you provides an easy-to-understand summary of your most important lab values. Securely access your **PHA Live** within the CareATC Platform and Mobile App.

"I love my CareATC provider and the whole crew at the clinic. I'm diabetic and my CareATC provider helped me get my A1C down to 6.1 from 8.4! I've changed my diet and am feeling great. I wish everyone had the opportunity to utilize this type of health care facility."

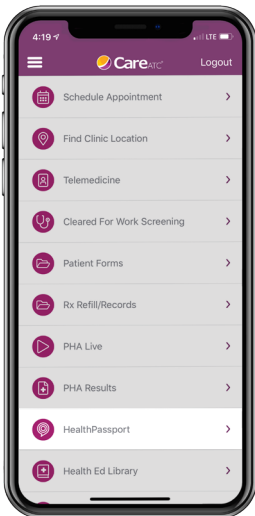
George S., Muskogee, OK


HealthPassport



HealthPassport is a wellness and incentive management portal designed to give you a front row seat to your employer's corporate wellness program. Never miss out on the incentives (and wellness goals) that matter most to you.

With **HealthPassport**, you can access:



- Incentive management
- Activity and nutrition tracking
- Fitness device and app integration 
- Health education materials
- Goal setting and competitions
- Access content on your mobile device

← **Select**

"I had an appointment at the clinic to follow-up on my recent PHA. The staff was professional, efficient and friendly. Almost no wait time. Quality and ultra-convenient. Thank you very much for making the clinic happen. It is an incredible benefit."

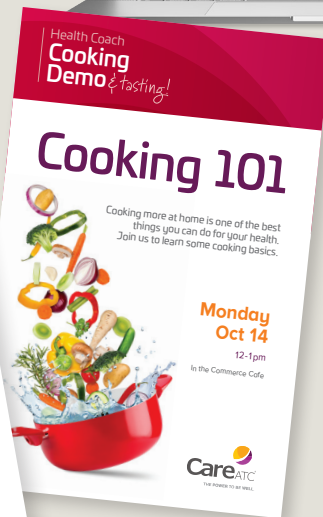
Jim, CareATC Patient

Wellness Health Coaching

Wellness coaching is all about addressing important lifestyle issues like weight-loss and tobacco, promoting wellness through fitness and nutrition, as well as actively managing chronic conditions. Our coaches customize their approach to generate the best health outcomes tailored-made for you.

With wellness health coaching, you can expect:

- Individualized care plan design
- Onsite group sessions
- Outcomes-based models
- Health education materials
- Clinical health coaching with physician oversight
- Virtual meeting options



Frequently Asked Questions



What is CareATC?

CareATC is a national healthcare company that promotes health, prevents disease and provides a shorter path to care. As a technology-driven healthcare company for the modern workplace, we're all about smart tools that keep you healthy and save you money.

Why is my employer partnering with CareATC?

Our model of care gives employers greater control over healthcare costs with solutions that work together to build a healthier workforce. In short, we help employees and their families improve health that results in healthcare savings.

How is CareATC Primary Care different from a traditional primary care practice?

On-site or near-site primary care clinics give employees and their families a place to get comprehensive medical care at little to no cost. Including primary care visits, generic drugs and labs tests. All of our medical providers are 100% board-certified so you can expect high-quality care at each visit.

What is a Personal Health Assessment?

The Personal Health Assessment (PHA) is a complete health screening tool that identifies risk factors such as high blood pressure, high cholesterol, diabetes, obesity and much more. Being aware of your current health status is the first step toward a happier and healthier lifestyle. Please note: A PHA requires you to be fasting for eight or more hours.

Will you share my medical records with my employer?

No. Your medical records will never be shared with your employer. With CareATC, your personal health information is 100% safe and secure. The privacy and confidentiality of our patients are protected under federal HIPAA Regulations, state laws and regulations, and the ethics codes of mental health professions. Access to patient records and transmissions by third-party entities, (i.e. employers or family members) is prohibited. Patient information may not be disclosed without the explicit and informed consent of the patient and authorization by their clinician.

How do I activate my account?

Securely activate your account by downloading the **CareATC App** or visiting www.careatc.com/activate. Activate your account in **4 easy steps**: **Step 1:** Tell Us About Yourself - provide your personal details. It is important you double check that this matches your employer records. **Step 2:** Verify Your Identity - complete a verification quiz that authenticates your identity. **Step 3:** Create Your Account - set up your username and password. **Step 4:** Set Up Your Recovery Options - provide a phone number and/or email address to recover login information. If you have trouble registering or logging into the Patient Portal or Mobile App, you can call the Patient Access Center at 800.993.8244.

"I have been a patient for 5 years. My CareATC provider is the kind of doctor who is friendly, genuine, caring, and helpful. In the last year and a half, I have been to a lot of specialists who made me feel like a number. My CareATC provider is not like this at all. He makes me feel like I am more than just a number."

Michelle M., Phoenix, AZ

**THE
POWER
TO BE WELL.®**

Your health is our mission.

Contact us today to schedule an appointment
717455.3833 | www.careatc.com/patients | CareATC app



CareATC Inc. is a leading innovator in the health technology sector providing on-site and shared-site medical clinics. By leveraging groundbreaking technology, CareATC offers customized population health management solutions for employers that reduce healthcare costs by promoting health, preventing disease and providing a shorter path to care. CareATC manages more than 150 clients in 35 states and cares for more than 300,000 patients. Accredited by the Accreditation Association for Ambulatory Health Care Inc., CareATC is based in Tulsa, Oklahoma. To learn more about CareATC Inc., visit www.careatc.com.