



What to know. What to expect.

What is the relationship between C&F and CareATC?

CareATC is a third-party Health Center provider that C&F has contracted with to manage and operate the onsite Health Center. The clinical staff is employed and managed directly by CareATC.

How much does an appointment cost?

There is no fee for preventive visits. Preventive visits include: annual physical and blood draw related to annual physical; many common immunizations; preventive assessments and screenings; and health coaching and counseling. Your clinician can provide further information and details related to preventive treatments.

- For all other visits, there is a flat fee of \$25.
- The Health Center fee can be paid via credit or debit card – no checks or cash are accepted.
- Employees can also use funds from their HSA or FSA accounts to pay the Health Center fee. This fee does not go toward the deductible for employees' Anthem medical plans.

Who is eligible to use the onsite Health Center?

- All C&F company employees.
- All spouses and dependents of C&F employees ages 6 and older on the C&F health insurance plan.
- You do not need to be on C&F's health insurance to use the Health Center.

What types of treatments are provided at the Health Center?

- Allergies
- Asthma
- Cold & Flu
- Congestion & Sinus
- Diabetes Management
- High Cholesterol
- Hypertension
- Immunizations
- Mental Health
- Minor Burns
- Physicals
- Sports Physicals
- Sprains & Strains
- Thyroid Dysfunction
- And More

What are the Health Center hours?

CareATC Health Center (Toano)

Monday/Tuesday/Thursday 8 am - 2:30pm

CareATC Health Center (Henrico)

Wednesday 8 am - 1:30 pm

How do I make an appointment?

You can access the Patient Portal and schedule an appointment at www.careatc.com/cf or by dialing 757.741.2250.

Is my medical information confidential?

Yes. CareATC is HIPAA compliant and adheres to all applicable laws and regulations governing the security and confidentiality of patient information. All patient provider communication is protected, confidential, and not shared with any member of C&F. C&F may receive aggregated reports of medical services received but never any information tied to a specific individual.

What lab services are performed onsite?

The Health Center is able to perform many lab draws for your convenience on-site including: blood glucose, rapid strep test, flu testing, COVID, pregnancy, and urine testing. For more complex testing, we provide on-site blood draws and coordinate for a lab service to pick up and process off-site.

In order to comply with Virginia state regulations, any patient who brings in a lab order from an outside physician must first establish care with the Health Center provider, Susan Walkley. This requires a new patient appointment that includes a thorough medical history review (to include but not limited to past medical and surgical history, family history, social history, updated medication list, most recent labs, and preventative services). To expedite the process, the patient may request their medical records from their primary care provider to bring with them on their first visit or have them sent directly to the Health Center. If the patient does not have medical records available, the provider will have the patient sign an "Authorization to Use and Disclose Medical Information" and request their medical records on their behalf.

For established patients, a brief follow-up appointment may be required depending on the testing required, in most cases this can be done at the time of the lab draw. The provider will send lab results to your primary care or specialist's office based on the contact information you provide. Patients will have access to all of their results via the Patient Portal. In the case of critical results, patients will be contacted directly by your Health Center provider to arrange a plan of care.

How do I view my lab results?

To view your lab results, simply log in to your Patient Portal at www.careatc.com/cf.

Can I contact the clinician if I have any questions?

You may send your provider a message through the Patient Portal at www.careatc.com/cf. You also have the option to call the Health Center phone number at 757.741.2250 and leave a message. The provider will respond to your inquiry in a timely manner. If you have a medical emergency, dial 911.

Can I keep my primary care physician?

Yes, you can keep your primary care physician. The Health Center provides an additional convenient option to address your healthcare needs and concerns. For those who do not have a primary care physician, your clinician at the onsite Health Center can also serve as your primary care provider.

What if I need to see a specialist?

Your Health Center clinician will make referrals and coordinate care with specialists when needed.

How do I get a copy of care summary from the Health Center?

You can access a summary of your care, test results, and medication information directly in your Patient Portal at www.careatc.com/cf.

What virtual/tele-medicine services are provided through the Health Center?

The Health Center provides scheduled tele-medicine (telephone and video) visits for the convenient treatment of minor medical issues as well as routine health coaching and care follow-up. For certain clinical conditions, the Health Center's virtual services can be a convenient substitute for an in-person appointment when/if patients are in a remote office location or are otherwise unable to come to the Health Center in person for an appointment, perhaps due to an illness. However, virtual care is not applicable in all cases and is never preferable to an in-person visit whenever possible. Patients should consider utilizing the Health Center's virtual services for health coaching, care follow-up, and/or treatment of routine minor medical conditions such as the following:

- Allergies
- Asthma
- Bladder Infections
- Bronchitis
- Cold & Flu
- Diarrhea
- Insect Bites
- Pink Eye
- Skin Problems
- Sprains & Strains
- Mental Health
- Constipation

How do I schedule a virtual/tele-medicine appointment?

The Health Center's virtual appointments are available during regular Health Center hours. Patients can schedule a virtual tele-medicine video appointment by visiting www.careatc.com/cf and clicking on the 'Patient Portal' button; clicking "Schedule Appointment" and on the drop-down menu, selecting "Secure Online Video Appointment" as an appointment type.

For nutrition appointments, select "Wellness Visit" and note that it is virtual. If a patient has any issue, please contact the Health Center directly at 757.741.2250. Virtual telemedicine appointments follow the same fee structure as in-person appointments.



Scan to
Schedule

