



What to know. What to expect.

What is the relationship between Davenport and CareATC?

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

Will care received at the Health Center coordinate with my health insurance?

Davenport employees have High Deductible Health Plans and in order to protect the eligibility to offer Health Savings Accounts, care received at the Health Center does not coordinate with your Davenport health insurance (Anthem). This means you will NOT use your Anthem card at the Health Center and charges will NOT be applied to your Anthem deductibles, coinsurance or out-of-pocket expenses. However, your expenses at the Health Center are considered eligible expenses for reimbursement through your health savings account or flexible spending account.

Receiving medical care and prescriptions through the Health Center will cost you much less than care and prescriptions at other facilities using your health insurance. Because care/prescriptions at the Health Center are not being run through our health insurance, we expect to see a reduction in our claims expenses and premiums over time.

Who is eligible to use the onsite health center?

- All Davenport company employees.
- All spouses and dependents of Davenport employees ages 6-26.
- You do not need to be on Davenport's health insurance to use the Health Center.

Is the Health Center available to branch employees?

Yes! The Health Center is open to all employees, spouses and dependent children ages 6-26. Until remote services are available to other locations, all employees are welcome to visit the Health Center in Richmond. If you choose to visit the Health Center in Richmond, you will not need to use PTO for your time out of the office.

- We recommend that branch employees plan and schedule their preventive healthcare visits around any pre-planned trips to headquarters.
- Branch employees can certainly use the Health Center for sick visits, but this may not be feasible for locations some distance away.
- Your choice to use the Health Center could depend on the nature of your condition, the availability to see a doctor in your area, and the cost of a traditional doctor visit.
- We anticipate Bettina will visit most branch locations to administer free flu shots in the fall.

What types of treatments are provided at the Health Center?

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

How much does an appointment cost at the onsite health center?

- 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 \$30.
- The Health Center fee can be paid via credit or debit card. No checks or cash are accepted at the Health Center.
- Employees can also use funds from their HSA to pay for the Health Center fee.

What are the health center hours?

Monday – Thursday 9:00am – 3:00pm.

How do I make an appointment?

You will receive an email prompting you to register for the patient portal. Once you have registered, you can access the patient portal and schedule an appointment at www.careatc.com/davenport. A detailed portal guide will be available soon at <https://www.careatc.com/davenport>.

You can also schedule an appointment by dialing 804-697-2999 or from a Davenport internal phone by dialing extension 2999.

Can I receive a prescription at the Davenport Health Center?

Your Provider at the Health Center can offer you up to 300+ generic medications that arrive to your home via mail order in a 90-day supply through our partner Northwind Pharmacy. To see the extensive list of medications and more details about the program, see the appendix to this FAQ.

What lab services are performed onsite?

The Davenport 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 Davenport Health Center provider, Bettina Reed. 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 Davenport 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. Bettina 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 Davenport 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/davenport.

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/davenport. You also have the option to call the Health Center phone number at (804)697-2999 or X-2999 from an internal Davenport phone and leave a message. The provider will respond to your inquiry in a timely manner. If you have a medical emergency, dial 911.

What virtual/tele-medicine services are provided through the health center?

CareATC 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, CareATC'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 CareATC 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 CareATC'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
- Respiratory Infections

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

CareATC's virtual appointments are available during regular health center hours. Patients can schedule a virtual tele-medicine video appointment by visiting www.careatc.com/davenport 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 (804)697-2999. Virtual telemedicine appointments follow the same fee structure as in-person appointments.

Can I keep my primary care physician?

Yes, you can keep your primary care physician. The Davenport 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 CareATC Health Center clinician will make referrals and coordinate care with specialists when needed.

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

You can access a summary of your care, test results, and medication information directly in your patient portal at www.careatc.com/davenport.

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 Davenport & Company. Davenport & Company may receive aggregated reports of medical services received but never any information tied to a specific individual.

DAVENPORT HEALTH CENTER
powered by **CareATC**

