



Scan to Schedule



What to know. What to expect.

What services does the Health Center provide?

Your CareTeam Corporate Health Center powered by CareATC provides primary care services, urgent care, chronic disease management, nutrition services, behavioral health, health and wellness coaching and telemedicine services.

What types of treatments are provided at the Health Center?

- Allergies
- Asthma
- Cold & Flu
- Congestion & Sinus
- Diabetes Management
- High Cholesterol
- Hypertension
- Lacerations
- Minor Burns
- Sprains & Strains
- Thyroid Dysfunction and more

Who is eligible to use the Health Center?

ALL full-time City and Constitutional employees. You do not have to be on the City's Health Insurance plan to use the center as an employee. The center is a benefit to you as an employee.

All dependents that are on the City's Health Insurance plan that are ages six years and older are also eligible.

How much does an appointment cost?

There is no fee for preventive visits. Preventive visits include annual physicals and blood draws related to annual physicals; common immunizations; preventive assessments and screenings; health coaching and nutrition counseling.

For all other non-preventive visits, there is a flat fee of \$25.00. This fee covers any lab work that is done at the Health Center. Credit or debit cards are the preferred method of payment at the Health Center. Employees may also use funds from their HSA and FSA accounts to pay the Health Center fee. This fee does not go towards the deductible for employees' health plans.

Will the Health Center fee be applied to my deductible?

While CareTeam does not submit any claims to the insurance carrier, it does provide a copy of a superbill in the Patient Portal. If an employee would like to retroactively get credit for the visit against their deductible, they may submit that superbill directly to the insurance provider for reconciliation. Because the majority of visits that occur in the primary care setting are "preventive visits," there will be no visit charge enforced for those visits.

Two easy ways to schedule an appointment: ☎ 434.483.2504 🖥 www.careatc.com/danville

What are the Health Center hours?

Monday - Friday 7:00 am - 6:00 pm

Is my medical information confidential?

Yes. CareTeam is HIPAA compliant and adheres to all applicable laws and regulations governing the security and confidentiality of patient information. Your information will not be shared with your employer. All patient provider communication is protected and confidential.

How do I schedule appointments and communicate with the provider?

All appointment scheduling and patient communication will be managed through a secure Patient Portal. Employees can access the Patient Portal by visiting <https://www.careatc.com/danville> and clicking on the "Patient Portal" button.

In order to use the patient portal, all patients must first register. To register, please follow the same link above, click on the Patient Portal button and click "Sign up Today" highlighted in the bottom right-hand corner of the page and follow the instructions.

If you encounter any issues with the registration process, please call the Health Center directly at 434.483.2504.

Can I contact the clinician if I have any questions?

Yes. You may send your provider a message through the Patient Portal: www.careatc.com/danville. You also have the option to call the Health Center phone number at 434.483.2504 and leave a message. The provider will respond to your inquiry in a timely manner. If a patient is having a medical emergency, dial 911.

Can I get prescriptions through the Health Center?

Your CareTeam clinician will determine if prescription medication is required during your visit. If a prescription is needed, an e-script will be sent to a pharmacy of your choice.

What lab services are performed onsite?

The CareTeam Corporate Health Center has a standard formulary of lab services that we offer for your convenience. For more complex testing, we provide on-site blood draws and coordinate for a lab service to pick up and process off-site. Your provider will discuss lab services options during your appointment.

How do I view my lab results?

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

What is the telemedicine service?

CareTeam Virtual provides scheduled telemedicine visits for the convenient treatment of minor medical issues as well as routine health coaching and care follow-up. For certain clinical conditions, CareTeam Virtual services can be a convenient substitute for an in-person appointment when/if you are in a remote office location or are otherwise unable to come to the CareTeam Corporate 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 CareTeam Virtual 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

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

If a patient has any issue with scheduling, he/she can contact the Health Center directly at 434.483.2504.

How do I schedule a telemedicine appointment with my CareTeam Health Center provider?

CareTeam Virtual/telemedicine appointments are available during regular Health Center hours. You can schedule a telemedicine appointment by visiting www.careatc.com/danville and clicking on the "CareTeam Virtual eVisit" button. Before your initial telemedicine appointment, you must register in eVisit. Click "I don't have an account" and follow the steps. Once registered, schedule an appointment with Laurie Taylor, NP. If you have any issues, contact the Health Center directly at 434.483.2504.

Can I keep my current primary care physician?

Yes, you can keep your primary care physician. The Corporate 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 dedicated clinician at the onsite Health Center can also serve as your primary care provider.

What if I need to see a specialist?

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

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

For a summary of your care, test results, and medications, you can access that information directly in your Patient Portal: www.careatc.com/danville.

What is the billing process for appointments at the Health Center?

Patients who are seen for reasons other than preventive care will pay a flat fee of \$25.00. As part of the registration process, the patient can choose to have their credit card stored on file. There is a standard five-day processing period for payments made through the system to accommodate for the payer's bank. As a result, you may not see the charge posted for up to five business days. If for some reason the patient does not make a payment at the point of care or does not have a credit card stored on file, he/she will be billed. Statements are sent out on a monthly basis. Patients also have the option of contacting their provider directly to arrange a payment or can make a payment through the Patient Portal. If you have any billing questions, please contact CareTeam directly at 434.483.2504.

CareTeam Corporate Health Center
541 Bridge St, #1, Danville, VA 24541



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CareTeam Corporate Health Center

Meet Your Medical Provider



Laurie Taylor, NP

Primary Care

Laurie Taylor, FNP-C is a lifelong resident of the Danville area. A graduate of Tunstall High School, she went on to earn a degree in Public Relations from Virginia Tech in 1985. She later returned to school to pursue nursing and graduated from The Memorial Hospital School of Nursing with a nursing diploma and later earned a bachelor's degree in Nursing from The University of Virginia. After 26 years working as a Registered Nurse between Danville Regional Medical Center and Cone Health System, Laurie returned to James Madison University and obtained a master's degree in Nursing, specializing as a Family Nurse Practitioner in 2016.

Laurie has worked as a Nurse Practitioner for Centra Health in Urgent Care and for the Danville Veteran's Clinic providing Primary Care. Her desire is to help people achieve optimal health so that they may fully enjoy their lives. Laurie has been married to Allen Taylor for 30 years. Their family is the light of their lives and includes daughters Carley, 25 and Morgan, 21. They added a son in 2017 when Carley married Travis Younger. Her extended family continues to live in the Danville area and include brothers, James and Wade Rich, sister, Debbie Smoak and in-laws Nina and Claudie Taylor. Laurie is a member of Mt. Hermon Baptist Church where she sings in the choir. She enjoys music, reading, travel and most anything British.

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Meet Your Medical Provider



Cindy Bortz, DNP, FNP-BC

Primary Care

Cindy Bortz is a board-certified Family Nurse Practitioner with over 25 years of health care experience. She received her Bachelor of Science in Nursing and Doctor of Nursing Practice from Lenoir Rhyne University in Hickory, NC. Through decades of nursing experience, including ICU/critical care and EMS, Cindy is well-practiced in providing treatment plans to patients with acute and chronic health conditions.

Cindy has a background in construction and worked as a crew chief before becoming a nurse. She still volunteers as a crew chief for multiple missions teams, including World Changers International Church, Habitat for Humanity, and Hope Builders. An avid outdoors enthusiast, Cindy enjoys hunting and fishing with her husband of 40 years, Scott. Together they have two daughters and five grandchildren.

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