

Mon/Wed 8am - 5pm  
Tue 6am - 3:30pm  
Thu 10am - 7pm  
Fri 7am - 3:30pm

**540.431.4461**



# Employee Clinic **Frequently Asked Questions**

## Who is CareATC?

The City of Winchester has partnered with CareATC to manage our onsite employee clinic. CareATC is a third-party healthcare services provider who will staff and manage the onsite clinic. CareATC emphasizes technology-enabled primary care including, online scheduling, virtual care capabilities, pre-visit check-in, and more. Anything you typically see your primary care provider for will now be available in our own onsite clinic. CareATC manages all patient information following privacy and HIPAA compliance laws and regulations. Your personal health information is private and will not be shared.

## What services are provided?

CareATC provides primary care services, acute and episodic care, health coaching, chronic disease management, telemedicine, laboratory, and other health services.

## What types of treatment are provided at the employee clinic?

- Allergies
- Asthma
- Cold & Flu
- Congestion & Sinus
- Diabetes Management
- High Cholesterol
- Hypertension
- Immunizations
- Minor Lacerations
- Minor Burns
- Thyroid Dysfunction
- Sports Physicals

## How do I schedule appointments?

- 1 Schedule your appointment online by visiting [www.careatc.com/Winchester](http://www.careatc.com/Winchester) and clicking "Patient Portal." If this is your first time logging into the Patient Portal, you will be prompted to register your account.
- 2 Call the employee clinic at 540.431.4461

## How do I register my portal account?

If this is your first time logging into your portal account through athenahealth you will need to first establish your account. Click the "sign up" hyperlink to get started. You can access this page by first visiting [www.careatc.com/Winchester](http://www.careatc.com/Winchester) and selecting "Patient Portal."

### Who is eligible to use the employee clinic?

All employees, spouses, and dependents ages 2+ covered on the health plan.

### How much does the employee clinic cost to use?

Who	Cost
Employee	\$0
Spouse or dependent 2+	\$0

### Can I keep my current primary care physician?

**Yes**, you can keep your primary care physician. The City of Winchester Employee Clinic provides an additional convenient option to address your health care needs and concerns. For those who do not have a primary care physician, your dedicated clinician at the onsite employee clinic can also serve as your primary care provider.

### What if I need to see a specialist?

Your employee clinic provider will make referrals and coordinate care with specialists when needed.

### How do I get a copy of the 'summary of care' from the City of Winchester Employee Clinic?

For a summary of your care, test results, and medications, you can access that information directly in your Patient Portal [www.careatc.com/Winchester](http://www.careatc.com/Winchester).

### Can I contact the clinician if I have any questions?

You may send your provider a message through the Patient Portal located at [www.careatc.com/Winchester](http://www.careatc.com/Winchester) or call the employee clinic at 540.431.4461 and leave a message. The provider will respond to your inquiry promptly. If you have a medical emergency, dial 911.

### Can I get prescriptions through the employee clinic?

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

### How do I view my lab results?

To view your lab results, simply login to your patient portal at [www.careatc.com/Winchester](http://www.careatc.com/Winchester).

### Is my medical information confidential?

**Yes**. City of Winchester Employee Clinic 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 and confidential.

### What is the City of Winchester Employee Clinic's virtual telemedicine capabilities?

The employee clinic provides scheduled telemedicine (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 employee clinic'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 employee clinic 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 employee clinic'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 and Flu
- Diarrhea
- Insect Bites
- Pink Eye
- Respiratory Infections
- Skin Problems
- Sprains and Strains

### How do I schedule a virtual telemedicine appointment?

Virtual appointments are available during regular City of Winchester Employee Clinic hours. Patients can schedule a virtual telemedicine video appointment by visiting [www.careatc.com/Winchester](http://www.careatc.com/Winchester) 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.

If a patient has any issues, he/she/they can contact the employee clinic directly at 540.431.4461. Virtual appointments follow the same fee structure as in-person appointments.