



# Frequently Asked Questions

## What is the SCM Health Center?

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

## How much does an appointment cost?

Preventive Services	\$0
Non-Preventive Services	\$0

Examples of **Preventive Services** include: annual physical and blood draw related to annual physical, many common immunizations, preventive assessments and screenings, health coaching and nutrition counseling. Examples of **Non-Preventive Services** include: appointments for acute issues like sinus infections, allergies, cold, or rash.

## Who is eligible to use the health center?

- All employees of SCM
- Spouses/dependents (six and older) on the health plan

## What services does the health center provide?

Your SCM Health Center provides primary care services, acute and episodic care, health coaching, chronic disease management, tele-medicine, laboratory and other health services.

## What types of treatments are provided?

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

## Is my medical information confidential?

**Yes.** SCM Health Center 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.

## How do I schedule appointments?

Appointments can be scheduled in three ways:

- 1 Use this QR code and follow the prompts: When asked for insurance information or additional notes, simply put an 'X' in the box.
- 2 You can also schedule an appointment on our secure online patient portal at [www.careatc.com/SCM](http://www.careatc.com/SCM), by clicking on the "Patient Portal" button, then clicking on "Schedule Appointment".



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. Follow the instructions.

- 3 Call the health center directly at (804) 486-6877 (Please note that the phone is only answered during clinic hours).

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

**Yes**, you can keep your primary care physician. The SCM 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 on-site health center can also serve as your primary care provider.

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

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

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

For a summary of your care, medications, and test results, you can access the information directly at [www.careatc.com/SCM](http://www.careatc.com/SCM), then click on the “Patient Portal” button.

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

You may send your provider a message through the patient portal at [www.careatc.com/SCM](http://www.careatc.com/SCM), or call the health center at (804) 486-6877 to leave a message. The provider will respond to your inquiry in a timely manner. If you have a medical emergency, dial 911.

### Can I get prescriptions through the health center?

Your SCM Health Center 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 on-site?

The SCM 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?

Simply log in at [www.careatc.com/SCM](http://www.careatc.com/SCM) and click on the “Patient Portal” button.

### How do I schedule a SCM Health Center virtual tele-medicine appointment?

SCM 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/SCM](http://www.careatc.com/SCM), clicking on the ‘Patient Portal’ button, clicking “Schedule Appointment”, then on the drop down menu selecting “Secure Online Video Appointment” as the appointment type.

If a patient has any issue, the health center can be contacted directly at (804) 486-6877. Virtual appointments follow the same fee structure as in-person appointments.

### What are SCM Health Center’s virtual tele-medicine capabilities?

SCM 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, SCM 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 SCM 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 SCM Health Center’s virtual services for health coaching, care follow-up, and/or treatment of routine minor medical conditions such as:

- Allergies
- Asthma
- Bladder Infections
- Bronchitis
- Cold and Flu
- Diarrhea
- Insect Bites
- Pink Eye
- Respiratory Infections
- Skin Problems
- Sprains and Strains