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# What to know. What to expect.

## What is the relationship between Universal Fibers and CareATC?

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

## Who is eligible to use the onsite CareTeam Health Center?

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

## What types of treatments are provided at the CareTeam Health Center?

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

## What are the CareTeam Health Center hours?

Mon	8am - 4:30pm	Thu	5:30am - 4:30pm
Tue	5:30am - 2pm	Fri	8am - 4:30pm
Wed	8am - 4:30pm		

## 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/ufi](http://www.careatc.com/ufi). You can also schedule an appointment by calling 276.477.5160.

## 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/ufi](http://www.careatc.com/ufi). You also have the option to call the CareTeam Health Center at 276.477.5160.

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

You can access a summary of your care, test results, and medication information directly in your Patient Portal at [www.careatc.com/ufi](http://www.careatc.com/ufi).

## Is my medical information confidential?

**Yes.** The CareTeam 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, confidential, and not shared with any member of Universal Fibers. Universal Fibers may receive aggregated reports of medical services received but never any information tied to a specific individual.

### What lab services are performed onsite?

The CareTeam 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 CareTeam Health Center provider. 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 CareTeam 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 CareTeam 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/ufi](http://www.careatc.com/ufi).

### Can I keep my primary care physician?

**Yes**, you can keep your primary care physician. The CareTeam 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 CareTeam Health Center can also serve as your primary care provider.

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

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

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

The CareTeam 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 CareTeam 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 CareTeam 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 CareTeam 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
- Respiratory Infections

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

The CareTeam Health Center's virtual appointments are available during regular CareTeam Health Center hours. Patients can schedule a virtual tele-medicine video appointment by visiting [www.careatc.com/ufi](http://www.careatc.com/ufi) 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 CareTeam Health Center directly at 276.477.5160. Virtual telemedicine appointments follow the same fee structure as in-person appointments.



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