



HEALTH & WELLNESS CENTER

# Taking Care of Yourself Just Got Easier

## Welcome to QuadMed

### OUR GOALS FOR YOU

QuadMed provides high quality care for employees at or near their workplace. The QuadMed model is unique in that it focuses on treating the whole patient, not just the individual symptoms. This ensures you and your family receive personalized care, tailored to your needs.

### PERSONALIZING YOUR CARE

Helping you achieve your overall wellness goals is our main focus. Our providers will listen to you and learn your medical history and lifestyle to provide tailored treatment options.

Whether you need help with a long-term health goal such as managing your weight or high blood pressure; an immediate health need such as a sore throat; or a child with flu symptoms - we're here to help!



### YOUR EXPERIENCE

QuadMed is committed to finding ways to get every patient the right care, at the right time, at the right cost.

Your health, and the health of your family, is QuadMed's top priority. We look forward to serving your health needs at the center.

### ADVANTAGES OF THE HEALTH CENTER

The many advantages include:

- Full primary care services, conveniently located at or near your workplace
- Same day or next day appointments for last minute health concerns
- Access to quality, cost-effective healthcare for the entire family

### WHO IS ELIGIBLE

Typically, all employees, dependent children and spouses who are participants the Medical Plan are eligible to use the clinic. However, this can vary by client.

### EASY, ONLINE ACCESS

Our secure, online patient portal takes personalized care to a whole new level! Sign up for quick and easy access to all the tools you need to manage your health:

- Schedule and manage appointments for yourself, your spouse and your dependent children
- Access your secure QuadMed health records
- Secure message your provider team with questions or concerns

*Make your health a priority. The Health & Wellness Center removes the "hassle factor" of health care by offering you convenient, affordable, primary care at or near your workplace.*

### APPOINTMENT TIMES

Appointments are scheduled either in person, online, via mobile device or over the phone. QuadMed recommends an open access scheduling system which allows for same day appointments to all patients, regardless of the nature of their problems, whether routine or urgent. Same-day appointments are available for acute care visits as well as routine and preventive care for both our adult and pediatric populations. In our experience, approximately 30% of all QuadMed appointments are same day. Open access flexibility allows us to optimize use of physician and staff time and also allows us to better serve our patients. However, we recommend scheduling appointments in advance.

To schedule online:

<https://secure.myquadmedical.com>

### CONFIDENTIALITY

Confidentiality is vital in a healthcare setting, and healthcare providers are held to strict patient confidentiality rules. All patient medical information will be maintained in the strictest confidence and is not accessible to your employer. Your health information is also protected by a federal law called "HIPAA" (Health Insurance Portability and Accountability Act of 1996).

### AFTER HOURS ACCESS

If a medical concern arises after hours, we offer an optional 24-hour nurse line at 888.417.1001. We also offer optional 24/7 access to physicians via telemedicine for acute needs. For emergency situations, please follow standard emergency procedures and contact 911 as appropriate.

### HEALTH & WELLNESS SERVICES

The Health & Wellness Center is intended to provide many services across the entire spectrum. Many are those that you would expect to receive from a family physician. Some examples include:

- Primary and secondary disease prevention
- Comprehensive well-woman exams
- Diagnosis and treatment of most chronic health conditions
- Treatment of acute, non-life threatening illnesses, injuries and infections
- Lab testing: diagnostic and screening
- Routine screenings: glucose monitoring, blood pressure checks, cholesterol levels, etc.
- Simple excisions and injections: moles, skin tags and cysts
- Evaluation and treatment of uncomplicated mental illness
- Minor cut, suture and laceration care
- Dietary and nutritional assessment recommendations
- Routine physicals: adult, college, sports and camp
- Exercise pre-participation evaluation
- Personalized wellness coaching
- Personalized wellness report
- Generic medications

### CONTACT INFORMATION

To learn more about how the QuadMed Health & Wellness Center fits into your medical plan, contact your benefits team.

To learn more about QuadMed, visit [www.quadmedical.com](http://www.quadmedical.com).

