

## FREQUENTLY ASKED QUESTIONS



### How Do I Make An Appointment?

All patients with a unique valid email address should receive an email invitation from “[no-reply@eclinicalmail.com](mailto:no-reply@eclinicalmail.com)” with the subject line: **Patient Portal Access Information from My Health Onsite (MHO)**. Once registered, you can access the patient portal at [www.my-patientportal.com](http://www.my-patientportal.com). Then you can schedule an appointment and you will receive email reminders for upcoming appointments. **For additional help, call the 24-hr Call Center Support Team at 888-644-1448.**

### How Do I Reset My Password?

Click “**Forgot Password**” on the My Health Onsite Log In page to have a temporary password sent to your email address.

### If I Choose To Keep My Doctor, But I'm Seen For Something At The Employee Health & Wellness Center, How Will My Doctor Know?

You may sign a release of information form at the Health Center to request your information be forwarded to your doctor.

### Do I Have To Pay To Use The Employee Health & Wellness Center?

**No.** Your employer provides access to the center for all employees and their family members on medical plan.

### Can My Children Be Seen At The Employee Health & Wellness Center?

**Yes.** Children from the ages of 8 & up can be seen for non-urgent acute care such as sore throats, ear aches, bumps and scrapes. However, children between 8 & 11 must continue to see their pediatrician for regular wellness exams, school physicals and all chronic conditions. Children from the ages of 12 & up can be seen for non-urgent acute care and annual wellness exams (i.e. school physicals, sports physicals.)

*Please Note:* Chronic pediatric medical conditions at any age need to be followed by a pediatrician and cannot be managed at My Health Onsite Employee Health & Wellness Centers.

### Can I Use The Employee Health & Wellness Center Doctor For Primary Care Services?

**Yes.**

### What Are Some Of The Benefits Of Using The Employee Health & Wellness Center?

In addition to no charge for using the center, we offer free onsite prescriptions, lab work, vaccinations, and timely offsite imaging services. We provide confidential medical records, the convenience of scheduling your appointment online, the ability to access your medical records online, more one-on-one time with the doctor, a convenient location and an average wait time far less than you will typically experience elsewhere.

*FAQs Continued on Next Page*



## FREQUENTLY ASKED QUESTIONS CONT.

### What Can Be Treated At The Employee Health & Wellness Center?

Employees can be seen at the health center for colds, sore throats, high blood pressure, high cholesterol, diabetes, asthma, annual physicals, school physicals, lab work, EKG's, pap smears, blood work, vaccines and much more.

### Will My Employer Have Access To My Medical Records?

No. My Health Onsite is mandated by Federal HIPAA Regulations to not provide any personal medical health information to your employer, or anyone for that matter, without your written consent.

### Can I Bring In An "Outside Lab Order" From My Doctor And Get Them Drawn Through The Employee Health & Wellness Center?

Yes, but outside lab orders need to be discussed and approved during an appointment with the doctor at the Employee Health Center. Outside labs cannot be drawn during your "New Patient Lab" appointment (a nurse-only visit).

### What Is The Difference Between Urgent Care And Non-Urgent Acute Care?

Non-urgent acute care addresses new onset minor symptoms – i.e. sore throats, sinusitis, sprained ankle, etc. Such symptoms can be evaluated at the Employee Health & Wellness Center during a "Sick Patient" appointment.

### What If I Have A Question After Hours?

If you have a medical emergency, please call 911. To speak to a registered nurse about medical questions or to schedule an appointment by calling the 24-hr Call Center Support Team at 888-644-1448.

### What Happens At The "New Patient Medical" Appointment After I Complete My Lab Work?

The "New Patient Medical" appointment will be scheduled before you leave your "New Patient Lab" appointment. During the "New Patient Medical" appointment, a doctor will review your medical history, lab results and current medications.

### May I Bring A Prescription From My Doctor & Have It Filled At The Employee Health & Wellness Center?

Yes, but realize that the Employee Health & Wellness Center doctor will be prescribing as a physician (not acting as a pharmacy). Per Florida statute, every outside prescription will require a medical evaluation by the Employee Health Center doctor.

### Why Is There A 10-Minute Tardy Reschedule Policy For Appointments?

The good news is this policy will help reduce the wait times to see the doctor. While late arrivals are unintentional, late appointments can disrupt the entire daily schedule.

### How Do I Cancel Or Reschedule An Appointment?

It is important to reschedule when unable to attend your scheduled appointment. This allows other employees access to that appointment time. You can cancel existing appointments and then immediately reschedule a different day or time via the patient portal at [www.my-patientportal.com](http://www.my-patientportal.com) or by calling the 24-hr Call Center Support Team at 888-644-1448.

### Who Do I Contact With Comments, Suggestions And Feedback?

Please email [feedback@myhealthonsite.com](mailto:feedback@myhealthonsite.com)