



## Everside Health Frequently Asked Questions

### **CENTER DETAILS**

**Q. Who is Everside Health?**

A. Everside Health provides onsite, near-site, and virtual primary care services. Members can get 90% of the medical services they need from an experienced provider. Everside providers are dedicated to your health and are easy to reach at convenient locations near your home or work, as well as virtually (by phone or video). Our providers strive to provide a personal level of care and are available around the clock by phone for urgent health matters.

**Q. When will the Logansport, Arcadia, and Kokomo centers reopen under Everside Health operations?**

A. The centers will reopen January 17, 2022.

**Q. If WeCare operations are ending on December 29<sup>th</sup>, what happens if I need care between January 1, 2022 - January 17, 2022?**

A. Everside Health has other centers nearby in West Lafayette and Fowler where members can receive care in person or virtually until the centers reopen on January 17<sup>th</sup>.

2701-B Kent Avenue, Door 8  
West Lafayette, IN 47906

604 East 2<sup>nd</sup> Street, Suite A  
Fowler, IN 47944

**Q. Where is the Everside Health centers located?**

A. Everside Health will continue to operate in the same locations in Kokomo, Arcadia, and Logansport.

**Q. What do I need to do before Everside Health takes over?**

A. Before the winter holidays, we recommend you obtain medication refills and copies of important medical records/notes and receive any appropriate care before December 29<sup>th</sup>.

**Q. What about my medical records?**

A. Everside Health recommends you obtain a copy of your records from WeCare. You should bring these to your first appointment.

**Q: How do I make an appointment with Everside Health?**

A: Starting January 17<sup>th</sup>, call the health center to schedule all appointments. Please remember that an appointment is required for all visits, including medication refills and lab draws.



**Q: How do I access the Everside Health center website? Can I schedule an appointment through the website?**

A: Yes! There will be a dedicated website where members will be able to create an account to schedule appointments, request prescription refills, and more. Starting on 1/17, you will be able to create your online account to access all services. More information coming soon.

**Q. How do I reach my Everside Health provider after regularly scheduled hours?**

A. After hours, members can call the center phone number and choose the option for the nurse call line, which is staffed 24/7 by registered nurses. The nurse assesses your needs and guides care appropriately. If necessary, the nurse can contact the primary care physician; refer you to the emergency room (or urgent care center); or leave a message for clinic staff to contact you the following business day to schedule an appointment or follow up.

**Q. Can my family utilize the Everside Health center?**

A. Yes, the health centers are available to employees and family members (age 3 and over) who are on the insurance plan.

**Q. What will be the cost to members to use the Everside Health center?**

A. For employees and your covered family members (ages 3 and older), there will be no cost to access the center for a visit or any drugs dispensed at the center.

**Q. Will there be any changes to my insurance or carrier?**

A. There is no change to your insurance benefits. Everside Health is an added benefit for all employees and family members enrolled in your employer's benefits plan.

## **CENTER SERVICES**

**Q. What services can I get done at an Everside Health center?**

A. Everside Health providers offer a scope of services that's broader than a typical primary care practice – everything from routine checkups and urgent needs to chronic condition management and mental health screenings, with many services available virtually (by phone or video). Your provider can also help you make appointments for specialist services or care that can't be provided at the health center. A Welcome Packet with a full list of services will be sent in the coming weeks.

**Q. What if I already have a doctor who I like?** We know that many people have established relationships with their current doctor. You may choose to use the Everside Health center but continue a relationship with your existing doctor. Your Everside provider can be an additional option for your healthcare needs. Typically, it takes less time to get an appointment at your Everside Health center than it does at a regular



doctor's office.

**Q. If I have a prescription from another physician, can I fill it at the Everside Health center?**

A. The Everside Health center is not a pharmacy where the prescriptions from any provider can be filled. However, if you have a prescription written by an outside provider for a drug that is available at the health center, you can simply set up an appointment to be evaluated by the Everside provider. After the Everside provider has evaluated the condition, you can get a new prescription for the same drug and fill it at the center.

**Q. What drugs are dispensed at the Everside Health centers?**

A. More information will be coming soon about medications dispensed at each site. Everside Health stocks a variety of medications in our health centers that can be dispensed at no cost patients.

**Q. Can the Everside Health provider share my test results with my current doctor or specialist?**

A. Yes, Everside Health is happy to do this upon your written authorization and direction. Your personal medical information is never shared with anyone outside Everside unless you direct it.

## **PRIVACY**

**Q: Will my employer receive the results of my physical?**

A. No. Confidentiality is protected by law just as it is at any other doctor's office. No personal medical information, test results, coaching information or health goals will be shared with anyone at your place of employment unless you give written consent.

**Q: How can I be assured that my information will remain confidential?**

A. Everside Health takes HIPAA compliance very seriously. Patient medical records are only stored in the NextGen EMR, which is hosted remotely. Personal health information (PHI) is encrypted at rest and in transit in the EMR environment. All devices that display PHI are encrypted and secured. PHI is never saved or stored on laptops or any portable media. It is only stored in the EMR. Access is limited to authorized users on role-based criteria. In addition, Everside Healthcare maintains an Information Security Risk Management Program to ensure compliance with HIPAA and other applicable laws and regulations. Annual risk assessments are completed, and action plans are executed and overseen by executive leadership.

- To ensure the privacy of medical records from an internal perspective, Everside Health practices segregation of duties as much as feasible, regularly reviews activity for accidental or deliberate misuse of information and trains our employees and partners on privacy and security practices that are relevant to their functions.



- Everside Health has a privacy policy that dictates how patient information is used and who has access to the information. This policy is reviewed with you at the time of your first appointment with the clinic and reviewed annually from that point on. You are asked to read the policy and sign a document stating that you understand how Everside will manage your health information. The signed document is maintained within your medical record.