

# Employer Health Partners Information

## Welcome Packet

### **Employer Health Partners**

#### **CRH at NexusPark**

2100 25th Street, Suite I (access through Entrance 3)

Columbus, IN 47201

Phone: 812.376.5450

Email: [employerhealthpartners@crh.org](mailto:employerhealthpartners@crh.org)

Fax: 812.376.5451

Website: [crh.org/employerhealthpartners](http://crh.org/employerhealthpartners)



COLUMBUS  
REGIONAL  
HEALTH

# Frequently Asked Questions

## **What is Employer Health Partners (EHP)?**

Employer Health Partners is a clinic managed through a collaborative relationship with Columbus Regional Health. We have partnered with Columbus Regional Health to provide this dedicated employee healthcare benefit to serve our employees and family members.

## **Who is eligible to use Employer Health Partners (EHP)? What determines eligibility?**

EHP is available for use by any employee or dependent covered under the City of Columbus Health Insurance Plan. Use of the clinic is a win-win for the city and employees. You receive healthcare services in the clinic with no co-pay, and the city saves on healthcare costs through this dedicated, lower-cost service.

## **How much does it cost per visit at Employer Health Partners (EHP)?**

There is NO CO-PAY for visits, labs or medications provided within the clinic. Services in the clinic are paid for by the city at a discounted cost, allowing both you and the city to save money on healthcare costs.

## **How far in advance do I need to schedule an appointment?**

You can schedule same day appointments if available, either by calling 812.375.5450 or by using the online appointment system link at: [crh.org/mychart](http://crh.org/mychart).

## **My spouse does not use our health insurance; can they use the health clinic?**

No, EHP is only available to those who participate in the City of Columbus Health Insurance Plan or through another employer health plan that is participating.

## **Can I bring my children to the health clinic for care?**

Yes, your dependent children who are covered under the city health plan are eligible to use services. We encourage you to maintain a regular relationship with a pediatrician for ongoing care of young children, but for immediate care needs and for a consultation, please feel free to bring children to see our providers.

## **Will the health care providers share my medical information with the school?**

No! Absolutely not! Your privacy is 100% protected. Services provided are strictly confidential by law under HIPAA and Columbus Regional Health maintains strict confidentiality of patient records and information.

## **Will the clinic work with my existing providers if necessary?**

Yes, if you receive services in the clinic and want your healthcare information shared with the providers you currently see, with a signed consent/release, the clinic staff will make sure your provider receives all information from your visits. Our providers may also want to speak with your other providers to make sure they are working together on the best possible care plan for you.



# Frequently Asked Questions

## **This seems too good to be true. How is it possible?**

The program offered costs less than similar care paid for through our insurance. Our goal is to offer you convenient access to high quality care with no co-pay or co-insurance required. Our hope is that by using the health clinic services, you will stay well and feel great. Lower cost and faster access makes it easier for you to stay healthy. The wellness programs we offer could potentially help you and the city avoid higher cost care for more serious illness. This health and wellness offering also holds the potential to lessen increases in future insurance costs.

## **What if I need to see someone when Employer Health Partners (EHP) is closed?**

Go online to schedule with the clinic if possible for the next available appointment. Otherwise, we encourage you to seek care with your existing primary care provider. If you do not have one, please contact WellConnect at 812.376.5136 or email [crh.wellconnect@crh.org](mailto:crh.wellconnect@crh.org) and they will assist you in connecting with a provider that is the right fit.

## **If I have a work-related illness or injury, can I use Employer Health Partners (EHP) for treatment?**

No, the clinic will not see work-related illnesses or injuries, as the clinic is not able to accommodate walk-in patients as well as scheduled patients. If you do have a work-related illness or injury, your supervisor will direct you to the Occupational Health Clinic located at 237 Washington Street in downtown Columbus, for your initial visit and treatment. Except in an emergency situation, always see your supervisor for instructions on where to go for treatment for work-related illnesses or injuries.

## **Does Employer Health Partners (EHP) offer quality medical care?**

Yes. The health clinic is fully staffed by a Board Certified Physician, Nurse Practitioner, and Certified Assistants employed through Columbus Regional Health.

## **Services available at the Employer Health Partners (EHP)**

**Primary Care:** Primary level care to treat and manage acute and chronic health conditions.

**Wellness:** Health consultation to address any health related concerns or questions.

**Labs:** Some lab services to collect blood and other specimens for analysis and diagnostic needs.

**Medications:** While medications may be available in the clinic; prescriptions will be written to meet medical needs and referred to the lowest cost vendor.

**Preventive:** Wellness services include routine annual screenings and physical exams, PAP (well-women) visit, nutrition counseling, health education, and more.

**Education:** Disease education and routine monitoring of chronic health conditions.



# Appointment Scheduling

Appointment scheduling is done through MyChart.

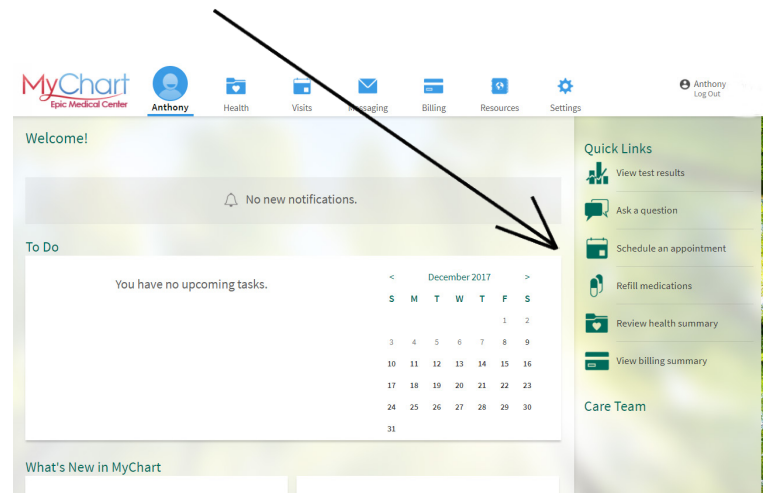
## To Make an Appointment

- If you have never used the clinic before and this is your first visit, please call 812.376.5450 to set up your appointment. You can then set up a MyChart account to speed up your visit and complete your registration. After your first appointment ALL scheduling will be available through MyChart online 24/7!
- Have you already had an appointment at Employer Health Partners?
  - If yes, you are all set and just need to setup a MyChart account, if you haven't already, at [www.crh.org/mychart](http://www.crh.org/mychart).
  - Once logged in, please click "Schedule an appointment." Please select your desired appointment type, and schedule the open time slot that suits your schedule best.
- Need to schedule a child under the age of 18? If this is the child's first visit, please call 812.376.5450. During their first visit the clinic staff will assist you and your child to create a MyChart account so that all future appointments can be scheduled online.

## What is MyChart?

The MyChart application is a platform you can use to access your medical records, keep track of healthcare services and appointments, schedule appointments, view test results, and even communicate with your provider. MyChart is available via the Internet and as a smartphone application. Although patient medical records will automatically be housed on the Epic platform, each patient must sign up to use the MyChart application.

Please visit [crh.org/mychart](http://crh.org/mychart) for further details on how to sign up.



# Employer Health Partner Hours

Day	Hours
Monday	7:00 a.m. – 5:00 p.m. Lunch 11:00 a.m. – 12:00 p.m.
Tuesday	7:00 a.m. – 5:00 p.m. Lunch 11:00 a.m. – 12:00 p.m.
Wednesday	9:00 a.m. – 6:00 p.m. Lunch 12:00 – 1:00 p.m.
Thursday	7:00 a.m. – 5:00 p.m. Lunch 1:00 – 2:00 p.m.
Friday	Closed
Saturday	7:00 a.m. – 12:00 p.m.
Sunday	Closed

