



APPOINTMENT GUIDE

All eligible employees and their covered dependents are encouraged to utilize the **St. Lucie County Employee Health & Wellness Centers** to address any chronic and acute medical concerns. Schedule an appointment today via the **healow app** (practice code: DAAEBD), through your online patient portal at www.my-patientportal.com or by contacting the Call Center Support Team at: **772-300-9090**. The employee health and wellness center hours of operation are below:

FORT PIERCE

2200 Virginia Ave.,
Fort Pierce, FL 34982

Hours of Operation

Monday–Saturday:

7:00am–7:00pm

PORT ST. LUCIE

1680 SE Lyngate Dr., Suite 101,
Port St. Lucie, FL 34952

Hours of Operation

Sunday–Friday:

7:00am–7:00pm

Same-Day Appointment Hours: 9am–10am & 2pm–3pm

No-Shows

The demand for available appointment slots can be over-whelming; however, the practice of employees/dependents not showing for an appointment is greatly diminishing the capacity for others to be seen. Employees/dependents not showing up and not canceling appointments for lab draws and medical appointments will be reported monthly to the St. Lucie County Human Resources Department.

Cancellation of Appointments

If the need arises for a last-minute appointment cancellation, please cancel with enough time to allow another St. Lucie County employee to utilize the newly available appointment slot. For your convenience, please log onto your Patient Portal at www.my-patientportal.com or contacting the Call Center at 772-300-9090 to reach an operator to cancel or reschedule your appointment.

Late for Appointments

If you arrive at the My Health Onsite Employee Health and Wellness Center 10 minutes or later for your scheduled appointment time, you will be considered a no-show.

Acute Medical Problems

For those eligible to use the health and wellness center that have an acute medical problem that needs attention, we will make every effort to see those patients as quickly as possible. Please contact the My Health Onsite Call Center at 772-300-9090 to reach an operator and ask to be transferred through to the center.

Face Mask Policy

My Health Onsite Patients are not required to wear a face mask in the employee health and wellness center unless experiencing Cold/Flu or COVID-19 symptoms. However, patients still have the option and discretion to wear a face mask. If a Patient would like to wear a face mask, they may request one when checking-in at the front desk.

Call Center Support Team at: 772-300-9090 | www.myhealthonsite.com

Please be reminded that the My Health Onsite Health and Wellness Centers are not equipped nor staffed as an emergency room. Any sudden onset symptoms suggestive of a potentially life-threatening situation (shortness of breath, chest pain, fainting, etc.) should be immediately evaluated in an urgent care setting, hospital emergency room or by calling 911.