



APPOINTMENT GUIDE

All eligible employees and their covered dependents are encouraged to utilize the City of Cape Coral Employee Health & Wellness Center to address any chronic and acute medical concerns. Schedule an appointment today via the [healow app](#) (practice code: DAAEBD), through our online patient portal at www.my-patientportal.com or by contacting the Call Center Support Team at: **239-799-7299**. The employee health and wellness center is located at **1020 Cultural Park Blvd., Cottage #7, Cape Coral, FL 33990** and hours of operation are below:

Hours of Operation

Monday, Tuesday, Thursday & Friday: 7:00am–6:00pm
(Closed for lunch 12:00pm–1:00pm)

Wednesday: 7:00am–7:00pm
(Closed for lunch 1:00pm–2:00pm)

Saturday: 9:00am–1:00pm

No-Shows

The demand on the available appointment slots has been over-whelming; however, the practice of employees/dependents not showing for an appointment is greatly diminishing the capacity for others to be seen. We have had an increased number of employees and dependents not showing up and not canceling appointments for lab draws and medical appointments. We have found the need to track this information, so No-Show appointments will be reported monthly to the City of Cape Coral Employee Health and Wellness Center.

Cancellation of Appointments

If the need arises for a last-minute appointment cancellation, please cancel with enough time to allow another City of Cape Coral employee to utilize the newly available appointment slot. For your convenience, please log onto your Patient Portal at www.my-patientportal.com or contact the Call Center Support Team at 239-799-7299 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 Support Team at 239-799-7299 to reach an operator and asked to be transferred through to the center.

Updated 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: 239-799-7299 | 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.