



St. Lucie County

Employee Health & Wellness Centers



— Welcome to —

MY HEALTH
ONSITESM

Proactive. Engaged. Personalized.



The Patient is the **HEART** of our Service

HOSPITALITY

We are dedicated to anticipating needs and developing relationships that exceed patient and client expectations.

EXCELLENCE

We are committed to improving individual outcomes by encouraging health education and creating personalized proactive care plans for each patient.

ACCESSIBILITY

We promote the highest quality of care by providing easy access to screenings, preventive services, health programs and integrated primary care.

RESPONSIBILITY

We take responsibility for the safe and cost-effective delivery of care to our patients.

TEAMWORK

We are committed to respect, communication and collaboration.



PROACTIVE. ENGAGED. PERSONALIZED.



OUR VISION

My Health Onsite will transform healthcare in the employer space by promoting a culture of health and well-being, including patient care that is high quality, cost-efficient and inviting of individual preferences, fostering a **culture of compassionate care**.



OUR MISSION

My Health Onsite delivers advanced **personalized** healthcare solutions to employers that enhance patient **engagement** while **proactively** improving health outcomes.





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GET TO KNOW OUR SERVICES

My Health Onsite Employee Health & Wellness Center:

Employee Health Center includes **FREE** routine checkups, sick visits, and acute condition treatment. Providers see employees, spouses, dependents, retirees and children from the ages of 6 and up for non-urgent acute care such as sore throats, ear aches, bumps and scrapes.

Personalized Health Assessment - Vital Health Profile (VHP):

My Health Onsite offers a complimentary personalized health assessment called the **Vital Health Profile (VHP)**, which includes biometric screening and laboratory studies. The VHP gives patients an opportunity to review their results with our medical provider and receive a complete physical.

Registered Dietitian & Nurse Educator Available at NO COST to You:

Our comprehensive Health & Wellness Program provides over 45 services offered totally **FREE** including the addition of diabetic and nutrition counseling with a dietitian nutritionist. Plus, personalized one-on-one health coaching is available. Please contact your provider to be referred to our **FREE** Wellness Programs.

No Deductible or Co-Pays at My Health Onsite for:

- **Generic medications**—most available onsite at Health Center
- **Personalized wellness program with one-on-one health coach**
- **Behavioral health offerings**
- **X-rays and diagnostic testing**
- **Laboratory testing** ordered at the health center and labs ordered outside by your provider
- **Pre-diabetes & hypertension management, nutritional counseling, immunizations and more!**



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 **Patient Support Team at: 772-300-9090**.

All services are provided by My Health Onsite. St. Lucie County does not have access to any My Health Onsite's patient medical records. My Health Onsite abides by all federal HIPAA and confidentiality regulations.



My Health Onsite offers a **FREE Annual Health Assessment** **VITAL HEALTH PROFILE (VHP)**

My Health Onsite offers a complimentary personalized health assessment called the **Vital Health Profile (VHP)**, which includes biometric screening and laboratory studies. The VHP gives patients an opportunity to review their results with our medical provider and receive a complete physical.

3 EASY STEPS TO COMPLETE YOUR VHP*:

1



Vital Health History

History questionnaire which can be completed at the Health Center or from the Patient Portal

2



Nurse/Lab Visit

Complete biometrics & annual labs

3



Provider Visit

Annual labs & biometrics are reviewed and physical performed in person

**If you're new to My Health Onsite or haven't visited us in the past three years, we kindly ask that you schedule an appointment to establish or reestablish care before booking your VHP lab draw.*

- Your **FREE** annual labs include the following:
Complete Metabolic Profile (14 tests including: glucose, electrolytes, kidney, and liver functions), **Comprehensive Lipid Profile** and **Complete Blood Count**. In addition, reflex labs may be added which are personalized to you.
- Based on your history, reflex labs may include: hemoglobin A1C, thyroid testing, uric acid, hepatitis c and/or urine microalbumin/creatinine ratio. **VHP Reflex Labs are reviewed annually and selected based upon their predictive associations with preventable diseases.**



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 [Patient Support Team](#).



Vital Investment Program (VIP)

ENGAGED COACHING & PERSONALIZED CARE

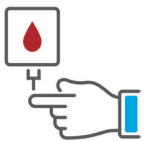
My Health Onsite offers **over 40 free wellness programs** called the Vital Investment Program (VIP) facilitated by onsite registered nurse educators, registered dietitians, health coaches and tobacco treatment specialists. VIP's include topics such as *Diabetes, Hypertension, Weight Management, Stress Management, Tobacco Cessation, Hyperlipidemia and much more!* Each program is personalized to meet individuals where they are to support goal setting and behavior change.



- ▶ Nutrition & wellness counseling with Dietitian & Nurse Educator
- ▶ Personalized wellness services with one-on-one health coaching
- ▶ Additional online programs include webinars, weight loss program & wellness challenges
- ▶ Treating high-risk conditions early such as diabetes & hypertension
- ▶ All services we offer are completely free for all eligible patients

ASK YOUR PROVIDER TO BE REFERRED INTO OUR FREE WELLNESS PROGRAMS

Patients may access a range of medical services at NO COST



Diabetic Testing Supplies



Lab Services



Personalized Wellness & Nutrition Coaching



Well-Woman Appointments



Medical Care for Chronic Conditions



Preventative Care Appointments

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 [Patient Support Team](#).



Get acquainted with the **My Health Onsite Wellness Portal**



Wellness Webinars

Watch recorded webinars hosted by our knowledgeable dietitians, health coaches, and nurse educators then take the quiz for incentive credit (*where applicable). You will have access to more than 15 Wellness Webinars with new presentations being added monthly!



Nutrition & Weight Management

We have gathered up our top resources to help you succeed in your nutrition & weight management journey. Whether you are looking for a new and delicious recipe to try or need help figuring what should go on your plate each meal, it's here!



Events & Programs

From live webinars to information about our Weight Loss programs, My Health Onsite is your complete source for improving health and boosting productivity. Our Events & Programs section is your hub to see all we have to offer.



Resources & Helpful Tips

Explore the path that leads to a healthier you! Check out resources on our top Vital Investment Programs (VIP). From Cholesterol & Heart Health to Better Sleep, we have helpful resources that will help you achieve your wellness goals.



SCAN QR to explore the Wellness Portal
or visit **www.my-wellnessportal.com**

Password: **Wellness1**



Learn More About Your **No-Cost Prescriptions** at **My Health Onsite**

**All prescriptions dispensed at My Health Onsite
have no out-of-pocket expense to you!**

Medications dispensed at My Health Onsite, including refills, require an appointment with an Employee Health & Wellness Center Provider. It is important to bring all your current prescribed medications in the original bottle with you for a first-time provider visit and evaluation.

Getting a prescription dispensed at the Health Center is fast and convenient. Typically, prescriptions are dispensed at the time of your provider appointment.

The Health Center has over **200+ generic medications** ready to dispense onsite for acute treatments and chronic conditions like *hypertension, diabetes, hyperlipidemia and much more!*

Schedule an appointment today and learn more about your medication options via the [healow app](#) (practice code: DAAEBD), through our online patient portal at www.my-patientportal.com or by contacting the [Patient Support Team](#).



Welcome to your **NO-COST** **Prescription Mail Order Program**

My Health Onsite (MHO) offers the MyRx mail order program for chronic medications to get recurring prescriptions conveniently delivered directly to your home.

THE MyRX MAIL ORDER PROGRAM WILL BENEFIT YOU BY:



Hassle-free prescription refills for chronic conditions



Quicker appointment visits



NO COPAYS for medications dispensed by your provider at the Employee Health & Wellness Center



We Make It Easy.

Once you have been seen by your MHO provider at the Employee Health & Wellness Center, received an evaluation and enrolled in the MyRX mail order program, your chronic prescriptions will begin arriving directly to your mailbox. No more refill appointments needed, unless directed by your MHO provider.



HELPFUL THINGS TO KNOW:

- Bring all your current prescribed medications in the original bottle with you for your first-time provider appointment visit and evaluation
- Be sure to note any lab tests needed when scheduling your appointment for routine maintenance medications

Please Note: medication refills will not be authorized without up-to-date lab results or as directed by your My Health Onsite provider

Schedule an appointment with your My Health Onsite provider today to renew your medications! Make an appointment via the [healow app](#) (practice code: DAAEBD), through our online patient portal at www.my-patientportal.com or by contacting the [Patient Support Team](#).

Be sure to schedule appointments at least 14 days in advance for chronic medication refills to ensure adequate time for delivery to your home.

Do you need a lab drawn for an outside provider?

An outside lab order is one in which a provider in the community not affiliated with the Employee Health & Wellness Center has written an order for laboratory tests for a patient under his/her direct care.

HERE'S WHAT YOU NEED TO KNOW:



You have to be an established patient in order to have outside lab orders performed at the health center.



As we are not a drawing station, all outside lab orders must be approved by a provider on-site and must be on the approved lab list prior to the lab draw.



The patient may have the orders faxed to the health center prior to the lab draw date to obtain approval and verification ahead of time. If the patient elects to bring the order in the same day, the staff can verify the order with an on-site provider, but it is subject to their approval.

Note: All lab results shall be faxed to the outside ordering provider's office. In addition, the My Health Onsite provider who approved the labs will review them.

For assistance accessing the patient portal, please contact our [Patient Support Team](#).

My Health Onsite abides by all federal HIPAA and confidentiality regulations.



No-Cost Diagnostic Imaging Available

through the St. Lucie County Employee Health & Wellness Center*



The Employee Health & Wellness Centers will offer the below services with
NO OUT-OF-POCKET COSTS TO YOU:



MRI



CT SCAN



ULTRASOUND



MAMMOGRAM

Note: The above services are only a sample of tests being offered.

REQUIREMENTS

1. Diagnostic Imaging must be ordered by one of the Providers at the Employee Health Center.

If you have an order from a Provider outside of the health center and would like to utilize this program please make an appointment with one of the My Health Onsite Employee Health Center Providers to use these free imaging services.

2. Only orders from a My Health Onsite Employee Health Center will be applicable.

These imaging services will not be billed to you or your Employer's Health Plan.

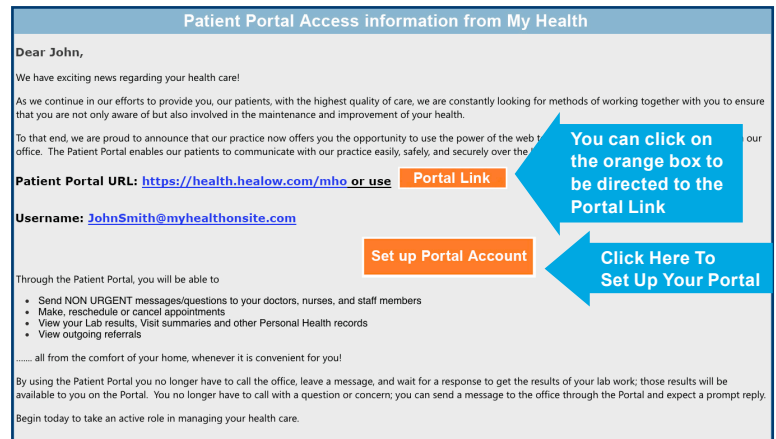
**Excludes Workers' Compensation*

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 **Patient Support Team at: 772-300-9090**.

How to Register

All patients with a unique valid email address should receive an email invitation from **"no-reply@eclinicalmail.com"** with the subject line: **Patient Portal Access Information from My Health Onsite.** (Please check spam/junk folders)

To access your New Patient Portal, simply follow instructions in the email.



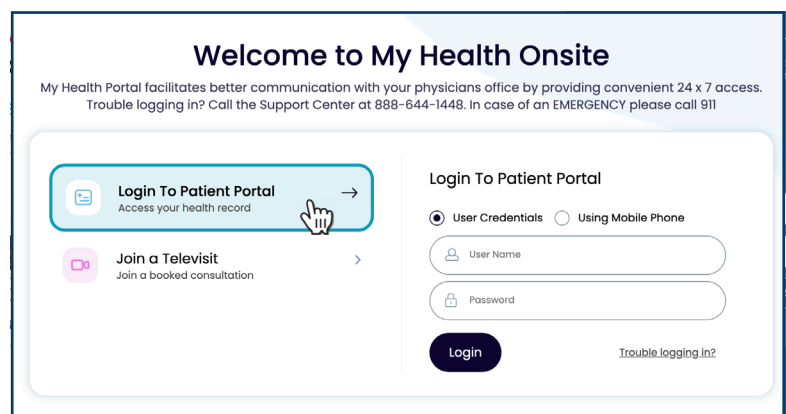
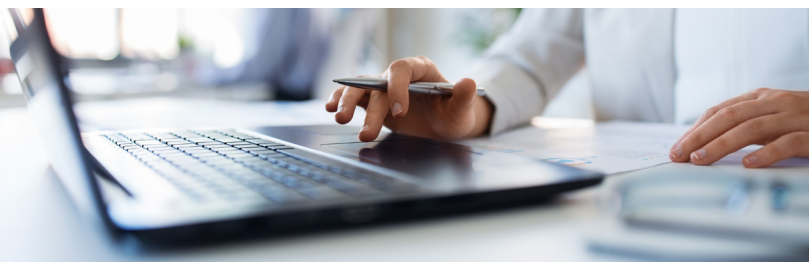
If you have not received the email invitation, please call 772-300-9090 to update your email address.

For patients younger than 18 or adults wishing to provide web portal access to another person, a Patient Portal Proxy Authorization Form must be completed to comply with regulatory requirements. The proxy form can be obtained at the Employee Health & Wellness Center or downloaded from My Health Onsite's web site at the following URL: www.myhealthonsite.com/patient-forms. The form must be completed and turned into the Employee Health and Wellness Center staff to establish web portal access for proxy accounts.

How to Login (Once Registered)

STEP 1 Go to www.my-patientportal.com to take you to the **Patient Portal Login** page.

STEP 2 Click **"Login to Patient Portal"**. Enter your Username & Password to log in to view health history, book or cancel and appointment, and more!

For assistance accessing the patient portal, please contact our **Patient Support Team at: 772-300-9090**

My Health Onsite abides by all federal HIPAA and confidentiality regulations.



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 Patient 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 do so with enough time to allow another patient to utilize the newly available appointment slot. The **Healow App (practice code: DAAEBD)** is the easiest way to schedule a new appointment. To cancel and/or to create a new appointment after you canceled an existing one, please log into your **Online Patient Portal** at www.my-patientportal.com or by contacting the **My Health Onsite Patient Support Team at 772-300-9090**.

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 Patient Support Team 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.

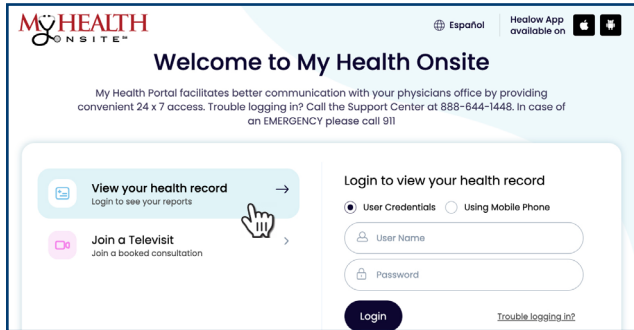
Patient Support Team at: 772-300-9090 | www.myhealthonsite.com

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. REV08272025

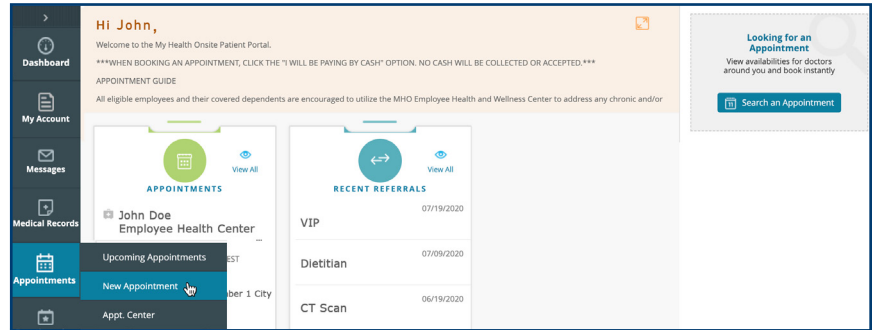
How to **Schedule Online Patient Portal Appointments**

It's Easy To Find First Available Appointments

Note: Please set zoom setting in web browser to 100% or lower.

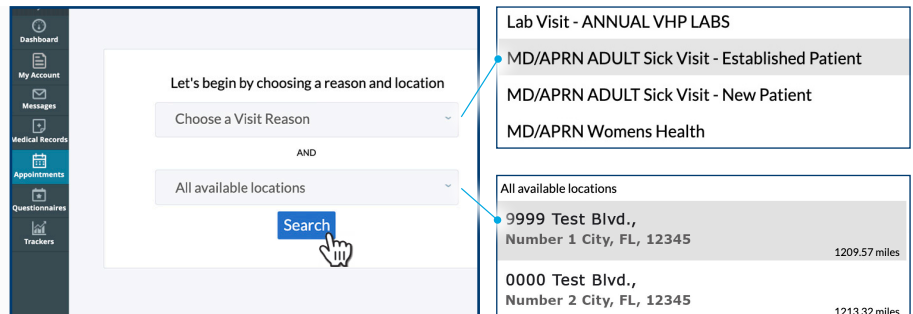


STEP 1 Go to: www.my-patientportal.com and enter your Username & Password. Click **“View your health record”** to enter Patient Portal.

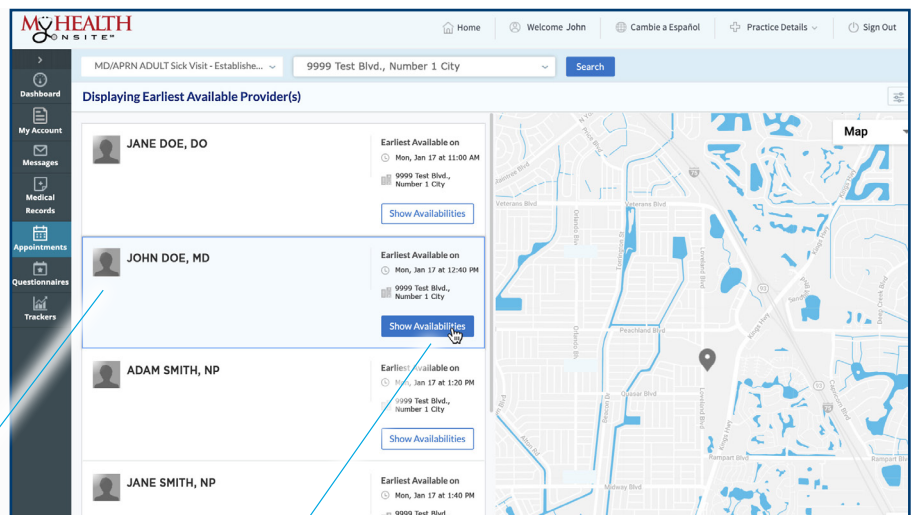


STEP 2 Select the Appointments Tab at left and select **“New Appointment”** at drop down menu or hit the **“Search for Appointment”** tab at top right.

STEP 3 Choose a **“Reason for Visit”** and then **“All Available Locations”** or search by a specific location.



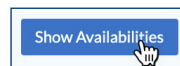
STEP 4 Select the Provider you would like to see and then select **“Show Availabilities”**.



Select the Provider You Want to See



Select Show Availabilities

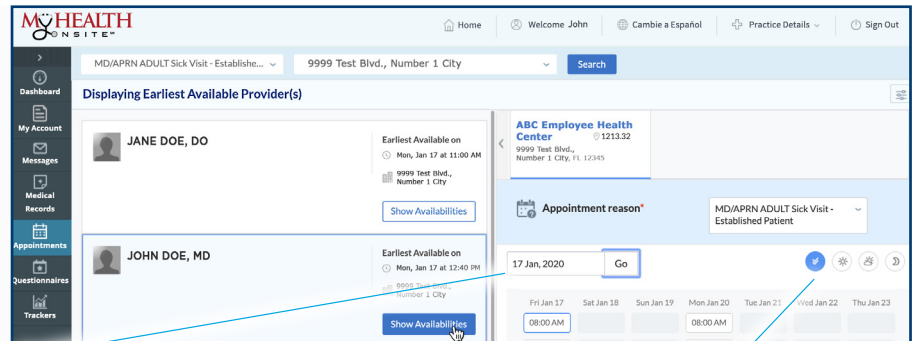


Steps Continued on Next Page

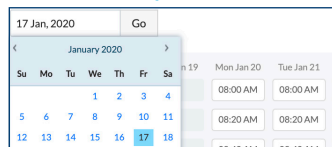
How to **Schedule Online Patient Portal Appointments** (Cont.)

STEP 5

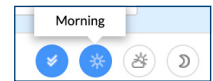
Select the desired date you wish to book. Next, under the date, “**Select the Appointment Time**” you would like and then it will prompt you to the Patient Details Page of the Appointment.



Select a Future Date to See Available Appointments



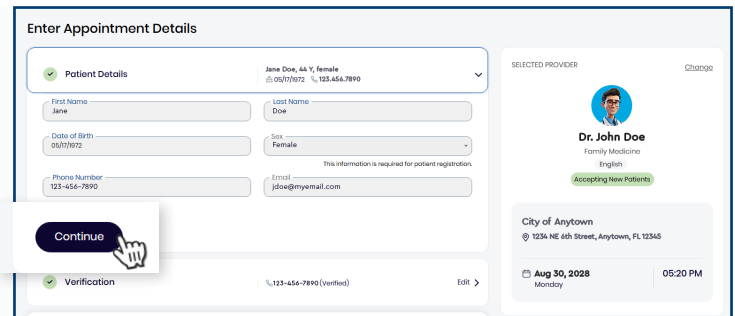
Select Morning, Afternoon, or Evening for Appointment



STEP 6

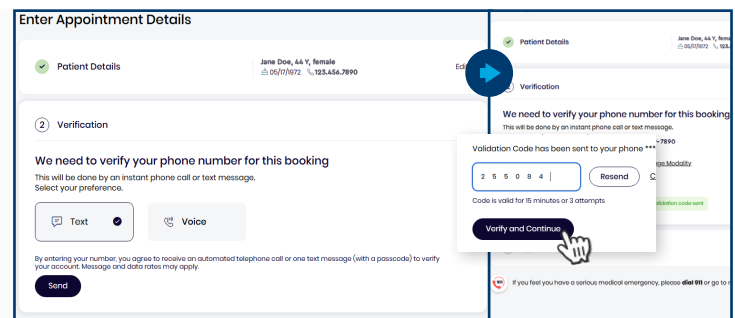
On the **Patient Details** page, it is important to confirm your information and appointment details are correct. Click “**Continue**” to go to the “**Visit Details**” page.

(It's important to use a Cell Phone number as your contact phone as you will receive verification of Appointment via text message.)



STEP 7

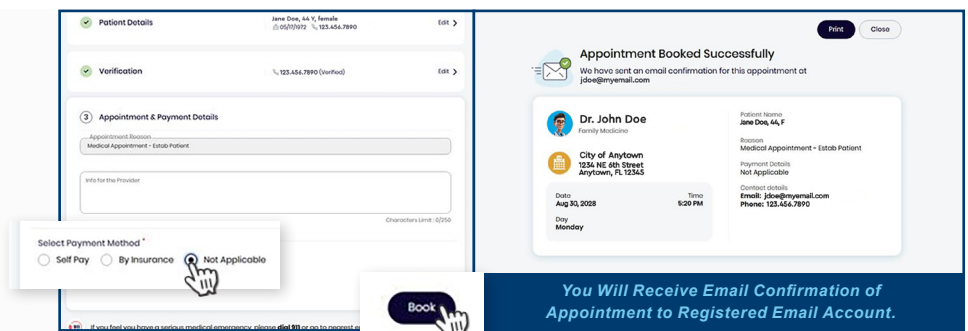
To verify by phone call or text message, click the “**Voice**” icon for voice call or “**Text**” icon for security code. Enter security code to confirm appointment & click “**Verify and Continue**”.



STEP 8

Enter any information you would like the Provider to know about the visit, and then select the “**Not Applicable**”. Click the “**Book**” button to confirm appointment.

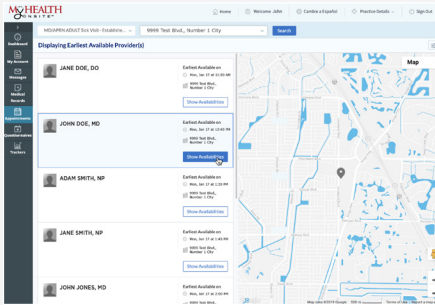
(Please note: No cash or monies will be collected or exchanged.)



You Will Receive Email Confirmation of Appointment to Registered Email Account.

My Health Onsite abides by all federal HIPAA and confidentiality regulations.

Use the **HEALOW® APP** to **Schedule Appointments** with ease



Immediate access to schedule appointments

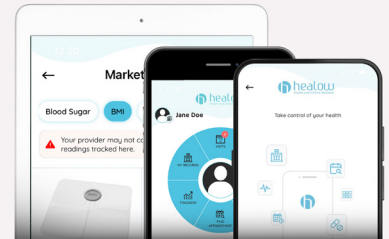
Manage important health information, including labs, medications, allergies & more.



NOTE:
Download & Install the Latest Version of the App for a Seamless Experience!

Connect to your doctor via healow TeleVisits

Get a safe and secure way to connect to your doctor remotely, via video and audio connection either on your smartphone or your computer.

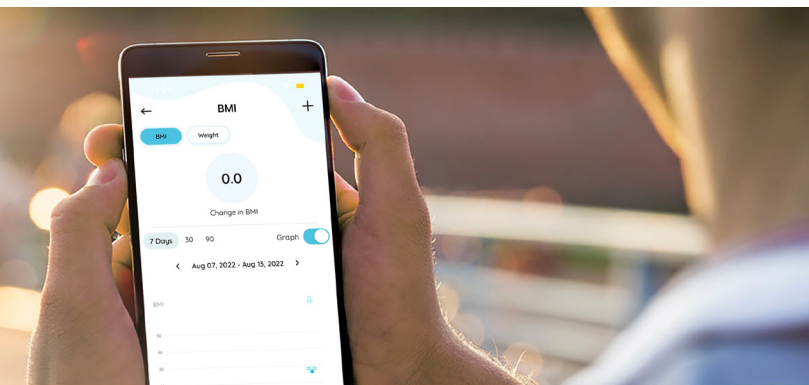


Available on the iPhone
App Store

GET IT ON
Google Play

Your health dashboard available on your smartphone or tablet

A secure app that helps you manage what's important—the health of you and your family!



MOBILE ACCESS TO BETTER HEALTH

- Schedule appointments
- Capture your health data on the go
- View your consolidated health information
- Convenient provider TeleVisits

HOW TO DOWNLOAD THE HEALOW APP

Open App Store® from your iPhone® or Google Play™ from your Android phone, **search healow app and download**. Tap “Get” in the App Store or “Install” in Google Play. **NOTE:** Make sure to check the Developer is eClinicalWorks LLC. When the installation is complete, the healow icon displays on the device Home screen.



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 **Patient Support Team**.

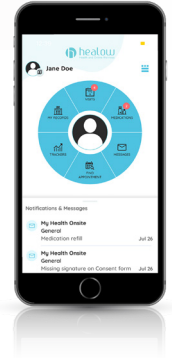
Source: <https://healow.com/apps/jsp/webview/index.jsp>. eClinicalWorks® & healow® are registered trademarks of eClinicalWorks, LLC., Apple® macOS® are trademarks of Apple Inc., Google™ Chrome™ is a registered trademark of Google, Inc., My Health Onsite abides by all federal HIPAA and confidentiality regulations.

Use the **HEALOW® APP** to **Schedule Appointments** with ease

► JOIN TELEVISIT APPOINTMENTS BY HEALOW APP

STEP 1: Open App Store® from your iPhone® or Google Play™ from your Android phone, **search healow app and download.** Tap in the App Store or Install in Google Play. **NOTE: Make sure the application you are installing is the one developed by eClinicalWorks®, LLC.**

STEP 2: Initialize a Televisit by opening healow app, a tap “Get Started”. Accept Location, Camera, & Microphone to be able to use functionality of televisit. Enter the “Practice Code” (DAAEBD) to prompt login for user name & password. Accept the Terms and Conditions for the healow application, verify the account by entering “Date of Birth”, then create and confirm a 4-digit PIN of your choice.



Now you are ready to:

START TELEVISIT ► COMPLETE QUESTIONNAIRE ► SUBMIT VITALS

Note: questionnaire and vitals are not mandatory, but please complete as much as possible.

► JOIN TELEVISIT APPOINTMENTS BY DESKTOP COMPUTER

STEP 1: To join a televisit appointment via the My Health Onsite Patient Portal, you will need the one of the following supported browsers Google™ Chrome for macOS®, Windows®, Linux®, Chrome OS™, Safari® for macOS, Firefox® for macOS, Window, or Linux or Opera™ for macOS, Windows or Linux. **NOTE: A webcam & microphone is needed for televisit via desktop computer.**

STEP 2: Go to www.my-patientportal.com, Log in to the Patient Portal with your Username and Password, click “Dashboard” on the Patient Portal homepage. Next, in the appointments section, click “Join Televisit”.



Now you are ready to:

START TELEVISIT ► COMPLETE QUESTIONNAIRE ► SUBMIT VITALS

Note: questionnaire and vitals are not mandatory, but please complete as much as possible.

► ACCESSING A TELEVISIT FROM AN E-MAIL LINK



STEP 1: To join a televisit appointment via an e-mail link, you will need the one of the following supported browsers Google™ Chrome for macOS®, Windows®, Linux®, Chrome OS™, Safari® for macOS, Firefox® for macOS, Window, or Linux or Opera™ for macOS, Windows or Linux.

STEP 2: To access a healow televisit appointment, click the “Start Televisit Link” sent by My Health Onsite to your registered email address. After clicking this link, the healow televisit window opens.

Now you are ready to:

START TELEVISIT ► COMPLETE QUESTIONNAIRE ► SUBMIT VITALS

Note: questionnaire and vitals are not mandatory, but please complete as much as possible.

If you experience technical difficulties, please call the Patient Support Team and ask to be transferred to your Health Center.

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How to REGISTER YOUR ACCOUNT in the Healow App

NOTE: to use the healow® app, you must be a registered patient with My Health Onsite.
If not a registered patient, please contact the **Patient Support Team** for account setup.

STEP 1



GET STARTED

Open the healow app and click "Get Started".

STEP 2



I agree to the terms & conditions

Read terms of use agreement. If approved, click "I agree to the terms & conditions".

STEP 3



Continue

Enter First Name, Last Name, DOB, then click "Continue".

STEP 4



Yes, I have Practice Code

Click "Yes, I have a Practice Code".

STEP 5



DAAEBD

Next

Enter the Practice Code "DAAEBD" and click "Next".

STEP 6



This is My Practice

Verify your Practice by clicking "This is My Practice".

How to REGISTER YOUR ACCOUNT in the Healow App

NOTE: to use the healow® app, you must be a registered patient with My Health Onsite.
If not a registered patient, please contact the **Patient Support Team** for account setup.

STEP 7

Account Verification

A verification code is required to access your account. If the information below is not up to date, contact the patient's doctor's office.

How should we send you the code?

☒ Cell Phone (xxx-xxx-8340)

☐ Home Phone (xxx-xxx-8340)

By entering your number, you agree to receive an automated telephone call or text message (with a passcode) to verify the account. Message and data rates may apply.

Select your phone number and click "Send Text".

STEP 8

Back

Phone Verification

Enter the code sent to your registered phone number xxx-xxx-0000

Didn't receive code? [Resend](#) (00:55)

1 2 3
4 5 6
7 8 9
0 * #

Verify your phone by entering the code sent to your phone.

STEP 9

Create PIN

The confidentiality of your health information is important to us.

For that, we need you to create a 6 digit PIN of your choice to be used to unlock your app.

1 2 3
4 5 6
7 8 9
0 * #

Create a 6-digit PIN of your choice to be used to unlock your app.

STEP 10

Face ID

Next time, login with just a touch

Use your Face ID for faster, easier access to your Healow account.

Face ID allows you to log into Healow Mobile using your Face ID instead of your username and password.

In order to use Face ID, you need to enable it on your device through your iOS Settings under the Face ID & Passcode section. You also need to enable Face ID for the Healow app by following instructions after your next login using your username and password.

By enabling Face ID login, anyone who has a Face ID stored on this device is able to access your account. Please ensure any person with a Face ID stored on your device before enabling this feature.

Face ID are stored on your device only. Healow never sees your Face ID information. For information on how Apple protects your Face ID and Keychain data, please see Apple's Privacy Policy and iOS security guides.

Optional: Setup a Face ID instead of your username and password

STEP 11

11:45

healow

Pleasedonotdelete

1 VISITS
2 MEDICATIONS
3 TRACKERS
4 MY RECORDS
5 STATEMENTS

Notifications & Messages 89

General test

Message from {{FACILITY_NAME}} for {{TOFIR...}}
My Health Onsite Jul 29

You are all set!

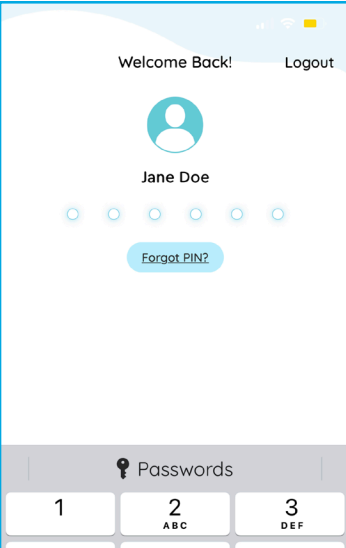
Welcome to My Health Onsite

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 Patient Support Team.

How to **SCHEDULE AN APPOINTMENT** in the Healow App

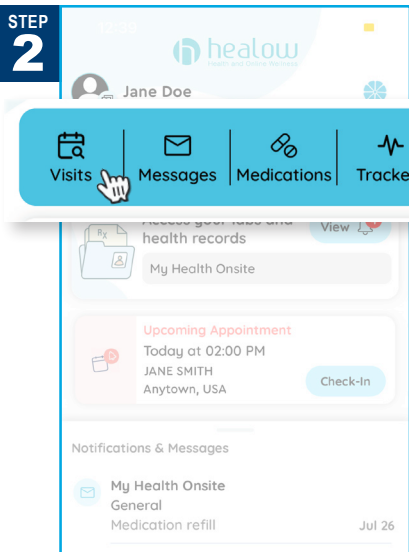
NOTE: to use the healow® app, you must be a registered patient with My Health Onsite. If not a registered patient, please contact the **Patient Support Team** for account setup.

STEP 1



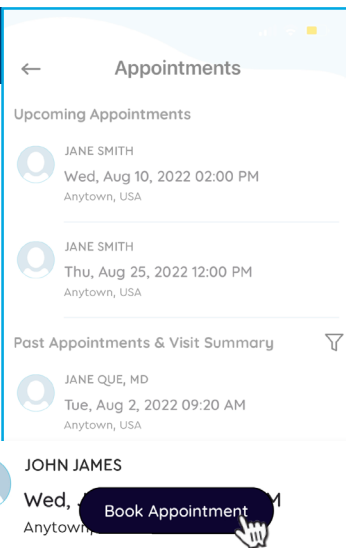
Open the healow® app and **enter your PIN** to login.

STEP 2



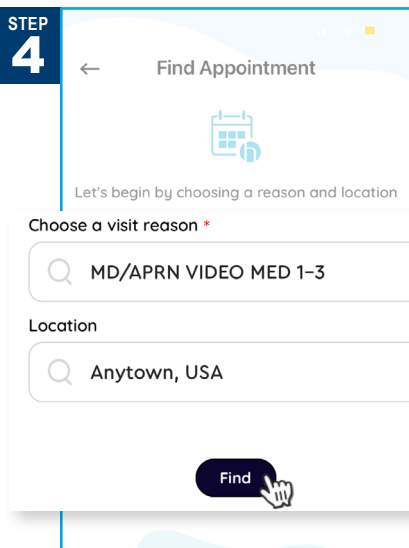
Click on the **"Visits"** icon on the top blue bar.

STEP 3





Click on the bottom black oval that reads **"Book Appointment"**.

STEP 4



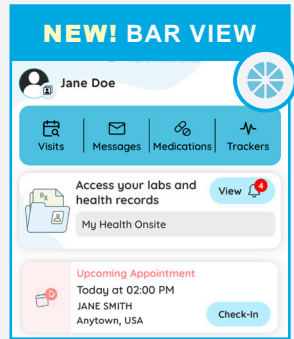
Choose a visit reason and then choose a location, then press **"Find"**.

HEALOW UPDATE:

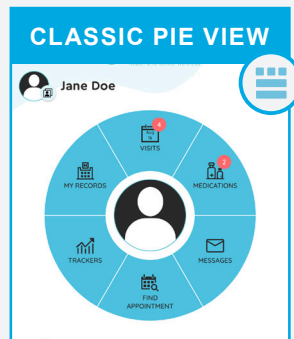
You can toggle between home navigation views by clicking the  Bar View icon or  Pie View icon at the top right corner.

Switch Views

NEW! BAR VIEW



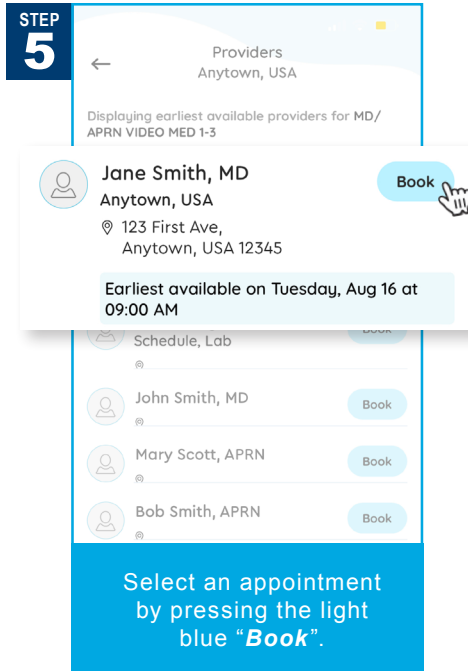
CLASSIC PIE VIEW



How to **SCHEDULE AN APPOINTMENT** in the Healow App

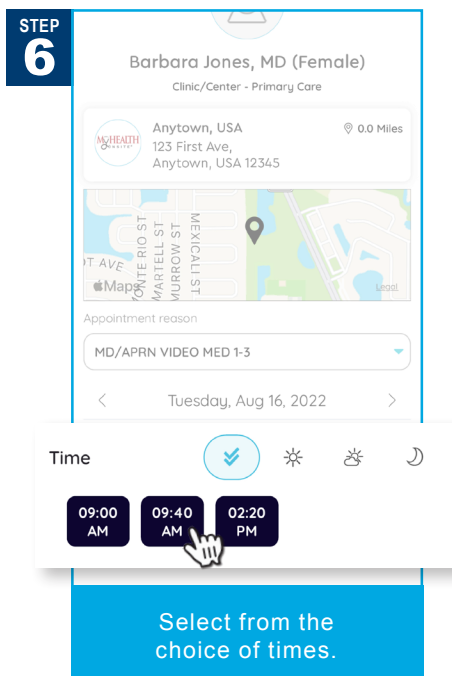
NOTE: to use the healow® app, you must be a registered patient with My Health Onsite.
If not a registered patient, please contact the **Patient Support Team** for account setup.

STEP 5



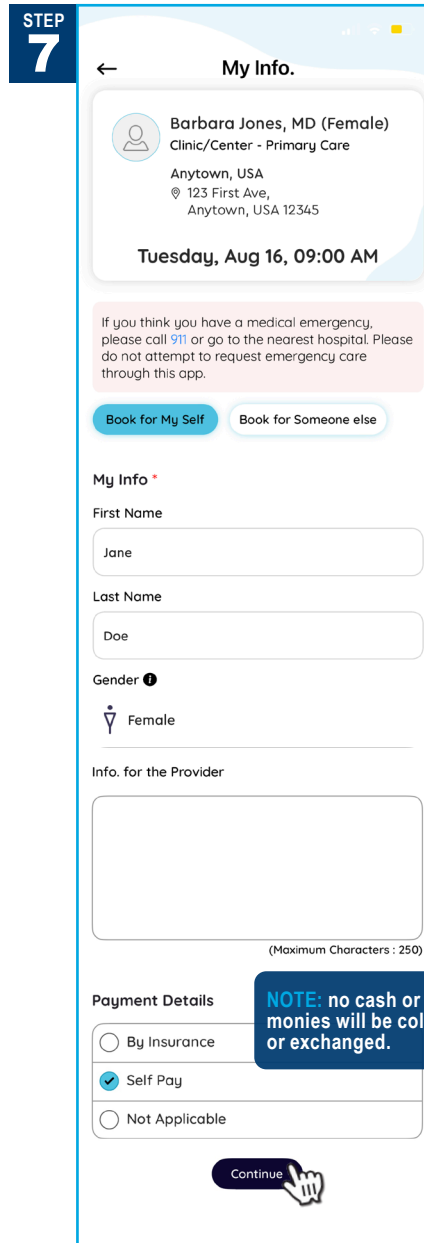
Select an appointment by pressing the light blue **"Book"**.

STEP 6



Select from the choice of times.

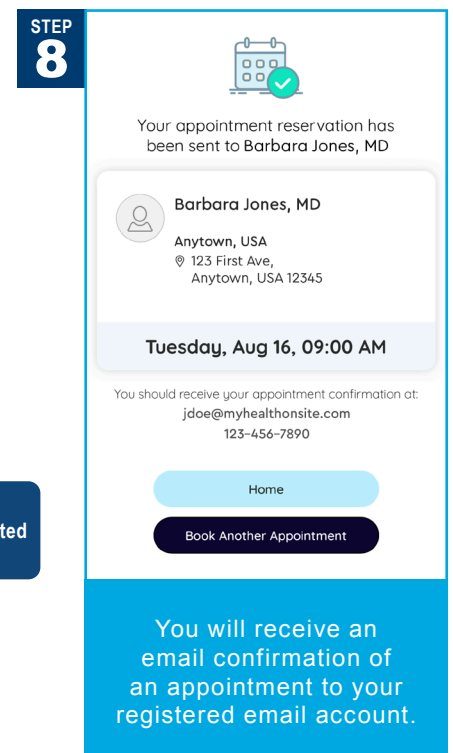
STEP 7



NOTE: no cash or monies will be collected or exchanged.

As you scroll down, You have options to change some fields and add comments to the provider. When completed, at the bottom click **"Continue"**.

STEP 8



You will receive an email confirmation of an appointment to your registered email account.

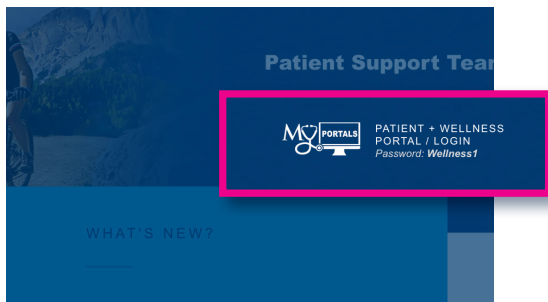
Schedule an appointment today via the **healow app** through our online patient portal at www.my-patientportal.com or by contacting the **Patient Support Team**.

Get to know your Health & Resource Hub



Finding your employee health center services, wellness offerings, and clinical forms just got easier!

Now, all patients have instant access to the information you need with My Health Onsite's Health & Resource Hub. This webpage is a dedicated resource to the patients we serve which contains general My Health Onsite operational and clinical information. Please take a moment to get acquainted with your new Online Resource.

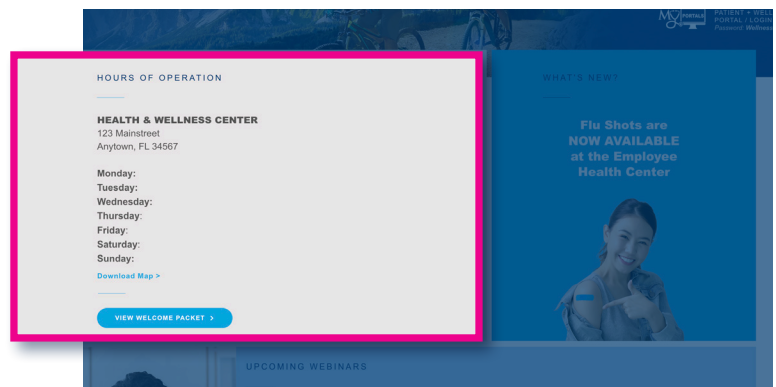


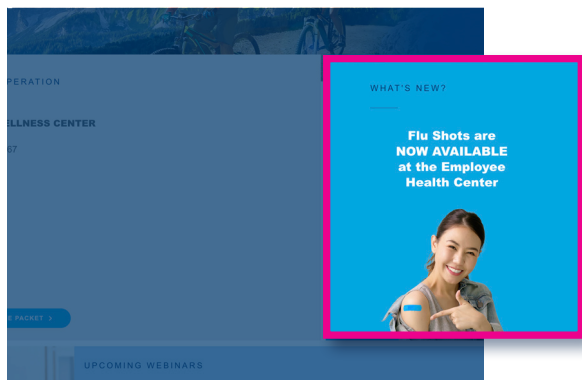
Patient + Wellness Portal Login

- **Quick Link to login/access the Patient Portal** – provides secure and convenient 24 x 7 access for scheduling medical appointments, viewing health history, and communicating with your provider.
- **Quick Link to login/access the Wellness Portal** – your hub for classes and presentations, information regarding current wellness program offerings, healthy recipes, and so much more!

Hours of Operation

- **Easy Access to Location(s) and Hours**
- **View/Download HWC Map(s)**
- **View/Download Welcome Packet**
 - Learn About Services & Wellness Offerings



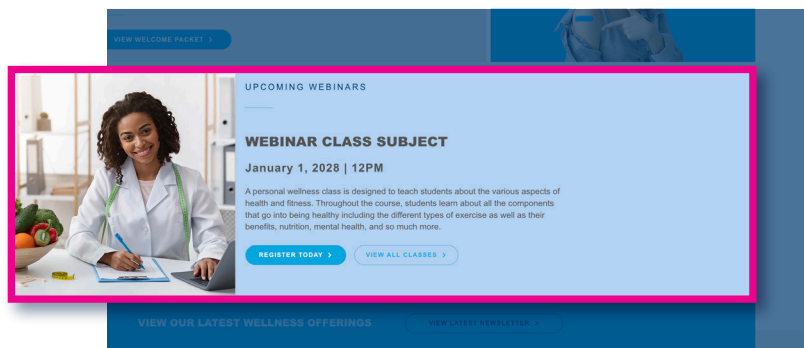


What's New

- Operations & updates, new offerings, or important announcements regarding the Employee Health & Wellness Center(s)

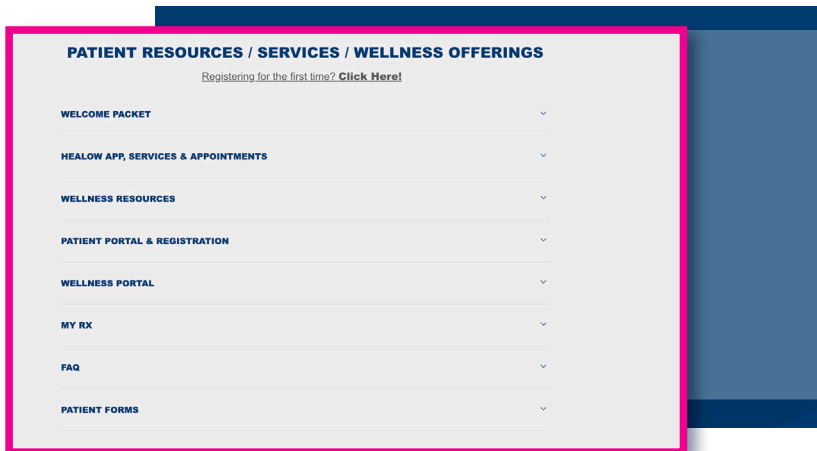
Upcoming Health & Wellness Webinars

- View/Register for Quarterly Webinars
- View All Upcoming Webinars



Patient Resources

- View/Download Welcome Packet
 - Learn About Services & Wellness Offerings
- Learn About Our:
 - Healow App, Services & Appointments
 - Wellness Resources
 - Patient Portal & Registration
 - Wellness Portal
 - My RX
 - FAQ
- View/Download General Patient Forms



Learn More About Our **Services & Wellness Programs**
through your **Health & Resource Hub**
myhealthonsite.com/slc



How Do I Make An Appointment?

All patients with a unique valid email address should receive an email invitation from “no-reply@eclinicalmail.com” with the subject line: **Patient Portal Access Information from My Health Onsite**. Once registered, you can access the patient portal at www.my-patientportal.com. Then you can schedule an appointment and you will receive email reminders for upcoming appointments. **Appointments can be scheduled via the healow app** (practice code: DAAEBD), **through our online patient portal at www.my-patientportal.com or by contacting the Patient Support Team at: 772-300-9090.**

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 6 & up can be seen for non-urgent acute care such as sore throats, ear aches, bumps and scrapes. However, children between 6 & 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. Employees can see a provider 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.

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

In addition to no charge for using the centers, we offer free onsite prescriptions, lab work, vaccinations, and timely onsite/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

What Is Offered In The Health & Wellness Program?

A more comprehensive health & wellness program (over 40 services) is offered including the addition of diabetic and nutrition counseling with a dietitian nutritionist. Plus, personalized one-on-one health coaching is available. Please contact your provider to be referred to our free wellness programs.

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 provider at the Employee Health & Wellness Centers.

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 contacting the **Patient Support Team at 772-300-9090**.

What Happens At The “New Patient Medical” Appointment?

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, the Employee Health & Wellness Center provider can dispense pre-packaged medications—but not like a typical pharmacy. Per Florida statute, every outside prescription will require a medical evaluation by a Employee Health & Wellness Center provider(s).

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?

If the need arises for a last-minute appointment cancellation, please do so with enough time to allow another patient to utilize the newly available appointment slot. The **Healow App (practice code: DAAEBD)** is the easiest way to schedule a new appointment. To cancel and/or to create a new appointment after you canceled an existing one, please log into your **Online Patient Portal** at www.my-patientportal.com or by contacting the **My Health Onsite Patient Support Team at 772-300-9090**.

Who Do I Contact With Comments, Suggestions And Feedback?

Please email feedback@myhealthonsite.com.



Learn More About Our **Services & Wellness Programs**
through your **Health & Resource Hub**

myhealthonsite.com/slc



My Health Onsite has received
The Gold Seal of Approval®
for Ambulatory Health Care
from **The Joint Commission**.