

# frequently asked *questions.*

*Know Your* **Care**<sup>ATC</sup> 

## How do I schedule an appointment?

There are three convenient ways to schedule an appointment:

-  Call 800.993.8244
-  Visit [www.careatc.com](http://www.careatc.com)
-  Download the CareATC App

Use the CareATC mobile app and online patient portal to easily schedule appointments anytime, anywhere 24/7.

## Is there a co-pay or cost to use the health center?

There is never a charge or co-pay to use the CareATC Health & Wellness

## What do I need for my first visit?

- **New Patient Paperwork** – this can be completed at [www.careatc.com](http://www.careatc.com)
- **Valid I.D.**
- **Medical Insurance Card**
- **List of Current Medications**

## How long will my appointment take?

- Sick (Acute) visits take 15-20 minutes.
- Chronic and complex visits could take 30 minutes.

Please arrive 15 minutes prior to your first appointment.



**THE  
POWER  
TO BE WELL**

### Can my family use CareATC?

**Yes.** Eligible spouses and dependents covered on the health plan over the age of 2 have access to the same resources as employees. Please note, you will need to maintain a relationship with your pediatrician for well-child visits and immunizations; however we will see children ages 2 and up for non-preventive care needs.

### Will I be able to go to the Health Center appointment during work?

Yes, the CareATC Health & Wellness Center appointments make it easy for you to get in and get back to work. Just be sure to adhere to your work policies in regards to taking time off for a medical appointment.

### Will my health information or test results be shared without my permission?

**Absolutely NOT.** In accordance with the amended HIPAA Final Rule, CareATC commits to enacting, supporting, and maintaining confidentiality of procedures and activities, as required by HIPAA. Your personal health information will not be shared with your employer or anyone else, unless permission is given by you, as the patient.

### Can the Health Center share lab results with my established Primary Care Physician?

**Yes.** You, as the patient, would just need to sign a records request form, and any records can be faxed to the primary care office of choice.

