



PASCO COUNTY SCHOOLS

Employee Health & Wellness Center



— *Welcome to* —
MY HEALTH
ON SITESM



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.



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 8 and up for non-urgent acute care such as sore throats, ear aches, bumps and scrapes.

Personalized Health Assessment - Vital Health Profile (VHP):

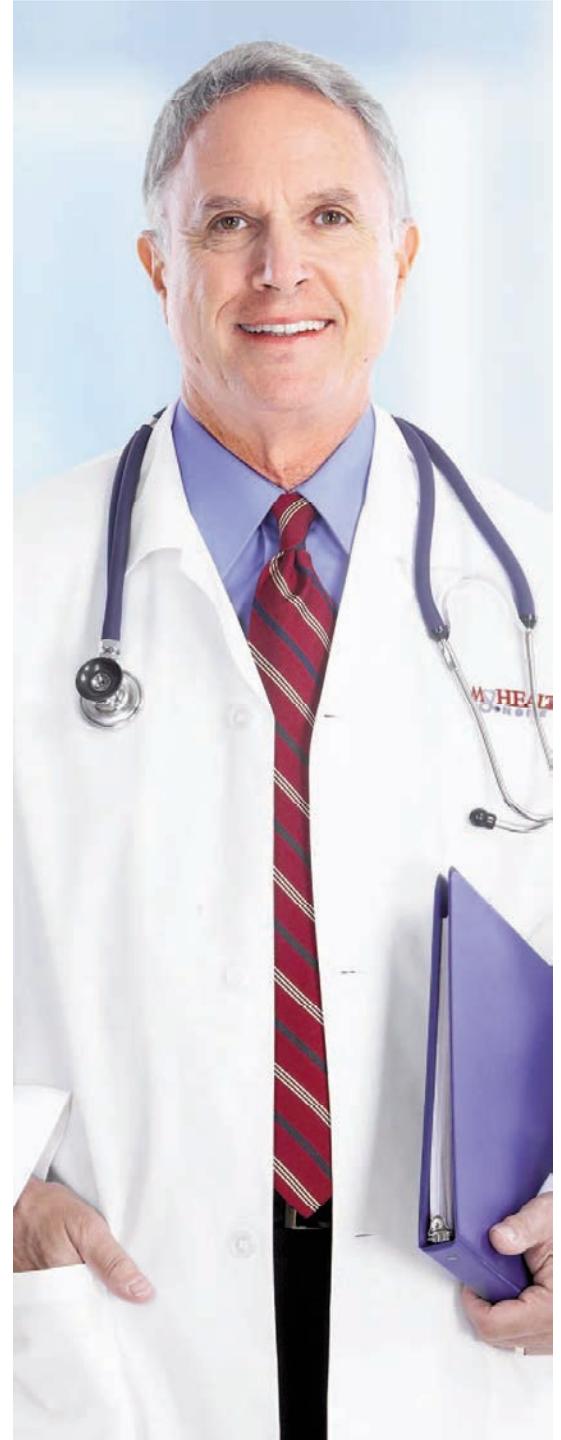
My Health Onsite offers a complimentary personalized health assessment called the **Vital Health Profile (VHP)**, *previously known as Health Risk Assessment*, which includes biometric screening and laboratory studies. The VHP gives patients an opportunity to review their results with our medical provider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

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

Our comprehensive Health & Wellness Program provides over 30 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**
- **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 calling the toll free **24-hr Call Center Support Team at: 888-644-1448**.

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



VITAL HEALTH PROFILE (VHP)

My Health Onsite Offers a FREE Annual Health Assessment

My Health Onsite offers a complimentary personalized health assessment called the **Vital Health Profile (VHP)**, previously known as *Health Risk Assessment (HRA)*, 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 Healthy 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 or televisit available

- 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.**
- You can request confidential HIV testing on your first visit with the nurse as part of your baseline labs.



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VITAL INVESTMENT PROGRAM (VIP)

ENGAGED COACHING & PERSONALIZED CARE

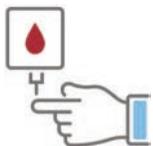
My Health Onsite offers **over 30 free wellness programs** called the Vital Investment Program (VIP) facilitated by onsite registered nurse educators, registered dietitians, health coaches and tobacco treatment specialists. VIP's include topics such as *Diabetes, Hypertension, Weight Management, Stress Management, Tobacco Cessation, Hyperlipidemia and much more!* Each program is personalized to meet individuals where they are to support goal setting and behavior change.



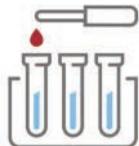
- ▶ Nutrition & wellness counseling with Dietitian & Nurse Educator
- ▶ Personalized wellness services with one-on-one health coaching
- ▶ Additional online programs include webinars, weight loss program & wellness challenges
- ▶ Treating high-risk conditions early such as diabetes & hypertension
- ▶ 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 calling the toll free **24-hr Call Center Support Team at: 888-644-1448**.



GET ACQUAINTED WITH THE MY HEALTH ONSITE WELLNESS PORTAL

www.my-wellnessportal.com

Password: Wellness1



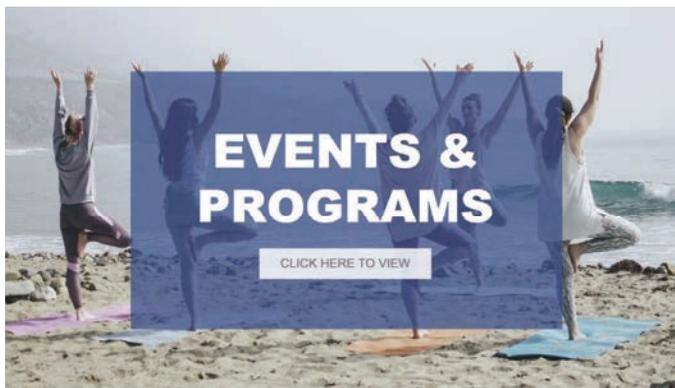
Wellness Webinars

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.

Schedule an appointment today via the [healow app](#) (practice code: DAAEBD), through our online patient portal at www.my-patientportal.com or by calling the toll free **24-hr Call Center Support Team at: 888-644-1448**.



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 calling the toll free **24-hr Call Center Support Team at: 888-644-1448**.



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 calling the toll free **24-hr Call Center Support Team at: 888-644-1448**.

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.

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 Pasco Sheriff's Office 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 calling the toll free 24-hr Call Center Support Team at: **888-644-1448**. The employee health and wellness center hours of operation are below:

Hours of Operation

Hudson HWC

14730 Cobra Way
Hudson, FL 34669
(727) 246-3991 Fax

Monday: 6:00am–7:00pm

Tuesday & Wednesday: 7:00am–7:00pm

Thursday & Friday: 8:00am–5:00pm

Saturday: 8:00am–1:00pm

(Open 1st and 3rd Saturday of the Month)

Centennial HWC

38503 Centennial Road
Dade City, FL 33525
(813) 346-3591 Fax

Monday: 6:00am–5:00pm

Tuesday, Thursday & Friday: 7:00am–5:00pm

Wednesday: 7:00am–7:00pm

Saturday: 8:00am–1:00pm

(Open 1st and 3rd Saturday of the Month)

Lab Services Only (All Centers)

(VHP, blood draws, drug tests, etc.)

Monday–Friday: 6am–10:45am

Land O Lakes HWC

20360 Gator Lane, Building 14
Land O Lakes, FL 34638
(813) 346-3491 Fax

Monday & Thursday: 7:00am–5:00pm

Tuesday: 7:00am–4:00pm

Wednesday: 9:00am–7:00pm

Friday: 8:00am–5:00pm

Saturday: 8:00am–1:00pm

(Open Every Saturday except for months with 5 Saturdays)

Gulf HWC

5375 School Road
New Port Richey, FL 34652
(727) 246-3891 Fax

Monday, Thursday & Friday: 8:00am–5:00pm

Tuesday: 7:00am–4:00pm

Wednesday: 10:00am–7:00pm

Saturday: 8:00am–1:00pm

(Open 2nd and 4th Saturday of the Month)

Longleaf HWC

3381 Town Avenue
New Port Richey, FL 34655
(813) 346-3571 Fax

Monday: 7:00am–6:00pm

Tuesday, Wednesday & Thursday:

7:00am–7:00pm

Friday: 7:00am–5:00pm

Saturday: 8:00am–1:00pm

(Open 1st and 3rd Saturday of the Month)

Wesley Chapel HWC

30833 Wells Road
Wesley Chapel, FL 33545
(813) 346-4291 Fax

Monday, Thursday & Friday: 6:00am–5:00pm

Tuesday: 7:00am–4:00pm

Wednesday: 8:00am–7:00pm

Saturday: 8:00am–1:00pm

(Open 2nd and 4th Saturday of the Month)

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 Pasco County Schools 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 Pasco County Schools employee to utilize the newly available appointment slot. For your convenience, please log onto your Patient Portal at www.my-patientportal.com or call the 24-hr Call Center at 1-888-644-1448 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 1-888-644-1448 to reach an operator and asked to be transferred through to the center.

COVID-19 Face Mask Requirements

We care about the safety and health of our patients. According to COVID-19 guidelines by the Centers of Disease Control & Prevention (CDC) & the Association for Professionals in Infection Control and Epidemiology (APIC), face masks will continue to be required for vaccinated & unvaccinated patients at all My Health Onsite Employee Health & Wellness Centers until further notice. Face Mask requirements for appointments will change as the COVID-19 precautions are lifted.

24-hr Call Center Support Team at: 1-888-644-1448 | 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.

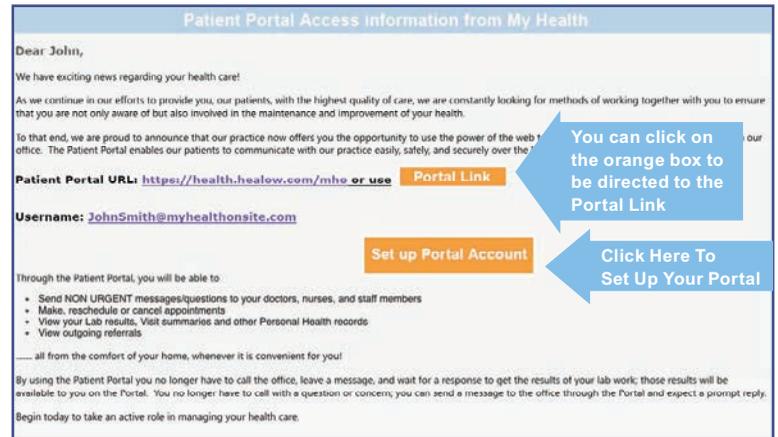
HOW TO REGISTER & ACCESS THE PATIENT PORTAL

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 (MHO).**

(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 **888-644-1448** to update your email address.

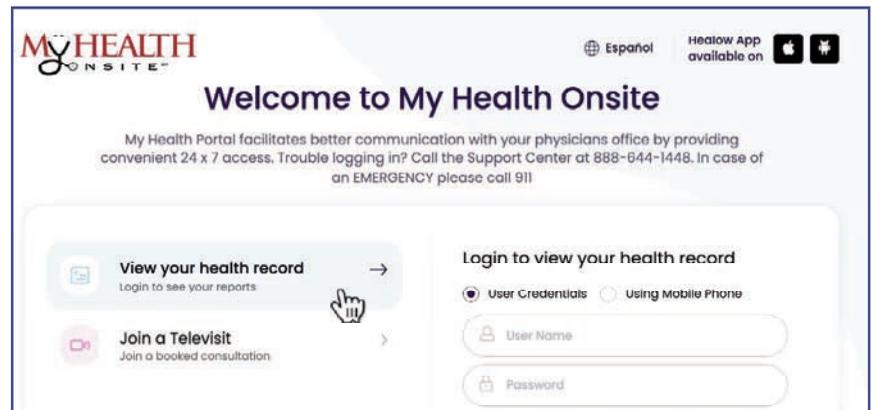
For patients younger than 18 or adults wishing to provide web portal access to another person, a Patient Portal Proxy Authorization Form must be completed to comply with regulatory requirements.

The proxy form can be obtained at the Employee Health & Wellness Center or downloaded from MHO'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 **"View your health record"**. Enter your Username & Password to log in to view health history, book or cancel and appointment, and more!



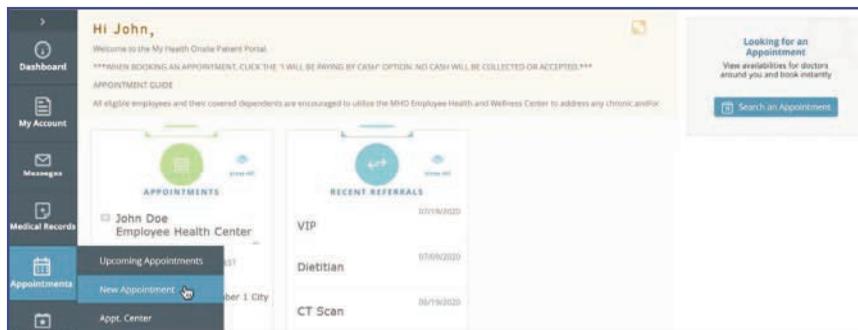
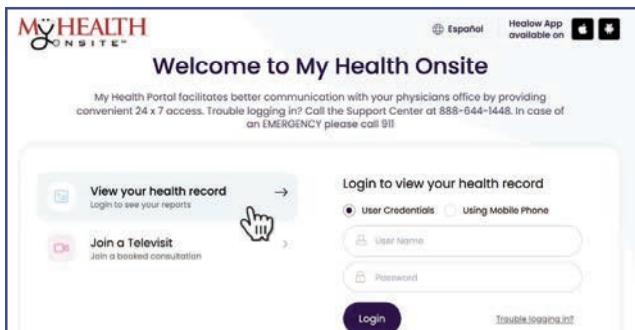
For assistance accessing the patient portal, please call our **24-hour Call Center Support Team at: 888-644-1448**

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

HOW TO SCHEDULE PATIENT PORTAL APPOINTMENTS

NEW! Easier to Find First Available Appointments

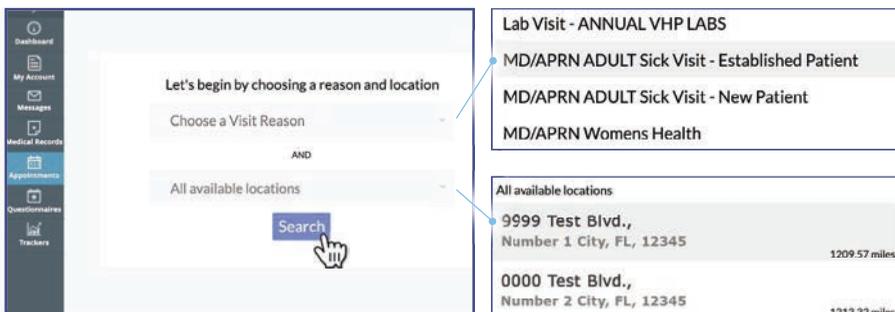
Note: Please set zoom setting in web browser to 100% or lower.



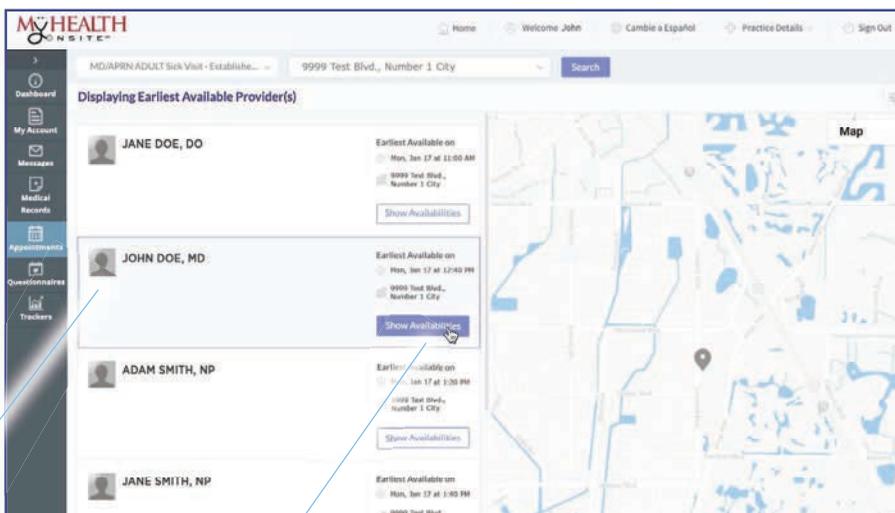
STEP 1 Go to: www.my-patientportal.com and enter your Username & Password. Click **“View your health record”** to enter Patient Portal.

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

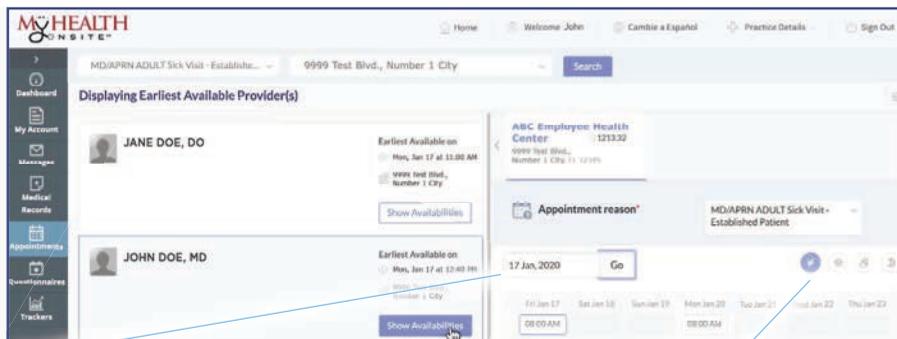


Steps Continued on Next Page

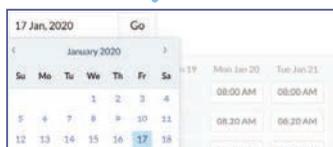
HOW TO SCHEDULE APPOINTMENTS CONT.

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

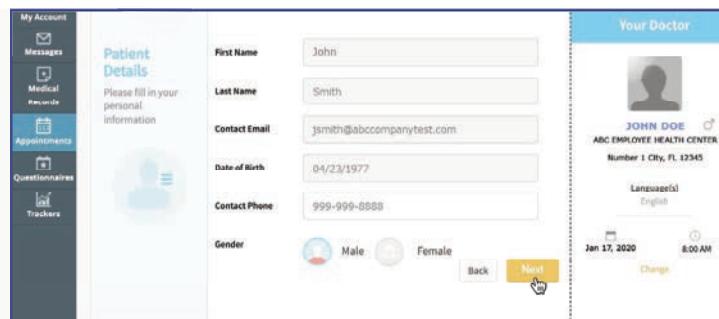


Select Morning, Afternoon, or Evening for Appointment



STEP 6

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



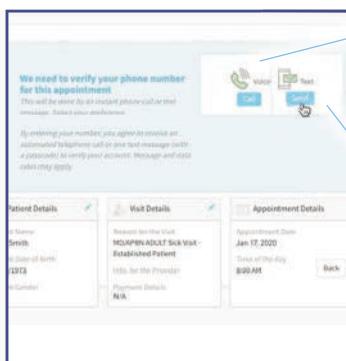
STEP 7

Select “Yes or No”, enter any information you would like the Provider to know about the visit, and then select the “Pay by Cash/Not Applicable” button. Select the “Next” button for Phone Verification of Appointment. *(Please note: No cash or monies will be collected or exchanged.)*



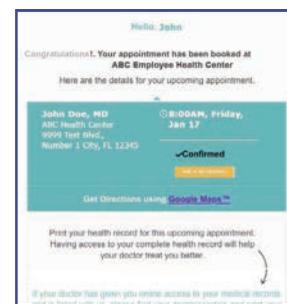
STEP 8

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 “Book Now”.



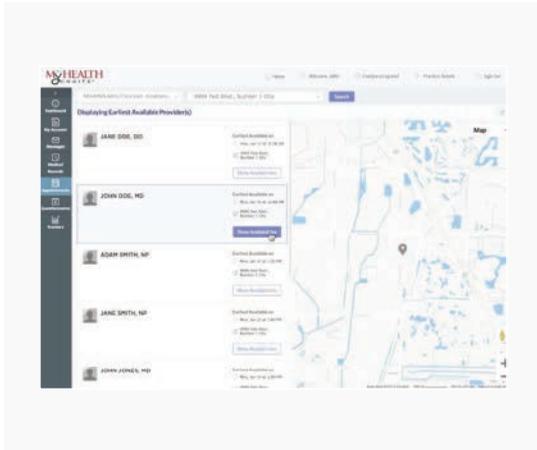
Verify by Cell Phone Call OR Verify by Text Message to Cell Phone

Appointment Set!
Process is completed.



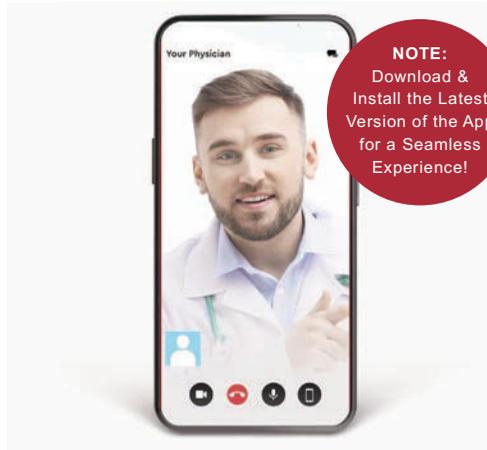
You Will Receive Email Confirmation of Appointment to Registered Email Account.

USE THE HEALOW® APP TO SCHEDULE APPOINTMENTS WITH EASE



Immediate access to schedule appointments

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



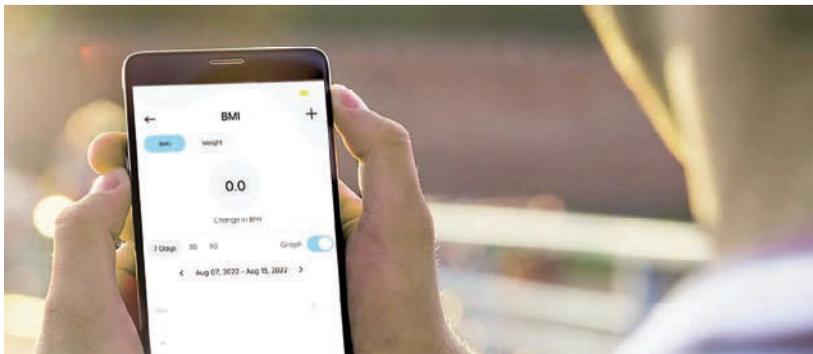
Connect to your doctor via healow TeleVisits

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



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 calling the toll free **24-hr Call Center Support Team at: 888-644-1448**.

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HEALOW® APP 101

NOTE: to use the healow® app, you must be a registered patient with My Health Onsite. *If not a registered patient, please contact the Call Center Support Team at 888-644-1448 for account setup.*

HOW TO REGISTER YOUR ACCOUNT IN THE HEALOW APP

STEP 1

Open the healow app and click "Get Started".

STEP 2

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

STEP 3

Click "Yes, I have Practice Code".

STEP 4

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

STEP 5

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

STEP 6

Select your phone number and click "Send Text".

STEP 7

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

STEP 8

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

HEALOW® APP 101

HOW TO REGISTER YOUR ACCOUNT IN THE HEALOW APP *cont.*

STEP 9

It will prompt you to validate Date of Birth or Phone Number. Once completed it will ask you to **Reset your Password**.

STEP 10

If you consent, please check the boxes marked **"I have read the consent form and the above information"** on the next two screens.

STEP 11

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

STEP 12

Click on **"Complete Enrollment"** light-blue oval at the bottom. Congratulations! You're done and ready to receive hello2healow™ (h2h) calls!

Schedule an appointment today via the **healow app** (practice code: DAAEBD), through our online patient portal at www.my-patientportal.com or by calling the toll free **24-hr Call Center Support Team** at: **888-644-1448**.

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HEALOW® APP 101

NOTE: to use the healow® app, you must be a registered patient with My Health Onsite. *If not a registered patient, please contact the 24-hr Call Center Support Team at 888-644-1448 for account setup.*

HOW TO SCHEDULE AN APPOINTMENT IN THE HEALOW APP

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"**.

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

STEP 4

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

STEP 5

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

STEP 6

Select from the choice of times.

HEALOW® APP 101

HOW TO SCHEDULE AN APPOINTMENT IN THE HEALOW APP *cont.*

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 on black oval that reads “*Verify and Book*”.

STEP
8

You should receive a four-digit code sent via text message, insert code here, then click “Validate”.

STEP
9

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

Schedule an appointment today via the **healow app** (practice code: DAAEBD), through our online patient portal at www.my-patientportal.com or by calling the toll free **24-hr Call Center Support Team** at: **888-644-1448**.

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HEALOW® TELEVISIT APPOINTMENT USER GUIDE

Note: If you installed the healow app prior to May 1, 2020, you may need to delete the app and reinstall.

▶ 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 Support Center at 888-644-1448 and ask to be transferred to your Health Center.

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COVID-19 APPOINTMENT GUIDE & FAQ



The following information is based on recommendations from the Centers for Disease Control & Prevention (CDC) & Association for Professionals in Infection Control & Epidemiology (APIC). Updated as of May 10th, 2022.

All patients must wear a cloth face covering or face mask per the CDC’s and APIC’s recommendation upon entering the health center and while they are on-site. In addition, hygiene stations are provided in the health center lobby for the patient’s safety.

Appointment Guidelines

- Utilize the [healow app](#) (practice code: DAAEBD), our online patient portal at www.my-patientportal.com or by call the toll free 24-hr Call Center Support Team at: **888-644-1448** to make a provider appointment for a sick visit.
- The Employee Health Center staff will call and screen the patient prior to the appointment for COVID-19 symptoms (fever of ≥ 100.4 or unexplained night sweats, chills, unexplained cough, muscle or body aches, sore throat, new loss of taste or smell, new onset or worsened shortness of breath and ask the below questions:
 - In the past 5 days have you tested positive for COVID-19 or been in close contact with someone who has tested positive for COVID-19?
 - Have you experienced the above mentioned COVID-19 symptoms (question 2) within the past 5 days?

If you answer **yes** to any of the above questions, **your provider appointment will not be cancelled**, but offered our test & treat protocol for a on-site visit or tele-visit (televideo visit - virtual) medical appointment. Please ensure the Employee Health Center staff have an updated contact number so the provider can reach you by phone at the scheduled appointment time. Based on the provider’s assessment you may be asked to self-quarantine per CDC guidelines and/or be referred for further testing. If applicable, the provider will schedule follow up **tele-visit** appointments during

this time to monitor. If you are experiencing **emergency warning signs** for COVID-19, seek medical attention immediately at an Emergency Room and/or call 911. Per CDC guidelines, emergency signs include*:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake or stay awake
- Pale, gray, or blue-colored skin, lips, or nail beds, depending on skin tone

**This list is not all possible symptoms. Please call your medical provider for any other symptoms that are severe or concerning to you.*

Hygiene Stations

All My Health Onsite employee health and wellness centers are equipped with Hygiene Stations which include hand sanitizer and facial tissues. In addition, there are instructions posted in the lobby of how to use the Hygiene Station.

How Does COVID-19 Spread?

COVID-19 is spread in three main ways:

- Breathing in air when close to an infected person who is exhaling small droplets and particles that contain the virus.
- Having these small droplets and particles that contain virus land on the eyes, nose, or mouth, especially through splashes and sprays like a cough or sneeze.
- Touching eyes, nose, or mouth with hands that have the virus on them.

IMPORTANT NOTICE: Please update your contact information in your Patient Portal profile with the best cell phone number for our providers to contact you for **tele-visit** appointments.

COVID-19 APPOINTMENT GUIDE & FAQ CONT.

What are the symptoms of COVID-19?

People with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness.

Symptoms may appear **2–14 days after exposure to the virus.**

People with these symptoms may have COVID-19:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

This list does not include all possible symptoms. CDC will continue to update this list as we learn more about COVID-19.

What are severe complications from this virus?

A: Some patients have pneumonia in both lungs, multi-organ failure and in some cases death. Read more about severe complications here: www.cdc.gov/coronavirus/2019-ncov/long-term-effects.

Should I be wearing a mask to prevent COVID-19?

- CDC recommends that people wear cloth face coverings in public settings and when around people who don't live in your household, especially when other [social distancing](#) measures are difficult to maintain.
- Cloth face coverings may help prevent people who have COVID-19 from spreading the virus to others.
- Cloth face coverings are most likely to reduce the spread of COVID-19 when they are widely used by people in public settings.

How can I help protect myself?

A: People can help protect themselves from respiratory illness with everyday preventive actions:

- **Avoid close contact inside your home:** Avoid close contact with people who are sick. If possible, maintain 6 feet between the person who is sick and other household members.

- **Avoid close contact outside your home:** Put 6 feet of distance between yourself and people who don't live in your household. Remember that some people without symptoms may be able to spread virus. [Stay at least 6 feet \(about 2 arms' length\) from other people.](#)

- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available. www.cdc.gov/handwashing/when-how-handwashing.html

Per CDC guidelines, wear a mask with the best fit, protection, and comfort for you. If you are in an area with a high COVID-19 Community Level and are 2 or older, wear a mask indoors in public. If you are sick and need to be around others, or are caring for someone who has COVID-19, wear a mask. If you are at increased risk for severe illness, or live with or spend time with someone at higher risk, speak to your healthcare provider about wearing a mask at medium COVID-19 Community Levels.

If you are sick, to keep from spreading respiratory illness to others, you should:

- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.

Is there a vaccine?

A: Yes. Per the CDC, COVID-19 vaccines are [safe and effective](#). Everyone 12 years of age and older is now eligible to [get a free COVID-19 vaccination](#). Learn about the [different COVID-19 vaccines](#). Search [vaccines.gov](https://www.vaccines.gov), text your zip code to 438829, or call 1-800-232-0233 for vaccines near you.

Is there a treatment?

A: Per CDC guidance, if you test positive and are more likely to get very sick from COVID-19, treatments are available that can reduce your chances of being hospitalized or dying from the disease. Medications to treat COVID-19 must be prescribed by a healthcare provider and started as soon as possible after diagnosis to be effective. Learn more: www.cdc.gov/coronavirus/2019-ncov/your-health/treatments-for-severe-illness.html.

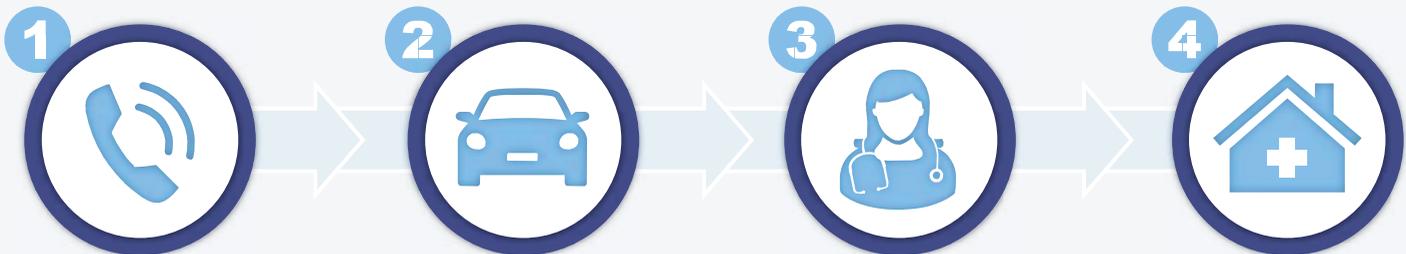
Sources: <https://www.cdc.gov/coronavirus/2019-ncov/downloads/2019-ncov-factsheet.pdf> & https://apic.org/wp-content/uploads/2020/02/02420_Coronavirus_HiresNoBleed.pdf. This information is shared by My Health Onsite for general information and education only. It is not intended to be a substitute for professional medical advice, diagnosis, or treatment. You should always consult your healthcare provider if you have any concerns or questions about your health.

FEELING ILL OR UNDER THE WEATHER?

Onsite Face-to-Face Sick Visits at the Employee Health & Wellness Center!

Our **NEW** Onsite Sick Visit Protocol Provides Convenient Care when it's needed most!

A Kind Reminder: The Employee Health & Wellness Center is not a COVID-19 Testing Site



1 Patients can make **Onsite Sick Visits** via the **healow app** (practice code: DAAEBD), through the Patient Portal at www.my-patientportal.com or by calling the 24-hr Call Center Support Team at **888-644-1448**.

2 Patients that have scheduled sick visit appointments will be asked to **arrive 20 minutes early** to the designated parking spot and will call the sick visit number provided on the parking sign.

3 After initial assessment and screening, **patients may or may not be tested for Flu A/B and SARS COVID-19**. If necessary, the testing takes about 20 minutes to complete.

4 If the testing indicates a **COVID-19 positive result**, the visit will remain virtual with the patient remaining in their vehicle. With a negative result, the patient will proceed into the health center for a face-to-face visit with the provider.

NOTE: please arrive 20 minutes early for your scheduled sick visit appointment and plan on a longer than usual visit due to the new sick visit testing protocol.



MASKS ARE REQUIRED FOR ENTRY
Forgot your mask?
We have one for you.

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.
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NEED TO SCHEDULE AN APPOINTMENT DURING THE COVID-19 PANDEMIC, BUT NOT SURE HOW?

Choose Between 3 Types of Provider Visits Offered at My Health Onsite

NOTE: Due to the COVID-19 pandemic, all patients will be screened before confirming appointment.



FACE-TO-FACE

In-person provider appointments are available for patients who are not sick but need to see a doctor for a well visit, lab work, Vital Health Profile (VHP), medication refills, etc. You will receive a pre-screening call prior to your scheduled appointment. If you are not showing any signs of illness, you will be directed to proceed with your scheduled face-to-face appointment.



TELEVISIT (VIA VIDEO)

Televisits are a safe and secure way to meet with your doctor remotely by video and audio connection. Patients who are feeling sick, have tested positive for COVID-19 or had any exposure to COVID-19 should utilize Televisits to see a provider. Video conferencing makes it easy to connect with your provider for a virtual medical consultation. There are 3 ways to schedule a televisit—patients can join by the Healow App, Desktop Computer or email link. For your convenience, medication refills are also offered via Televisits.



TELEPHONIC (VIA TELEPHONE)

Patients who are feeling sick, have tested positive for COVID-19 or had any exposure to COVID-19 and do not have access to technology that supports a televisit should utilize a Telephonic visit to see a provider. For your convenience, COVID-19 counseling services are also offered via Telephonic visits.

Schedule an appointment today via the [healow app](#) (practice code: DAAEBD), through our online patient portal at www.my-patientportal.com or by calling the toll free **24-hr Call Center Support Team at: 888-644-1448**.

NEED A TELEPHONIC SICK APPOINTMENT OR HAVE QUESTIONS ABOUT COVID-19?



WE ARE HERE TO HELP.

We at My Health Onsite care about your well-being and it's our mission to help you any way we can during the COVID-19 pandemic.

We offer the following COVID-19 assistance:

1. **Telephonic Sick Visits** (via telephone)
2. **Televisit Medication Refills** (via video)
3. **Telephonic COVID-19 Counseling Services** (via telephone)
Speak with a Provider for any questions or concerns

Visit our COVID-19 resources page for more information at:

www.myhealthonsite.com/covid-19-resource-center

A KIND REMINDER ABOUT COVID-19 FACE MASK REQUIREMENTS

My Health Onsite cares about the safety and health of our patients. According to COVID-19 guidelines by the Centers of Disease Control & Prevention (CDC) & the Association for Professionals in Infection Control and Epidemiology (APIC), face masks will continue to be required for vaccinated & unvaccinated patients at all My Health Onsite Employee Health & Wellness Centers until further notice. Face Mask requirements for appointments will change as the COVID-19 precautions are lifted.



FREQUENTLY ASKED QUESTIONS



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 (MHO)**. 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 calling the toll free 24-hr Call Center Support Team at: 888-644-1448.**

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 8 & up can be seen for non-urgent acute care such as sore throats, ear aches, bumps and scrapes. However, children between 8 & 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 Center?

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

FREQUENTLY ASKED QUESTIONS CONT.

What Is Offered In The Health & Wellness Program?

A more comprehensive health & wellness program (over 30 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 doctor at the Employee Health Center. Outside labs cannot be drawn during your “New Patient Lab” appointment (a nurse-only visit).

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 calling the **24-hr Call Center Support Team at 888-644-1448.**

What Happens At The “New Patient Medical” Appointment After I Complete My Lab Work?

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, but realize that the Employee Health & Wellness Center doctor will be prescribing as a physician (not acting as a pharmacy). Per Florida statute, every outside prescription will require a medical evaluation by the Employee Health Center doctor.

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?

It is important to reschedule when unable to attend your scheduled appointment. This allows other employees access to that appointment time. You can cancel existing appointments and then immediately reschedule a different day or time via the patient portal at www.my-patientportal.com or by calling the **24-hr Call Center Support Team at 888-644-1448.**

Who Do I Contact With Comments, Suggestions And Feedback?

Please email feedback@myhealthonsite.com.

PASCO GO HEALTHY

2022 HEALTH & WELLNESS INCENTIVE

Pasco County School offers the Health & Wellness Incentive (HWI) Program for employees and retirees covered under the District's group medical plan.

Participation is voluntary; however, participants must follow the steps outlined below to qualify.

Complete VHP Labs

You must complete an **Annual VHP Lab Draw** through the Health and Wellness Center (HWC).

Only one (1) VHP may be incentivized per program year (01/01/2022-12/31/2022).

Complete VHP Follow-Up

You must follow up with an **HWC provider** to obtain and discuss VHP results within **90 days** of your VHP lab appointment.

Payment for the incentive reward is based on the completion date of the follow-up.

Select your Fit Option

Select **one (1) Fit Option during the VHP follow-up appointment** to receive your incentive reward.

Participants who do not make a selection, or select more than 1 option, will be **automatically enrolled in PascoFit**.

2022 HEALTH & WELLNESS FIT OPTIONS

Employees who qualify for the 2022 Health & Wellness Incentive may select from one (1) of the following Fit Options to redeem their incentive. Those who do not make a selection, or who select more than one option, will automatically be enrolled in the PascoFit option.

YOUFIT

Year Membership (\$250 value)

Youfit is a health club focused on Participants' health. Membership includes unlimited access to all Youfit locations, unlimited guest privileges, and unlimited group fitness classes.

YFIT BUY-UP

Year Membership Contribution (\$250 value)

In addition to gym access, membership at the YMCA includes unlimited group fitness classes and childcare. Employees who choose the YFit Buy-up option for themselves may choose to include family members on their plan, as well as additional services such as personal training and swimming lessons.

PASCOFIT

\$150 - \$250

Participants who complete the VHP and follow-up are eligible for a \$150 incentive reward.

An additional \$100 incentive reward may be earned by completing up to two (2) wellness programs.

Participants may be enrolled in only one (1) options per year. Incentives may not be divided between options.

All activities must be completed by December 31, 2022.

For more information, please visit: www.PascoGoHealthy.com

NOTICE REGARDING WELLNESS PROGRAM

The “Pasco Go Healthy” Health and Wellness Incentive (HWI) Program is a voluntary wellness program available to employees and retirees covered under the District’s group medical plan. The program is administered according to federal rules permitting employer-sponsored wellness programs that seek to improve employee health or prevent disease, including the Americans with Disabilities Act of 1990, the Genetic Information Nondiscrimination Act of 2008, and the Health Insurance Portability and Accountability Act, as applicable, among others. If you choose to participate in the HWI program you will be asked to complete a voluntary biometric questionnaire that asks a series of questions about your health-related activities and behaviors and whether you have or had certain medical conditions (e.g., cancer, diabetes, or heart disease). You will also be asked to complete a vital health profile (VHP), which is an in-depth analysis of 26 key lab panels plus other health measures indicating high cholesterol, diabetes, liver functions, chemistry levels, nutrition, prostate cancer, hypertension and more. A complete list of the included panels can be found at the link below:

<https://connectplus.pasco.k12.fl.us/do/gohealthy/index.php/mho-vital-health-profiles/>

You are not required to complete the biometric questionnaire or to participate in the blood test or other medical examinations.

However, employees who choose to participate in the HWI program will receive an incentive approximately valued at \$150 by completing the biometric questionnaire, VHP blood draw and follow-up visit at the My Health Onsite Health and Wellness Centers. Although you are not required to complete the VHP or participate in the biometric screening, only employees who do so will receive the incentive approximately valued at \$150. Employees who complete the Vital Health Profile may choose to participate in either the Youfit, Pascofit, or Yfit Buy-up options.

Employees who participate in the Pascofit option may earn additional incentives of up to \$100 by completing up to 2 approved wellness programs. If you are unable to participate in any of the health-related activities required to earn an incentive, you may be entitled to a reasonable accommodation or an alternative standard. You may request a reasonable accommodation or an alternative standard by contacting Lisa Giblin at lgiblin@myhealthonsite.com.

The information from your VHP and the results from your biometric screening will be used to provide you with information to help you understand your current health and potential risks, and may also be used to offer you services through the wellness program, such as diabetes management, diabetes prevention, hypertension management, cholesterol management, etc. You also are encouraged to share your results or concerns with your outside provider.

Protections from Disclosure of Medical Information

We are required by law to maintain the privacy and security of your personally identifiable health information. Although the wellness program and Pasco County Schools may use aggregate information it collects to design a program based on identified health risks in the workplace, My Health Onsite and the Health and Wellness Incentive (HWI) Program will never disclose any of your personal information either publicly or to the employer, except as necessary to respond to a request from you for a reasonable accommodation needed to participate in the wellness program, or as expressly permitted by law. Medical information that personally identifies you that is provided in connection with the wellness program will not be provided to your supervisors or managers and may never be used to make decisions regarding your employment.

Your health information will not be sold, exchanged, transferred, or otherwise disclosed except to the extent permitted by law to carry out specific activities related to the wellness program, and you will not be asked or required to waive the confidentiality of your health information as a condition of participating in the wellness program or receiving an incentive. Anyone who receives your information for purposes of providing you services as part of the wellness program will abide by the same confidentiality requirements. The only individual(s) who will receive your personally identifiable health information is (are) the My Health Onsite Health and Wellness Center staff in order to provide you with services under the wellness program.

In addition, all medical information obtained through the wellness program will be maintained separate from your personnel records, information stored electronically will be encrypted, and no information you provide as part of the wellness program will be used in making any employment decision. Appropriate precautions will be taken to avoid any data breach, and in the event a data breach occurs involving information you provide in connection with the wellness program, we will notify you immediately.

You may not be discriminated against in employment because of the medical information you provide as part of participating in the wellness program, nor may you be subjected to retaliation if you choose not to participate.

If you have questions or concerns regarding this notice, or about protections against discrimination and retaliation, please contact Sheila Blue at sblue@pasco.k12.fl.us or 813-794-2679.