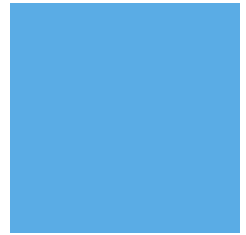
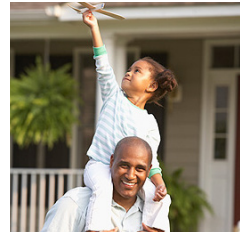


Employee Information Guide



Taking Care of Yourself
Just Got Easier.

Your guide to utilizing the Health & Wellness Center

WELCOME TO QUADMED

WHO WE ARE

QuadMed provides high-quality care for employees at their workplace. The QuadMed model is unique in that it focuses on treating the whole patient, not just the individual symptoms. This ensures you and your family receive personalized care, tailored to your individual needs.

PERSONALIZED CARE

Helping you achieve your overall wellness goals is our main focus. Our providers will listen to you and learn your medical history and lifestyle to provide tailored treatment options.

Whether you need help with a long-term health goal such as managing your weight or high blood pressure; an immediate health need such as a sore throat; or a child with flu symptoms – we're here to help!

OUR COMMITMENT TO YOU

QuadMed is committed to finding ways to get every patient the right care, at the right time, at the right cost.

Your health and the health of your family is QuadMed's top priority. We look forward to serving your health needs at the Health & Wellness Center.

WHO IS ELIGIBLE

All employees, dependent children, and spouses who are participants in your corporation's Health Plan are eligible to use the Health & Wellness Center.



CONTACT INFORMATION

QUADMED WEBSITE:

www.quadmedical.com

REGISTRATION & APPOINTMENT SCHEDULING:

<https://secure.myquadmedical.com>

QUADMED PATIENT SUPPORT:

Phone: 888.417.1001

Hours: Mon-Thurs: 6am-8pm EST

Friday: 6am-7pm EST

Email: patientsupport@quadmedical.com

24-HOUR NURSE LINE:

Phone: 888.417.1001

Hours: 24/7

QuadMed Nurses: Daytime hours, M-F

Team Health Services: After hours

WELLNESS COACHING:

Phone: 888.417.1001

Email: wellnesscoach@quadmedical.com

CLINICAL PATIENT ADVOCATE:

Phone: 888.417.1001

For complaints or concerns regarding care or services.

MEDICAL EMERGENCY:

Call 911 immediately

40-MINUTE APPOINTMENTS

- All new patients
- Annual physical exams: adult, college, sports & camp
- Comprehensive well woman exams: PAP, pelvic & breast exams
- Well child visits
- Multiple health problems
- Anticipated lengthy discussions or questions

20-MINUTE APPOINTMENTS

- Follow-up visits for any ongoing health issues
- Review of blood test results
- Review of medication regimen and any changes
- Acute illness

5-MINUTE APPOINTMENTS

- Prescription Pickups

Note: Please schedule refill appointment when you are down to a 14-day supply of your current medication. If you have no refills remaining or you have not seen the provider in 6 months, you must first schedule a 20-minute provider visit.

WALK-IN APPOINTMENTS

The Health & Wellness Center is not designed to accept walk-in patients. Visits are by appointment only. This allows staff to maintain scheduled appointments and ensure we will be on time for your appointment.

SERVICES

The Health & Wellness Center is intended to provide many health and wellness services across the entire age spectrum. Many of the services are those that you would expect to receive from a family physician.

- Primary and secondary disease prevention
- Comprehensive well woman exams
- Diagnosis and treatment of most chronic health conditions
- Treatment of acute, non-life threatening illnesses, injuries, & infections
- Lab testing: Diagnostic and screening
- Routine screenings: Glucose monitoring, blood pressure checks, cholesterol levels, etc.
- Simple excisions and injections: Moles, skin tags & cysts
- Evaluation and treatment of uncomplicated mental illness
- Minor cut, suture, and laceration care
- Dietary and nutritional assessment recommendations
- Routine Physicals: adult, college, sports & camp.
- Exercise pre-participation evaluation
- Personalized wellness coaching
- Personalized wellness report
- Generic medications

Make your health a priority. The Health & Wellness Center removes the “hassle factor” of health care by offering you convenient, affordable, primary care at or near your workplace.



Our secure, online patient portal takes personalized care to a whole new level! Sign up for quick and easy access to all the tools you need to manage your health:

- Schedule and manage appointments for yourself, your spouse and your children
- Access your secure QuadMed health records*
- Secure message with your QuadMed provider*
- Access the MyQuadMed Wellness Portal (not available for all members)

*Requires an upgraded account. See Registration Instructions on the following pages for more information on how to upgrade your account.



MYQUADMED REGISTRATION

Sign up for your secure account - it only takes a few minutes!

Visit <https://secure.myquadmedical.com> and select **Create Account** (under New User section)



Welcome to MyQuadMed, your Personal Health Homepage.

MyQuadMed provides secure online access to review and manage your personal health care.

With a MyQuadMed account, you can:

- Schedule and manage your appointments
- Secure message with your QuadMed provider
- Access your secure QuadMed health records

MyQuadMed is available exclusively to patients of QuadMed. Need help logging in or creating an account? Contact the QuadMed Helpdesk by email or call 888-417-1001.

Urgent Medical Matters

If you are experiencing a medical emergency, please dial 911 immediately.

If you have a non-urgent question, please call your QuadMed Health Center.

MyQuadMed Login

USERNAME

PASSWORD

LOG IN

[Forgot Username or Password?](#)

New User ?

CREATE ACCOUNT

1. Enter your demographic information. Click **Next**.

Create Account

STEP 1: Please enter the following information so we can verify your identity.

FIRST NAME	Enter First Name Here
LAST NAME	Enter Last Name Here
DATE OF BIRTH	Month ▼ Day ▼ Year ▼
GENDER	Select... ▼
CANCEL	NEXT

MYQUADMED REGISTRATION

2. Enter your verification information (Employee ID or SSN). Click *Next*.

Create Account

STEP 2: Please enter the following information so we can verify your identity.

EMPLOYEE ID:	Enter Employee ID Here
<input type="button" value="CANCEL"/>	<input type="button" value="NEXT"/>

3. Create your account username, password and security questions.
Click *Submit*.

Create Credentials

STEP 3: Please complete this form to create your account credentials. If you do not wish to create a username, your email address

CREATE USERNAME/PASSWORD	
EMAIL	Enter Email Address Here
USERNAME	Enter Username Here (Optional)
CREATE PASSWORD	
PASSWORD	Enter Password Here
CONFIRM PASSWORD	Confirm Password Here
CREATE YOUR SECURITY QUESTIONS	
SECURITY QUESTION #1	<input type="text" value="Choose a Question"/>
ANSWER	Enter Answer 1 Here
SECURITY QUESTION #2	<input type="text" value="Choose a Question"/>
ANSWER	Enter Answer 2 Here
<input type="button" value="CANCEL"/>	<input type="button" value="SUBMIT"/>

4. A verification email will be sent to the email address you provided in Step 3. Verify your email address by clicking on the *“Verify Email”* link.

MyQuadMed is available exclusively to patients of QuadMed. Need help creating an account or logging in? Contact QuadMed Patient Support: patientsupport@quadmedical.com or 888.417.1001.

MYQUADMED UPGRADE ACCOUNT

Upgrade your account for full access to health records and secure messaging with the provider. Click **Upgrade Account** after logging in to your MyQuadMed account.

HOME

MY ACCOUNT

Account and Email
Address and Phone

Upgrade Your Account for Full Access

It's free and easy! In just a few steps, you'll have access to all MyQuadMed features, including the ability to view your QuadMed health records and secure message with your provider.

UPGRADE ACCOUNT

SKIP

Upgrading your account is performed by:

- Verifying the last four digits of your Social Security Number (SSN) and date of birth; or
- Requesting a security code via U.S. Mail; or
- Visiting your local Health & Wellness Center to receive a security code

HOME

SECURE MESSAGES

Inbox
Sent
Send a Message

MY ACCOUNT

Account and Email
Address and Phone

Upgrade Account

Please enter the following information so we can verify your identity and upgrade your account. You'll enjoy full access to all features, including the ability to view your QuadMed health records and secure message with your provider.

LAST 4 DIGITS OF YOUR SSN

Enter here

DATE OF BIRTH

Month ▼ Day ▼ Year ▼

I attest that this social security number and birth date information is my own or that I have been authorized to utilize this information by the person to whom it belongs for the purpose of setting up a PHH account. I understand that any unauthorized use of such information belonging to another person is a violation of policy, may be a violation of law, and will not be tolerated.

I accept the terms

SUBMIT

CANCEL

HOME

PRESCRIPTIONS

Refill a Prescription

MY ACCOUNT

Account and Email
Address and Phone

Confirm Mailing Address

A security code with further instructions will be mailed to the address below. If this address is correct, please select **CONFIRM** to complete your request.

ADDRESS

325 S Road

TestCentral, WI 10101

If this address is incorrect, please select **CANCEL** below. To update your address, please visit your local QuadMed health center or contact your Human Resources department.

CONFIRM

CANCEL

Click **Schedule Appointment** from the sidebar or click **Book** in the Schedule an Appointment box.

MY APPOINTMENTS

[Schedule Appointment](#)
[Meet with Provider NOW](#)
[View or Cancel](#)

MY SECURE MESSAGES

[Inbox](#)
[Outbox](#)
[Send a Message](#)

MY WELLNESS AND FITNESS

Schedule an Appointment

Schedule an appointment at your convenience.

BOOK

Send a Message

Start a conversation with your primary care provider.

COMPOSE

View your Health Summary

Stay informed and involved with your health care program.

VIEW

1. Select a reason for your visit. Click **Next**.

Schedule an Appointment - Step 1 of 5

Select Visit Reason

Please select the option below that best fits the reason for your visit.

ON BEHALF OF: Jane Smith

PREVENTATIVE

Follow-up or other visit

SICK

New occurrences of illness including physical or emotional

LAB

Test with outstanding order

LIFESTYLE COACHING

Appointment with a Health Concierge

NUTRITION

Nutrition services

FITNESS

Appointment with a Fitness Specialist

PHYSICAL REHABILITATION

Physical rehabilitation services

OTHER

Any concern not covered by the above

CANCEL

BACK

NEXT

2. Select an appointment type. Click **Next**.

Schedule an Appointment - Step 2 of 5

Select Appointment Type

Please select the appointment type that best fits the reason for your visit.

FOLLOW-UP

Follow-up on a previously diagnosed condition

PHYSICAL EXAM

Complete Physical, Annual/PAP, or Pre-Operative Exam

DOT EXAM

Department of Transportation

NEW PATIENT

Establish care and review health history

Please add any additional comments related to your visit.

Additional Comments

CANCEL

BACK

NEXT

MYQUADMED APPOINTMENTS

3. Select a location for your visit (if available). Click **Next**.

Schedule an Appointment - Step 3 of 5

Select Visit Location

Please select the health center of your choice. If you would like to see clinics from other areas, fill in the appropriate zipcode below.

- Pascagoula, MS
- Newport News, VA
- Future Clinic 1
- Future Clinic 2

CANCEL

BACK

NEXT

4. Select your provider and date/time of appointment. Click **Next**.


Schedule an Appointment - Step 4 of 5

Select Visit Date & Time

Please select an appointment date, then an available time slot.

You will be asked to confirm the appointment in the next step.

Provider



Ellen Klandrud
Gender: Female
PCP: ★

August 2014

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Time

10:30am

1:30pm

3:00pm

NEXT AVAILABLE APPOINTMENT

CANCEL

BACK

NEXT

5. Confirm your appointment. Click **Schedule Appointment**.

Schedule an Appointment - Step 5 of 5

Confirm Appointment

Please confirm the appointment details.

APPOINTMENT DETAILS

HEALTH CENTER: Pascagoula, MS

MEET WITH: Ellen Klandrud

APPOINTMENT TYPE: Preventative

APPOINTMENT DATE & TIME: September 3, 1:00pm

CANCEL

BACK

SCHEDULE APPOINTMENT



24-Hour Nurse Line
888.417.1001
www.quadmedical.com