

# Kootenai Member Health & Wellness Clinic



## Frequently Asked Questions

### BASIC INFORMATION

#### **What is the Kootenai Member Health and Wellness Clinic?**

Your employer values you and your hard work. That's why Kootenai County is partnering with PMR Healthcare to invest in your family's health! The Kootenai Member Health and Wellness Clinic provides health plan members with easy access to free healthcare services including primary care, prevention, wellness, acute/episodic care, and more. The clinic can handle the vast majority of the medical issues you and your family would typically visit a primary care doctor or urgent care for.

#### **What's the difference between the Kootenai Member Health and Wellness Clinic and urgent care?**

Unlike urgent care, the Kootenai Member Health and Wellness Clinic is FREE for eligible patients to use! More importantly, the clinic focuses on primary care and preventative care. Instead of treating your sore throat and sending you on your way, the PMR medical team supports your health to help avoid the sore throat to begin with! And when you do get sick, they check in to make sure there's no underlying health issue causing those symptoms.

#### **Is the Kootenai Member Health and Wellness Clinic actually free to use?**

Yes, it's **really** free! The clinic does not accept any payments from patients for any reason. Your employer has invested in you and your family's health by giving you unlimited access to the clinic at no cost.

#### **Where is the clinic located and how do I contact them?**

The Kootenai Member Health & Wellness Clinic is conveniently located at 920 West Ironwood Dr, Suite 206, Coeur d'Alene, ID. There is plenty of parking available. The clinic phone number is (208) 686-3371. The clinic staff can also be reached by email at [pmrkootenaicounty@pmrhealthcare.com](mailto:pmrkootenaicounty@pmrhealthcare.com). Feel free to contact us with any questions.

#### **What hours is the Kootenai Member Health and Wellness Clinic open?**

The clinic is typically open Monday-Friday, from 8 am to 5 pm. We are closed from 12 to 1 for lunch and for major holidays. Please check the website for the most up to date information on our current hours. Note— PMR will be reviewing the clinic schedule on an ongoing basis to determine if the schedule can be flexed for patient convenience.

# **PATIENT RECORDS**

**Who can see my patient records? Can the county access my patient record?**

This is an important question, so we're dedicating the majority of this page to answering it!

Kootenai County will  
**NOT** have access to  
your patient record!

PMR follows all HIPAA rules and regulations  
to safeguard your personal information.

We will not share your records without your consent.

The only time any of your personal information will be shared with the county will be for required occupational healthcare testing and workers compensation injury treatment reporting. If you have any questions at all, please reach out. We want to make sure you are confident and comfortable in the knowledge that PMR has been safeguarding our patients' personal information for over 20 years.

**Will you be able to see my older patient records?**

We can request records from any of your previous/current providers once you give us permission by filling out the appropriate paperwork during your appointment. We can also add any patient records you already have to your patient file so they are all in one spot. However, we do not have automatic access to any of your patient records from any other provider or organization.

**Will you share my patient records with my other providers?**

As long as you give us your consent, we can share your records with your other providers upon request at any time.

**Where can I see my patient record with PMR?**

You can always access your patient records with PMR—as well as any other records you may have given us permission to add to your file—in your patient portal.

# ELIGIBILITY

## **Who can use the Kootenai Member Health and Wellness Clinic? Can my family?**

Eligible Kootenai County health plan members (enrolled employees and their enrolled family members/dependents) are invited to access the Kootenai Member Health and Wellness Clinic at no cost. Employees and family members who are not currently on the Kootenai County health plan do not have access to the clinic at this time. Please contact your HR department to confirm your eligibility status.

## **Can my kids use the Kootenai Member Health and Wellness Clinic?**

Children on the Kootenai County's health plan are absolutely eligible to be seen at the Kootenai Member Health and Wellness Clinic. We recommend that young children continue to see a pediatrician as well, as we do not provide all the vaccinations/immunizations that are required for a child's typical primary immunizing series. However, your PMR medical team has experience providing family practice care and is well-equipped to handle any colds, flus, strep throat, ear infections, etc. bothering your little one.

## **My spouse is listed on the Kootenai County's health plan as having secondary coverage. Can they use the clinic?**

Yes! Anyone listed on the Kootenai County's health plan is eligible to use the clinic. If you are not sure if you are on the health plan in any capacity, please contact your HR Department to confirm your eligibility status.

## **What if I retire?**

If you opt to remain on the COBRA health plan when you retire, you will continue to have access to the clinic. You are only eligible to use the clinic while you are a member of the health plan.

# SERVICES, APPOINTMENTS, AND SCHEDULING

## **How do you schedule an appointment at the Kootenai Member Health and Wellness Clinic?**

Once the clinic is open, to schedule an appointment, you can:

- (1) Go online to [www.pmrkootenaicounty.com](http://www.pmrkootenaicounty.com) and request an appointment through your patient portal - *website access code: KCmedical24!*
- (2) Call the clinic at 208-686-3371
- (3) Email [pmrkootenaicounty@pmrhealthcare.com](mailto:pmrkootenaicounty@pmrhealthcare.com) to request an appointment

*See website section of this document for more details.*

## **Can I make an appointment on the same day I want to be seen?**

Yes, the clinic DOES accept **same day** appointments based on availability for sick patients. We do not accept same day appointments for physicals due to the complexity and time constraints. To make a same day appointment, please call the clinic to find out what time you can be added to the schedule.

We recommend strongly against 'walk-ins', as we cannot guarantee how long you will have to wait, and want to respect your time. If you do 'walk-in' you will be added to the schedule based on availability and we will get you treated as able.

## What should I bring to my first appointment?

Please bring a current Photo ID and a list of current medications (including vitamins) that you are/have been taking. We need to know the name, dosage, and frequency that you take the medication, so it may be easier to take pictures of any medication bottles you have and/or bring them to the appointment.

## What services will be available at the Kootenai Member Health and Wellness Clinic?

Here are some examples, but please contact us for more specific information!

Service Description	Available for \$0?
Unlimited Patient Appointments	✓
Episodic Care <ul style="list-style-type: none"><li>Treatment for colds, flus, ear infections, and other sickness</li><li>Treatment for rashes, cuts, bruises, and bumps</li></ul>	✓
Primary Care <ul style="list-style-type: none"><li>Ongoing treatment for illnesses/injuries like high blood pressure, diabetes, asthma, vitamin deficiency, etc.</li><li>Creating personalized health plans</li></ul>	✓
Preventative Care & Root Cause Medicine <ul style="list-style-type: none"><li>Wellness visits</li><li>Immunizations (like flu shots)</li></ul>	✓
Chronic Disease Management	✓
Nutrition & Dietary Care <ul style="list-style-type: none"><li>Exercise and diet support; Weight loss assistance, etc.</li></ul>	✓
Support making lifestyle changes (i.e., smoking cessation)	✓
Minor Procedures (call for details)	✓
Physicals: school, comprehensive, DOT, other	✓
Prescriptions- see list on clinic website	✓
Laboratory/Diagnostic Services	✓
Access to health education materials and events	✓
Access to online patient portal with scheduling, patient record, and more	✓

## How is one doctor going to take care of everyone on the health plan? Will I ever be able to get into the clinic now that it's open?

We understand your concern— odds are that at some point you've spent hours sitting miserably in a waiting room, had a doctor who was more focused on the clock than your needs, and seen medical staff running around clinics trying to catch up. We have too! That's why PMR's model was specifically designed to avoid the major pitfalls we saw occurring in the open market.

Here's a few reasons we have faith in your clinic being a success:

- Other providers (urgent care centers, outside primary care providers, etc.) have to spend the vast majority of their days doing billing and coding— over half of the medical team members you see running around in a clinic could be dedicated to that task! PMR doesn't need to do any coding or billing, because the county is paying for you to access the clinic when you need it.
- On average, outside providers treat 2x (or even 3x!) as many patients as a PMR provider ever will. That means our provider is REALLY free to give you the care you need.
- Our medical team is able to grow with the patient base as needed to ensure patients are seen.

- PMR has 20 years of experience organizing patient schedules to make sure we can help you live your happiest, healthiest lives.

At the end of the day, we know it'll take some time to build your trust in us, our model, and your PMR medical team. We just ask that give us a chance to show you what we can do for you.

### **How long are normal appointments?**

Your doctor won't have their hand on the door or watch the clock during your visits—the medical team will be dedicated to assisting you. We spend the amount of time YOU need with you during appointments! This could be 15 minutes or 90 minutes- we get to know you so that we can schedule your visits accordingly and give you the time and attention you deserve.

*Please Note—the PMR physical is a much more comprehensive appointment, so it is detailed in its own section [below](#).*

### **Does the clinic offer imaging?**

No, at this time there is no imaging in the clinic.

### **Does the clinic offer mental health?**

There is no mental health professional (i.e. psychologist) at the clinic, however, Dr. Doxey has a vast amount of experience in treating mental health issues and is able to help you take the first steps towards getting the treatment you need. If you have questions about mental healthcare, please make an appointment, as we're happy to help you take the first step.

### **Does the clinic provide vaccinations & immunizations?**

We offer a wide variety, such as flu, TDAP, etc. Please note that we cannot offer most childhood vaccination series or COVID vaccinations from the clinic. If you have questions about a specific item, please contact us.

### **Do you provide traditional 24/7 telehealth?**

No, we do not. However, you have access to telehealth through your current insurance package, and if you are an established patient we welcome any calls during open hours to speak with the provider.

### **Do you see children at the clinic?**

We recommend that young children continue to see a pediatrician as well, as we do not provide all the vaccinations/immunizations that are required for a child's typical primary immunizing series. However, your PMR medical team has experience providing family practice care and is well-equipped to handle any colds, flus, strep throat, ear infections, etc. bothering your little one.

We do additionally provide all of the school/sports/club physicals your child may require to participate in their activities.

### **Do you provide OB/GYN services?**

We provide many GYN services, such as pap smears, but we are not equipped to become your primary obstetrician. The doctor has delivered their fair share of babies, but that won't be a service available at the clinic!

### **Will the clinic take over occupational health testing? Workplace injury treatment?**

These programs are currently being established, and you'll hear more about this from the county as it pertains to your individual department.

## **Should I go to urgent care, the ER, or the Kootenai Member Health and Wellness Clinic?**

If you have an issue you'd normally go and sit in an urgent care and wait to be seen for, please come to the clinic. If you have a major issue (like a bone sticking out!), please go straight to the ER.

# **THE PMR PHYSICAL/ANNUAL WELLNESS EXAM**

## **Should I get a physical/annual wellness exam?**

We strongly recommend that all patients get a full physical once per year—even if you feel perfectly healthy! The PMR physical is often described as the most comprehensive exam our patients ever experience and it allows us to figure out what's normal for your body. That way when you are sick we can immediately tell! The physical is also a great opportunity to evaluate your health goals, answer any questions you may have, and more.

## **What is included in the PMR Physical/annual wellness exam?**

The physical takes place over two separate appointments.

During the first appointment, you should typically expect:

- 90 minutes in the clinic  
During your patient appointment, you will receive PMR's comprehensive wellness exam. PMR completes a wider variety of testing on every patient to make sure we understand how your body functions when healthy, to determine if there are any small signs of potential illness, and to craft your long term health plan. Please expect to be in the clinic for the full 90 minute period that you sign up for. We are happy to reschedule your appointment for a later date if this time constraint does not work with your schedule.
- Fasting labs  
PMR completes lab work on all new patients as part of our comprehensive wellness exam. Please come to your appointment well hydrated and prepared to have blood drawn.
- Electrocardiogram (ECG)  
An ECG helps PMR check your heart and make sure it is healthy. This is an important part of our comprehensive wellness exam, and we complete one on all patients to make sure we have a full picture of your current health. Please be aware that your chest will be briefly exposed while this test is being completed.

During the second appointment (follow-up appointment), you should typically expect:

- 60 minutes in the clinic  
Your PMR medical team will schedule your second appointment for approximately 1-2 weeks later. The follow up appointment typically lasts about an hour.
- Review results and discuss next steps  
You will have the opportunity to learn about your test results from the first appointment, discuss your health plan going forward, ask any questions you may have thought of since your first appointment, and more.

# **PRESCRIPTIONS AND LAB SERVICES**

## **What medications and lab testing services are provided in the clinic?**

A list of medications that will typically be available at the clinic can currently be found on the clinic's website. Please contact us with specific questions. Please note we do not provide any controlled substances through the clinic.

Similarly, we have a large number of lab and diagnostic testing services available at the clinic. This formulary is not posted on the clinic website because it can be confusing to view panel names and associated codes, so please contact the clinic to ask about specific labs available at no cost.

## **What if my medications aren't available through the Kootenai Member Health and Wellness Clinic?**

If your medications are not currently available at the clinic, we will write you a script so you can get them from your preferred pharmacy. Please note that only medications dispensed **within** the clinic are free. Medications sent to outside pharmacies will go through your insurance, as they did prior to the clinic opening. We work with you to find the lowest cost medications that will work for you at outside pharmacies.

## **What if my labs aren't available through the Kootenai Member Health and Wellness Clinic?**

If your labs are not currently available on our formulary, we may be able to complete the draw and then send them through your normal insurance. If not, we can send you to an outside lab service. Please note that only lab testing services provided **within** the clinic are free. We work with you to find the lowest cost options that will work for you at outside clinics/centers.

## **If I have been prescribed a medication by a different practitioner, can I get it at the clinic?**

The clinic cannot fill scripts from outside practitioners. Instead, we invite you to make an appointment to see if the medication can be prescribed by PMR instead, and then provided at no cost.

## **If I have had labs ordered by a different practitioner, can I get them completed at the clinic?**

As long as they are on the clinic's lab formulary! Please contact us for more information.

## **Does the clinic have resources for tobacco cessation?**

Yes! Please contact us for more information.

## **Where is blood drawn at/where are the specimens collected?**

The draws are completed within the clinic.

## **Where do the labs get sent?**

Just a short way- they are couriered to a lab in Spokane.

## **Do you offer allergy testing?**

We have some basic allergy panels, but not the same breadth of options a specialist would. Please get in touch to discuss your specific needs and how we can support you.

## **Do you offer EpiPens?**

Yes! Please view our full prescription list on the clinic website.

## **Do you offer inhalers?**

Yes! Please view our full prescription list on the clinic website.

# CURRENT & OUTSIDE CARE

## **Can I still go to my current primary care doctor? I've been seeing them for years!**

Yes! You can visit your current primary care provider for as long as you wish—you aren't required to switch to the Kootenai Member Health and Wellness Clinic. You'll need to continue paying any applicable co-pays, fees, etc. that your current provider charges (only appointments at the Kootenai Member Health and Wellness Clinic are free).

## **If I keep going to my current primary care doctor, can I use the Kootenai Member Health and Wellness Clinic?**

Yes! Thanks to your employer, you will always have access to unlimited, free appointments at the Kootenai Member Health and Wellness Clinic. That means we're available when:

- Your regular practitioner doesn't have appointments available and you urgently need to be seen.
- You want to save money on co-pays/other fees, medications, or lab work.
- You'd like to take advantage of PMR's comprehensive primary care services (at no cost!).

## **What happens if I need to see a specialist/other doctor?**

If you have a medical need that cannot be met within the clinic, we will refer you to a specialist/outside practitioner. The Kootenai Member Health and Wellness Clinic will help you schedule the specialist appointment and connect with you/the specialist afterwards to help create the best possible medical plan for you.

## **What if I want a referral to a provider closer to home?**

We're happy to refer you to wherever the most appropriate location for you may be, and can help you find the best cost, convenient options.

# INSURANCE

## **Will there be an increase in premiums?**

Access to the clinic is included with your current premium. If you have specific questions about your premiums, please contact your HR department.

## **Will this replace Regence in the future?**

No, this is not replacing your current insurance--- instead, the clinic is intended to give you additional access to care!

## **Are clinic services reported to our health insurance?**

No, the care you receive at the clinic will NOT be reported to your insurance provider.

## **Will we still have access to telehealth? Other programs through our current insurance?**

Yes! No services are being taken away, the clinic is a new additional benefit.

# WEBSITE AND PORTAL PAGE

## How can I use the clinic's website?

The clinic's website has all of the clinic's current information, including open hours, contact details, etc. The website is also where you access your patient portal, find the clinic's most recent newsletters, learn about fun health topics, find health support tools, and more. Here's how to access the website:

- (1) Go to [www.pmrkootenaicounty.com](http://www.pmrkootenaicounty.com) on any web surfing device
- (2) Select the white "View Your Patient Portal>>" button
- (3) When prompted, enter the following password: *KCmedical24!*

Once you have used the password to login:

To access your patient portal: Select the orange "Access My Patient Portal>>" button

To view health info & tools: Select "Clinic News & Health Facts" in the top right corner of the page

To view the clinic's contact info/location: Scroll to the bottom of the page

To leave feedback (anonymous or otherwise): Select "Get in Touch" in the top right corner of the page

## Why does the clinic website have a password on it?

The Kootenai Member Health and Wellness Clinic is a private clinic, just for Kootenai County's health plan members! We put a password on the website to make it clear that all services at the clinic for a select group of people: You!

## How do I set up my patient portal from the clinic's website?

When you use the password to enter the clinic's website, you'll see a big orange button that says "Access my patient portal". When you select that you'll be taken to a private login page for PMR's EMR (Electronic Medical Records). Here you should select "create an account".

## What if I already have an Athena login?

PMR uses Athena for our EMR, and other providers do to! Please go ahead and still select "create account" to make your profile. You'll be setting up your login specifically for the clinic's portal, which is only accessible through the clinic's website.

## What email should I use to create my patient portal account?

Please use your personal email, not your work email! This helps us protect your privacy.

## What can I use my patient portal for?

Once you login to your patient portal, you can:

- (1) View scheduled appointment and request new appointments
- (2) Securely email your medical team
- (3) Request medication refills
- (4) View and download your patient records

## Is it one portal login per family, or per person?

It is one login per person. Your login is unique to you so that no one can access your patient record unless you specifically give them your login information or permission.

