



**City of Charleston**

**Employee Wellness Center**

Operated by **CareHere!**

# CareHere!®



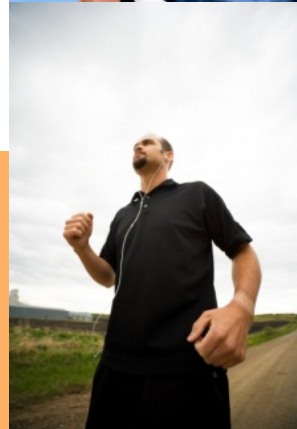
Providing Care Here  
Health Coaching  
Connecting Online  
It's more than just a clinic.

Our Mission:  
CareHere partners with employers and providers to empower individuals and families to achieve well-being and health through quality, cost-effective healthcare, education and coaching delivered with enthusiasm and compassion.

# Who is Eligible?

- ✓ **ALL** active full time employees.
- ✓ Dependent spouses and children enrolled in the HealthSmart Medical Benefit plan.
- ✓ Non-Medicare eligible retirees and dependents enrolled in the HealthSmart Medical Benefit plan.

City of Charleston Employee Wellness Center  
601 Morris Street Suite 203  
Charleston, WV 25301



# What you Get with CareHere

- ✓ NO Co-pays
- ✓ Some generic medications dispensed at NO COST
- ✓ NO crowded waiting room
- ✓ < 5 minute average wait time
- ✓ 20 minute appointments – no max
- ✓ Free Health Coaching – in person, phone, email & online
- ✓ Schedule online or by phone
- ✓ 24/7 Nurse by telephone for emergencies
- ✓ No cost for Lab work
- ✓ Mandatory Annual Health Risk Assessment
- ✓ CONFIDENTIALITY

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# With CareHere You Aren't Alone on the Path to Better Health & Wellness

- ✓ Registered Dietitian
- ✓ Registered Nurse
- ✓ Exercise Physiologist
- ✓ Behavioral Health Coach
- ✓ Tobacco Cessation Coach

**No out-of-  
pocket cost  
&  
Private**



# Achieve Better Health Step by Step with CareHere Connect

**General**

- Welcome Page
- Appointments
- FAQs / Knowledgebase

**Resources**

- Medications
- Medical Library

**Updates**

- Contact Data
- Health Data
- User Options

**ReportModule**

- Reports
- Carehere Connect

**CareHere!** Powered by **CONNECT** H healorium

Test1 Explorer 1431 Healthies™

Settings | Log Out

Home My Health My Tasks 17 My Plans My Network My Coaches My Guide

**My Plans**

Preventive Health Unsatisfactory Adherence

You didn't follow some of the plan's recommendations.

Make better and earn more Healthies™ this week!

Details

**My Targets**

Reach LDL Cholesterol of 100 mg/dl

LDL Cholesterol

Weight

Keep going! You've got 50 mg/dl more to go

Details

**Noteworthy**

Recipe of the week Exercise of the week Newsletter HealthyBytes Video

**Rewards**

Use your Healthies™ to collect these great rewards

Chair Massage

**My Updates**

- You're now on the 'Walking Plan with Kiosk' plan
- You're no longer on the 'Exercising with Diabetes Program' plan
- You're no longer on the 'CHW Exercise Program' plan
- You're no longer on the 'Smyrna 300K' plan
- You moved to a new plan's step
- You moved to a new plan's step
- You moved to a new plan's step
- You moved to a new plan's step

**CareHere!**

Thomas 35 Healthies™

Settings | Help | Log Out Earn More

Home My Health My Tasks 7 My Plans My Network My Coaches

**My Health**

**Blood Pressure Profile**

Looks Good **Way to go!**

More details

Blood pressure is the force of blood against the walls of arteries. Blood pressure is recorded as two numbers—the systolic pressure (as the heart beats) over the diastolic pressure (as the heart relaxes between beats).

**Cholesterol Profile**

Encouraging **Maintain results!**

More details

The cholesterol profile is a group of tests that help determine your risk of heart disease and guide you and your health care provider in deciding what treatment may be best for you if you have borderline or high risk.

**Weight Profile**

Attention Required **Don't let it deteriorate**

More details

The weight profile is a group of measurements that help determine your risk for developing obesity-associated diseases or conditions (Type II Diabetes, Hypertension and Heart Disease)

# Important Mechanics



Register with CareHere by visiting

[www.carehere.com](http://www.carehere.com)

or calling 877-423-1330

City of Charleston first time access code:

**(see separate handout)**

- ✓ All patients must be registered in the CareHere system before visiting the health and wellness center.
  - ✓ See patients from 2 years old and above
  - ✓ All medicine refills require an appointment with the provider
    - ✓ Same day appointments available
  - ✓ First-time visits, annual physicals, and pap smears, require 2 back-to-back appointments.
- ✓ If you are 10 minutes or more late for your appointment, please know you may be rescheduled.
- ✓ Cancel appointments online or by phone up to your appointment time to prevent "NO SHOW"

Good things happen with CareHere in your life

# How to Get the Most out of Your CareHere Benefit

Enroll online or by phone

Explore  
CareHere Connect

Follow the  
Appointment  
Guidelines

Schedule a  
"Get to Know Me"  
Appointment

Ask the provider to be  
referred to one of our  
Health Coaches

Complete a  
CareHere  
Health Risk Assessment

Take a copy of any  
existing prescriptions with  
you to your  
appointment.

**CareHere!**<sup>®</sup>

Consider us your 1<sup>st</sup> stop for any health care need



# EMPLOYEE WELLNESS CENTER OPERATING HOURS

Day	Hours
Monday	7:00 a.m. to 5:00 p.m.
Tuesday	8:00 a.m. to 5:00 p.m.
Wednesday	7:00 a.m. to 7:00 p.m.
Thursday	8:00 a.m. to 5:00 p.m.
Friday	8:00 a.m. to 3:00 p.m.
Saturday	8:00 a.m. to noon

Patients Seen by Appointment Only. To make an appointment, visit [www.carehere.org](http://www.carehere.org) or call 877-423-1330.

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