

Dear Pipe Trade Family Health & Wellness member:

We are proud to be the new health care management provider for the Pipe Trade Family Health & Wellness Centers. During this transition we have heard a few common questions and will address them below. Thank you for your patience and understanding as we navigate these changes together. Our primary goal is to help you all Get, Stay, and Be Well!

Virtual Care

What is Virtual Primary Care?

Virtual Primary Care is a digital healthcare service through Premise Health. It offers management of your ongoing care needs as well as 24/7/365, on-demand access to care with a virtual primary care provider (PCP) from anywhere within the United States. Virtual primary care visits are available through the My Premise Health app or online at mypremisehealth.com by phone or video.

While these are not Pipe Trades Family Health & Wellness providers, the visit notes generated by your visit with Virtual Primary Care can be viewed by your Pipe Trades Family Health & Wellness provider.

Can my Pipe Trades Family Health & Wellness provider do a virtual visit?

Yes, much like Virtual Primary Care, your Pipe Trades Family Health & Wellness Center provider can do a virtual visit by phone or video. Visits can be scheduled through the My Premise Health app, online at mypremisehealth.com, or by calling the location you wish to be scheduled at. These appointments are only during normal health centers hours.

You must be physically located in the State of Minnesota to access a Pipe Trades Family Health & Wellness virtual visit. If you are physically located in a different state, you can still use the 24/7/365 Virtual Primary Care service.

Can I get my prescriptions filled through a virtual visit?

Virtual visits are just like in-office visits. You will discuss your medical needs with your provider, and they will diagnose and prescribe medications when medically appropriate. Virtual providers do not prescribe controlled substances, non-therapeutic drugs or other drugs that can be harmful due to their potential for abuse.

Prescription Medications

Can I still get my prescription medications at the health center?

Yes. If prescribed directly from our health centers, we can dispense most medications to you with a process called "provider dispensing." This process has different regulations than when your medications are filled at a pharmacy, because we are not a pharmacy and do not have a pharmacist onsite. The main difference is that we **can only provide you with medication directly**

from the health center in conjunction with a virtual or in-person visit with one of our onsite physicians or nurse practitioners. This is because prior to each medication refill, our providers review information such as previous examinations, laboratory testing, and past or current symptoms and side effects. Some medications may require additional laboratory testing or adjustments to ensure your issues are resolving or controlled. If you obtain a prescription from a non-Premise provider or through use of 24/7/365 Virtual Primary Care service, it will need to be filled at a local pharmacy rather than at the health centers. There are also some medications that are not available at the health centers, and will need to be filled at a local pharmacy.

If I just need a refill for a prescription that was from before January 24, 2023, can I call and have that filled?

For provider dispensed medication refills at the health center: please call the center to schedule your appointment or schedule a visit using the **MyPremiseHealth app**. We will make every effort to sync up your medications, so all are refilled at the same time to avoid unnecessary visits. Medications filled during a virtual visit must be picked up within 7 days of the visit.

If you would prefer to have your medications refilled at a local pharmacy or through the Optum Home Delivery Pharmacy, you will still be required to have a face to face or virtual visit with your provider for the **initial prescription** but refills can be filled without a visit in most instances. This initial prescription visit is required even if you previously had your prescription through a Pipe Trades Family Health & Wellness Center prior to January 24, 2023.

Medical Records

Do the health centers have my records from when I was treated before?

Yes, the onsite health centers have access to your previous Pipe Trades Family Health & Wellness Center medical records. Premise Health utilizes the electronic medical record (EMR), EPIC, which is different than your previous EMR but the onsite providers can review your previous records while also creating a new record within EPIC.

Does the Virtual Primary Care service have that same access?

No, the 24/7/365 Virtual Primary Care service does not have any access to your previous treatment records prior to January 24, 2023. All services received since the transition to Premise Health can be viewed by the 24/7/365 Virtual Primary Care team in EPIC, as they are integrated with the onsite health centers.

How do I get my medical records?



For all medical records prior to January 24, 2023, please reach out to Tony Hynes at (651) 683-2425 or tonyh@ptsmn.org

For medical records after January 24, 2023, please reach out to your local Pipe Trades Family Health & Wellness Center for assistance.