

The Bridge Health Center, operated by Premise Health, serves the City of St. Charles School District, providing convenient and affordable access to quality health care, offering acute care, preventive care, chronic condition management, wellness coaching, and occupational health services.



Eligibility

Who is eligible to access the services at The Bridge Health Center?

- All services are available to those members who are enrolled in the District's medical insurance plan, including employees, spouses, dependents over the age of 2, and pre-Medicare retirees.
- Treatment of work-related injuries and occupational health services are available to all District employees regardless of health plan enrollment.

Benefits

What are the benefits of The Bridge Health Center?

- Cost effective, with low¹ or no cost visits
- Convenient access to care with:
 - Little to no wait time
 - Same or next-day appointments may be available
 - Online access to medical records, appointment scheduling, and secure messaging with provider through My Premise Health portal
 - Virtual Visits via phone or video for certain appointment types
- More dedicated time with a provider
Visit the **Staff** page of the website to meet The Bridge Health Center care team.
- Access to:
 - Wellness coaching at no cost
 - Diabetes education and supply program at no cost
 - Select preventive/chronic medications through Home Delivery Pharmacy
 - Premise Health 24/7 Virtual Primary Care with board-certified physicians

[1] To meet IRS guidelines, a minimal visit fee is charged for non-preventive visits for those on the HSA Plan.

Location

The Bridge Health Center is conveniently located at the following address, with reserved parking.

2424 Zumbuhl Road
St. Charles, MO 63301

Hours

Day	Hours of Operation
Monday	7 AM - 1 PM
Tuesday	7 AM - 6 PM Nurse Only 7 - 11 AM ²
Wednesday	7 AM - 5 PM
Thursday	12 - 6 PM
Friday	7 AM - 1 PM

[2] Nurse Only Hours available for lab work, blood draws, biometric screenings, vaccinations, blood pressure, weight checks, etc.

Note: The hours of operation are subject to change. If this occurs, changes that impact the established schedule will be communicated.

See website for current hours of operation: thebridgehealthcenter.com.

The Bridge Health Center will be closed on major holidays.

Privacy Policy

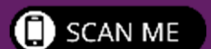
Your privacy is critical. The Bridge Health Center is operated by a third-party, Premise Health, that abides by all federal HIPAA and confidentiality regulations.

By law, your information cannot be shared with your employer without your consent, unless you are receiving treatment for occupational health or a work-related injury.

For more information, visit:

thebridgehealthcenter.com

TIP! Bookmark this page on your device's browser



Services

The Bridge Health Center services include, but are not limited to:

Personal Health

Preventive Services

- Biometric screenings*
- Routine well-woman and well-man exams*
- School/sports physicals
- Preventive lab work
- Vaccinations, including flu shots*

Acute Illness

- Allergies
- Cold, flu, etc.
- Constipation and diarrhea
- Headaches
- Infections (bacterial, ear, eye, sinus, urinary tract, viral, etc.)
- Nausea and vomiting
- Rashes and skin conditions
- Sore throat

Minor Injuries / Procedures

- Cuts and stitches
- Mole removals
- Muscle and joint pain
- Sprains and strains

Disease Management

- Anxiety / depression
- Asthma
- Blood pressure
- Cholesterol
- Diabetes

Diabetes Program

- Provides diabetes education and testing supplies at no cost
- Visit the [Diabetes Program](#) page of the website to learn more.

Wellness Coaching*

- Explore exercising, improve sleep, lose weight, manage stress, maximize your health, quit tobacco, etc.
- Visit the [Wellness Coaching](#) page of the website to learn more.

Medication

- Prescribe medication, after thorough assessment
 - Certain preventive medications available at no cost through Home Delivery Pharmacy
- Visit the [Home Delivery Pharmacy](#) page of the website to learn more.

Care Coordination

- Coordination with outside providers
- Referral to specialists

Lab Work and Vaccinations³

- Administer shots / vaccinations
- Order, conduct, interpret and consult on routine diagnostic lab work, including, but not limited to:
 - Blood sugar
 - Cholesterol
 - Complete blood count
 - COVID-19 testing
 - Flu testing
 - Pregnancy testing
 - Strep throat testing
 - Triglycerides
 - Thyroid
 - Urinalysis
- Can complete lab draw with orders from outside provider

Work Related

Work Related Injury Treatment and Occupational Health Services

- Initial triage and follow up of work-related injuries
- Drug testing
- Occupational health testing

Virtual Visits

Available for certain appointment types, including:

- Allergies • Cold • Flu • Follow-ups • Lab Review • Medical Questions • Prescription Refill

Connecting with The Bridge Health Center provider is easier and more convenient with **PHONE** and **VIDEO** appointments - **you can have a visit wherever YOU are, during health center operating hours.**

- Easy appointment scheduling that can sync with your calendar
- User-friendly platform with no software download required
- Avoid unnecessary travel
- HIPAA compliant and secure

How to Schedule a Virtual Visit Online:

1. **Log in to your My Premise Health account online** or in the app. If you don't have an account, you can create one using "Sign Up Now".
2. In the dashboard, select "**Schedule an Appointment.**"
3. Choose the reason for your visit.
4. Confirm if you want to be seen by **phone or video.**
5. Choose your location (The Bridge Health Center).
6. Select a preferred date and time for your visit, and provider.
7. **Confirm appointment details.** In the specified box, please **provide any information you'd like your provider to know**, such as questions or symptoms you may have. If this is your first-time scheduling through the portal, you may be prompted to verify personal information before confirming appointment details. After reviewing all information, select "**Schedule.**"
8. **Sign in to your My Premise Health account 10 minutes before your appointment to complete the eCheck-In.** Once ready, your provider will join the video visit or call you if you selected a telephonic visit.

Visit the [Virtual Visits](#) page of the website to learn more, including when to schedule in person, virtual, or Premise Health 24/7 Virtual Primary Care.



Secure Messaging: If you have a medical question or need to contact The Bridge Health Center providers (for things such as medication refills, non-urgent medical questions, test result questions, visit follow up questions, etc.), sign in to My Premise Health and click the 'Send a Message' icon. To view sent and received messages, select 'Messages' from the Menu list.

*Biometric screenings, provider wellness reviews, annual physicals, flu shots, and wellness coaching sessions are points eligible for the Wellness Incentive Program. Visit <http://bit.ly/bridgewellnessprogram>.

[3] TIP: Use the Nurse Only schedule for blood draws and injections. When scheduling online or in the app, select one of the Nurse Only options from the appointment types list: 'Lab', 'Biometrics', 'Flu Shot', etc.

Cost of Services

The Bridge Health Center will have the following cost for eligible members enrolled in the District's medical insurance plan. We want you to be prepared that the visit fee will be collected at the time of service via a credit, debit or HSA card. For safety reasons, cash/check is not accepted.

Visit Fee Schedule

Service	Base or Premium Plan	HSA Plan ⁴
Preventive Care	Free	Free
Non-Preventive Care	Free	\$35 ⁴
Wellness Coaching	Free	Free
Home Delivery Pharmacy Medications	Free	Free
Premise Health 24/7 Virtual Primary Care	Free	\$35 ⁴

[2] Due to IRS regulations, HSA eligible plan members must pay a minimal visit fee for non-preventive visits, including chronic care or other significant benefits. **These fees are still considerably less than you would pay for similar services at a community provider office, convenience care or urgent care center.**

Appointments

A few reminders about appointments:

- **Appointments are required.** Please schedule an appointment prior to arriving at The Bridge Health Center. This helps ensure you and fellow patients have the shortest wait times and best experience possible.
- **Scheduling for first time.** If you are scheduling for the first time, you must first be registered with My Premise Health. (See **First Time Registration** above)
- **Urgent needs.** If you have an urgent need and are unable to find a same day or next day appointment, please call Member Services to see if they can accommodate you.
- **Cancellations.** If you are unable to make your appointment time, please cancel or reschedule online, in the app, or by phone, as far in advance as possible out of courtesy for other patients and The Bridge Health Center care team.
- **Collaboration with outside provider.** If you have an outside provider and would like to share your visit information with them, the health center can send a full summary with your authorization.
- **eCheck-in.** To save time during your visit, complete any required paperwork before you arrive, within 7 days prior to your appointment, by logging in to mypremisehealth.com or through the app. Select eCheck-in to complete all required forms and verify your health information. Visit the **How to eCheck-in** page of the website for step-by-step instructions.

Premise Health 24/7 Virtual Primary Care

Through The Bridge Health Center you also have access to Premise Health 24/7 Virtual Primary Care, giving you access to healthcare 24 hours a day, 7 days a week, 365 days a year, through secure video or phone from home, office or the road. It is staffed with board-certified physicians who specialize in primary care licensed in all 50 states. Information on your visit will be available to your provider at The Bridge Health Center to help ensure continuity of care. Visit the **Premise Health 24/7 Virtual Primary Care** page of the website to learn more, including how to make an appointment with the next available provider, or schedule a future appointment with the Virtual Primary Care provider of your choice.

[4] For the Health Center Direct Line:

- Press 2 to make appointment or non-urgent concern, directed to Member Services
- Press 3 to leave voicemail for urgent matter or if returning call (calls returned within 2 business hours)

First Time Registration

Registration is required prior to being able to make an appointment for the first time.

Note: Registration can occur when your insurance is effective. Each eligible family member must register separately.

1. Go to mypremisehealth.com or download and open the My Premise Health mobile app
2. Click '**Sign up now**'
3. Enter the following information: your **full name**, **date of birth**, and the **last four digits of your social security number (SSN)**
4. Click 'Submit'

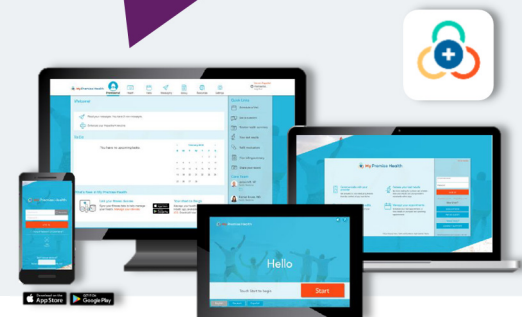
How to Schedule an Appointment

Member Services Line:
(636) 428-2414

Health Center Direct Line³:
(636) 443-4202

Online Portal:
mypremisehealth.com

Mobile App:
My Premise Health
(Available in Google Play and App Store)



How to Get Started with The Bridge Health Center

1. Register to activate your account

(See First Time Registration inside)

2. Call, go online or use the mobile app to make your first appointment

(See Appointments and How to Schedule an Appointment inside)

You can schedule a first visit for either:

- Any current health care needs, such as an annual physical, illness, minor injury, current chronic condition, wellness coaching, and more
- A 'Get to Know Me Appointment' if you do not have any specific needs but would like to meet with a provider to establish care

3. Prior to your first visit, complete required paperwork:

Prior to your first visit, you will be asked to complete new patient materials. **To save time, complete the paperwork before you arrive by logging in to mypremisehealth.com or through the app within 7 days of your appointment. Select eCheck-in to complete all required forms and verify your health information. Visit the [How to eCheck-in](#) page of the website for step-by-step instructions.**

If you are unable to provide your information via eCheck-in through My Premise Health, please plan to arrive 10 to 15 minutes prior to your appointment time to complete all necessary paperwork.

4. Bring the following to your first appointment:

- Your drivers license and UMR member insurance card
 - Your current prescription list
 - Name and contact information of Primary Care Provider (optional)
- If you have an outside provider and would like to share your visit information with them, the health center can send a full summary with your authorization.

Examples of why you might establish care with The Bridge Health Center:

- You do not have a primary care provider and would like The Bridge Health Center's care team to meet that need
- You have a primary care provider, and would like to take advantage of the convenience and cost of The Bridge Health Center services for minor or acute health care needs, or when you can't be seen quickly by your own provider

“I have never felt so respected and valued by a medical provider as I do by Traci. I feel so blessed this is the service available to me through work! She explained every step of my physical appointment, made me feel comfortable and involved in my care, and when she called to explain my lab results was detailed but comforting. She did not just blame any issues I had on my weight or throw medications at me that I don't need, both experiences I have had with doctors in the past. Traci is honestly the provider of my dreams!”

- Patient of The Bridge Health Center