

How to Get Started with Lincoln Health and Wellness Center

1. Call (717) 640-5900 to request an appointment

(See Appointments and How to Request 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, counseling, and more
- **A ‘New Patient Appointment’** if you do not have any specific needs but would like to meet with a provider to establish care

Your care team can serve you better when you become an established patient.

Get to know your care team and establish yourself as a patient by scheduling a New Patient Appointment at the Health Center. Your initial visit is very important! Your care team will review your medical history and complete a thorough examination to assess your current health. Depending on your care needs, this visit may take 45 minutes or longer.

Please bring any existing prescriptions to see how much you can save by filling them at Lincoln Health and Wellness Center (if they are available on the dispensing list).

As an established patient, you will receive:

- Quicker access to appointments
- The ability to use after hours line
- Same-day sick appointments
- Typically less than 5-minute wait times
- Select medications and labs for free
- Disease and illness prevention
- Treatment for common illnesses & infections
- Physicals
- Wellness consulting



Examples of why you might establish care with Lincoln Health and Wellness Center:

- You do not have a primary care provider and would like Lincoln Health and Wellness 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 Lincoln Health and Wellness Center services for minor or acute health care needs, or when you can't be seen quickly by your own provider

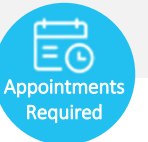
2. Bring the following to your first appointment

- Your driver’s license and Highmark Blue Shield 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 care team can send a full summary with your authorization.

3. Ask the Care Team to activate your Patient Portal during your visit

(See Patient Portal inside)

Lincoln Health and Wellness Center, operated by Proactive MD, serves Lincoln Intermediate Unit 12, providing convenient and affordable access to quality healthcare, offering acute care, preventive care, chronic condition management, and counseling.



Eligibility

Who is eligible to access Lincoln Health and Wellness Center?

Services are available to the following individuals who are **enrolled in the Lincoln Intermediate Unit 12 health insurance plan**:

- Employees
- Pre-Medicare retirees
- Family members over the age of 2

Members are eligible once their insurance is effective.

Benefits

What are the benefits of Lincoln Health and Wellness Center?

- Affordable
 - No cost visits
 - Select generic medications at no cost
 - Convenient
 - Little to no wait time
 - Same or next-day appointments may be available
 - Minimal wait times
 - Virtual care by phone or video for certain appointment types
 - Online access to medical records and secure messaging
 - Quality Care
 - More dedicated time with a provider during your visit
 - Access to:
 - Health coaching and chronic condition care management
 - Patient Advocate / counselor
 - Private & Secure
 - Operated by a third party, Proactive MD
- Visit the **About Proactive MD** page of the website to learn more.

Locations + Hours

Lincoln Health and Wellness Center is conveniently located at the following addresses. It is open the following hours and is closed on major holidays.

- Virtual care visits are available during all operating hours.
- Access to an on-call provider is available after health and wellness center hours by calling (717) 640-5900.

Hours of Operation		
Location	New Oxford Campus	York Campus
Address	65 Billerbeck St New Oxford, PA 17350	300 E 7th Ave York, PA 17404
Monday	1:30 PM - 5:30 PM	7 AM - 12:30 PM
Tuesday	-	7 AM - 4:30 PM
Wednesday	7 AM - 12 PM	1 PM - 4:30 PM
Thursday	-	10:30 AM - 4:30 PM
Friday	7 AM - 2:30 PM	-

Note: The hours of operation are subject to change. If this occurs, changes that effect the established schedule will be communicated. The website will be kept up-to-date with hours of operation.

Privacy Policy

Just like any other health information, your information for services at Lincoln Health and Wellness Center will be kept private and confidential by Proactive MD.

By law, your information cannot be shared with anyone without your written consent. Your personal health information is protected in accordance with the Health Insurance Portability Accountability Act (HIPAA) and any other applicable privacy laws.



For more information, visit:

lincolnhwc.com

TIP! Bookmark this page on your device’s browser



Services

Lincoln Health and Wellness Center services include, but are not limited to:

Preventive Care

- Annual physicals, including well woman and man exams
- Blood pressure checks
- Cancer screenings (as indicated by age/family history)
- Condition management programming, as appropriate
- Lifestyle modification (based on risk factors)
- Preventative exams
- Proactive Health Reviews
- Routine immunizations, including flu shots, tetanus, etc.
- Sports and school physicals
- Wellness visits

Acute Illness

- Allergies
- Bronchitis
- Common cold or flu
- Constipation or diarrhea
- Cough
- Headache
- Nausea and vomiting
- Shingles
- Strep throat
- Viral and bacterial infections, including ear, eye, sinus, skin, urinary tract

Minor Injuries / Procedures

- Lacerations and sutures (cuts and stitches)
- Minor acute procedures
- Muscle and joint pain
- Sprains and strains

Medication

During your visit and after thorough assessment, if you require a prescription for a condition treated in the health and wellness center, Proactive MD providers may do the following based on whether your appointment is in-person or virtual, and whether the medication is on the dispensing list. Visit the **Medications** page of the website to view the current list of medications on the dispensing list (formulary), get details on the Sav-Rx program, and learn about consults for refills every 6 months.

Visit Type	Rx Available on Dispensing List	Rx Not Available on Dispensing List
In-Person Visit	Dispense medication onsite, at no cost	Send prescription to local pharmacy of your choice, Highmark Blue Shield costs apply
Virtual Visit	Send prescription to local Sav-Rx participating pharmacy, at no cost	Send prescription to local pharmacy of your choice, Highmark Blue Shield costs apply

Chronic Condition Care

- Asthma
- Atrial fibrillation
- Autoimmune conditions
- Cerebrovascular disease
- Chronic kidney disease
- COPD
- Congestive heart failure
- Coronary artery disease
- Depression
- Diabetes
- Dyslipidemia
- Fatty liver disease
- Hepatitis
- Hypertension
- Hypothyroidism
- Migraines
- Musculoskeletal
- Obesity
- Osteoarthritis
- Rheumatoid arthritis
- Seizures
- Tobacco cessation

Care Coordination

- Coordination with outside providers
- Referral to specialists

Virtual Care

- Certain visits are available by phone or video

Visit the **How to Get Started** page of the website for more information on how to become an established patient.

Lab Work and Vaccinations

- Administer vaccinations
 - Flu
 - Tdap
- Order, conduct, interpret and consult on routine diagnostic lab work, including, but not limited to:
 - Glucose, blood sugar
 - Lipid panel
 - COVID-19
 - Influenza A & B
 - Pregnancy
 - Strep throat
 - Urinalysis
- Can complete lab draw with orders from outside provider

Patient Advocacy

- Care that goes far beyond just physical health:
 - Counseling for mental health
 - Benefits education
 - Community and government resource navigation
 - Healthcare literacy
 - Guidance through healthcare system
 - Wellness and healthy living support
 - Personal advocacy for social, economic, and healthcare-related concerns

Cost of Services

What will services cost at Lincoln Health and Wellness Center?

All services are available at **no cost** to those who are eligible to use Lincoln Health and Wellness Center.

Care Team

Who will I see at Lincoln Health and Wellness Center?

Lincoln Health and Wellness Center's care team is comprised of the following clinicians who are hired by and work for Proactive MD.

- Family Nurse Practitioners
- Medical Support Staff
- Patient Advocate



Visit the **Staff** page of the website to meet the care team.

Patient Portal

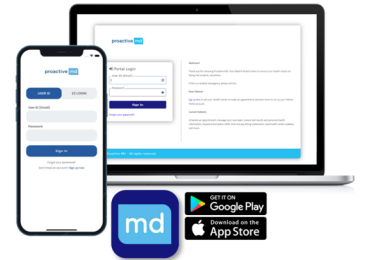
With the Proactive MD Patient Portal available online at **my.proactive.md** or through the **mobile app**, you can:

- Access your health information, including lab results
- Schedule certain appointment types
- View details of upcoming appointments
- Request prescription refills
- Message your care team

To get connected to your patient portal for the first time, you can either:

- Sign up **at the health and wellness center**; the care team can help you create your account during your visit
- Sign up **via the New Portal Login Request form** available by clicking the 'sign up' link on the login page of the online portal or mobile app

Visit the **Patient Portal** page of the website to learn more.



Appointments

A few reminders about appointments:

- **Appointments are required.** Please schedule an appointment prior to arriving at Lincoln Health and Wellness Center. This helps ensure you and fellow patients have the shortest wait times and best experience possible.
- **Cancellations.** If you are unable to make your appointment time, please cancel or reschedule as far in advance as possible, out of courtesy for other patients and Lincoln Health and Wellness Center's care team.
- **Collaboration with outside providers.** If you have an outside provider and would like to share your visit information with them, bring the name and contact information of your Primary Care Provider to your appointment, and the care team can send a full summary with your authorization.
- **After hours healthcare needs.** For care needs outside of Lincoln Health and Wellness Center operating hours, call the main number to be connected to an on-call provider.

Visit the **Appointments** page of the website for more information.

How to Request an Appointment or Contact the Care Team

Phone:

(717) 640-5900

Online Patient Portal:

<https://my.proactive.md>

Mobile App:

Proactive MD Portal

Available for download in the Apple or Google Play stores.



Secure Messaging: If you have a medical question or need to contact the Lincoln Health and Wellness Center care team for non-urgent needs, you can send a secure message through the portal. To send a new message or view your inbox, select **Messages** from the menu once signed into your patient portal.

Examples of reasons you might send a message: a follow up question for a recent visit, a question about a lab result or medication, a request for a referral, to have a dependent profile setup and linked to the parent/guardian portal, etc.