

Health and Wellness Services

POWERED BY MARATHON HEALTH



Marathon
health[®]
For life.



We are a different
kind of healthcare
company. Our mission

is to inspire people to lead
healthier lives. In turn, we help
employers stabilize healthcare
costs. It's a simple equation
that yields powerful results.

Frequently Asked Questions

About the Dr. Samuel Brown Health Center for City of Lexington Employees

CENTER HOURS

Monday, Wednesday, Friday
8:00 AM – 5:00 PM

Tuesday, Thursday
8:00 AM – 7:00 PM

Saturday
8:00 AM – 12:00 PM

PHONE

859-425-2555

LOCATION

Suite 155, 100 Trade Street
Lexington

TO SCHEDULE APPOINTMENTS

Call the Center at
859-425-2555 or go
online at www.marathon-health.com/myphr

See page 7, Step 4 for
instructions to schedule
an appointment online.

Why is Lexington Fayette County Urban Government (LFUCG) providing healthcare services to us at work?

An important part of having a good life is having good health. To help you achieve and maintain good health, LFUCG is providing healthcare at work. This benefit is designed to increase access to high quality care, help you better understand your own health, and provide you with the tools you need to address any areas of concern.

Why should I go to the Center?

The Center is a convenient place for all eligible participants to obtain preventive and sick care as well as health coaching and condition management. There are several benefits for using the Center:

- **Time:** Little or no waiting – most appointments are complete in about 20 minutes, unless your appointment is for a one-time Comprehensive Health Review.
- **Cost:** No cost for visiting the Center, healthcare and coaching services are free if you are covered by a LFUCG health plan.
- **Convenience:** Fast access to care for diagnosis and treatment of illness or injury.
- **Efficiency:** No need to drive long distances for an appointment or lab test.

Who will operate the Dr. Samuel Brown Health Center?

Marathon Health is our onsite health center partner, dedicated to bringing quality health services to employees and their families at the workplace by providing medical care, guidance to help better understand health risks and conditions, and support to help people manage their health. Marathon Health operates health centers nationwide, with a focus on helping people become more active in their own health and healthcare.

Who staffs the Center?

The Center is staffed by a full-time clinical staff of seven, including a physician, two physician assistants, a registered nurse, two medical assistants, and a receptionist. The clinicians at the Center specialize in family care. Depending on the nature of your visit, you will have an appointment with the clinician who is best suited for your appointment type. If you are going to the Center for health coaching, you will most likely have a visit with a registered nurse who is specifically trained in prevention and health coaching. When you have a visit for sick care, you will be seen by a doctor or a licensed

physician assistant who operates under the guidance and supervision of the Center's medical director. The medical assistants at the Center support the clinical team and are available to help you schedule appointments, access the eHealth Portal, and to answer any questions you may have about the Center or the services you receive.

Who can use the Center?

The Center is open to all LFUCG employees, retirees, and family members age 6 and older who are on the 2012 health plan.

Where will the Center be located?

The Center is located in Suite 155 at 100 Trade Street, Lexington, KY 40511. This is the corner of Leestown Road and Trade Street.

How do I schedule my appointments?

To schedule appointments you can call the Center or schedule your appointment online at www.marathon-health.com/myphr. To schedule online, click on the Appointments tab on the menu bar that runs across the top of the screen. You can use the Appointments Wizard to access the first available appointment that meets your requirements. To schedule an appointment by phone, you can call the Center at 859-425-2555.

How long should an appointment take?

Most appointments will take about 20 minutes unless it is a physical or Comprehensive Health Review, which may last 45 minutes.

How much will it cost to use the Center?

There is no charge for the services if you are covered by the LFUCG health plan.

Patient Services:

What services are available for me at the Center?

Services available:

- **Care:** for a wide variety of common illnesses such as sore throats, headaches, skin problems, infections, sprains and strains, blood draws, and prescriptions
- **Assessments:** free health screening for cholesterol, blood pressure, glucose levels, height, weight, and Body Mass Index (BMI)
- **Coaching:** for personal health issues or concerns including weight loss, stress management, tobacco cessation, physical activity
- **Disease Management:** for diabetes, heart problems, high blood pressure, high cholesterol, and low back pain
- **Website:** personal health record, health information, and tools and resources for a healthier life

Please refer to the following pages for more detailed information about available services.

Does this mean I can't see my regular doctor anymore?

The healthcare provided at the Center is available for you to use if you choose. These services may be used as an adjunct to your primary care physician (PCP). Your personal health information from treatment received at the Center is available *for you* to share with your PCP at anytime.

Can someone at the Center help me manage my ongoing medical conditions such as diabetes or heart disease?

There are many conditions that can be managed by the clinical staff, including diabetes, COPD, asthma, congestive heart failure, coronary heart disease, hypertension, and low back pain. The Dr. Samuel Brown Health Center clinical team will be careful to coordinate care for patients with chronic conditions who are being actively managed by their primary care physician.

What pharmacy services will be available?

The Dr. Samuel Brown Health Center includes a full service pharmacy where you can conveniently obtain all of your prescriptions, as well as over-the-counter needs. For more information on the pharmacy, please call 859-367-4990.

Prevention

Health Assessments and Coaching

The first step toward enjoying good health is to understand your current health and all of the numbers that clinicians use to define health status. This begins with a **Health Assessment** that includes a test to assess blood pressure, height, weight, glucose, and cholesterol levels. A Health History and Risk Assessment (HHRA) questionnaire is provided to help identify health history, current health status, and any areas of concern you may have about your health. An important part of the assessment process is the Comprehensive Health Review (CHR) appointment. The CHR provides time with a clinician to answer your questions and identify ways to improve your health.

When you have completed the CHR, you will have a complete picture of your health, including

health risks that may lead to a chronic condition such as diabetes or heart disease.

Health Coaching is provided to help you address health risks such as inactivity, poor nutrition, or tobacco use. Health coaching is successfully used to help with weight loss, smoking cessation, stress management, fitness programs, illnesses and conditions of a chronic nature, and other lifestyle-related issues that may negatively impact your health. You can sign up for health coaching by making an appointment at your health center.

The Marathon Health clinical staff is trained to help you identify and prioritize health concerns. Working together, action plans are developed to help reduce health risks, achieve health goals, and most important, to celebrate your successes!

Representative List of Services:

Health Coaching:

- Weight management
- Cholesterol
- Tobacco cessation
- Pre-diabetes
- Pre-hypertension
- Fitness
- Nutrition
- Stress management

Preventive Services (Adults):

- Blood pressure screening
- Cholesterol screening
- Depression screening
- Type 2 Diabetes screening for adults with high blood pressure
- Annual exams and applicable screenings/tests
- Prostate cancer screening

- Immunization vaccines – doses, recommended ages, and recommended populations vary:
Influenza
Pneumococcal
Tetanus
Shingles

Preventive Services (Women):

- Annual PAP smears and pelvic exams
- Screening and counseling for sexually transmitted diseases – Chlamydia, Syphilis, HPV (genital warts), HIV
- Birth control counseling and prescriptions – birth control pill, Depo-Provera injections, patch

Preventive Services (Children):

- Blood pressure screening
- Depression screening for adolescents
- Height, weight and body mass index measurements for children
- Immunization vaccines for children from age 6 to 18 – doses, recommended ages, and recommended populations vary:
Influenza
Pneumococcal
Tetanus
Shingles
- Medical history for all children age 6 and older throughout development
- Sexually Transmitted Infection (STI) prevention counseling and screening for adolescents
- Vision screening for all children

Primary Care

Primary Care is available for treating common illnesses such as infection, rashes, and stomach problems, as well as screenings, exams, prescriptions, blood draws and referral management. Just like the services you receive from your family doctor plus help with maintaining or improving your health.

Representative List of Services:

Primary Care:

Abdominal pain	Fever	Strep throat
Acne	Fibromyalgia	Sinus infection
Ankle sprain or injury	Flu	Shoulder pain
Anxiety	Fractures – rule out	Skin infections
Asthma flare-ups	Gastroenteritis	Sty
Arthritis	Gallstones	Sleep disturbances
Atrial fibrillation	Gout	Thyroid disease
Bell's palsy	Headache	Upper respiratory infections
Birth control	Hip pain	Urinary tract infection
Bloody sputum	High blood pressure	Urination painful
Blood in the urine	High cholesterol	Vaginal discharge
Blood pressure screens	Hemorrhoids	Warts
Blood pressure – treatment and management of elevated pressure	Hernia	Weight gain
Bladder infections	Herpes simplex and herpes zoster	Weight loss
Bronchitis	Heartburn (gastric esophageal reflux)	Wrist pain or injury
Circulation issues	Indigestion/Heartburn	Yeast infections
Chronic lung disease – emphysema, chronic bronchitis	Irritable bowel disease	
Cough	Insomnia	Other Primary Care Services:
Cold	Insect stings	Annual exams & screenings
Constipation	Itchy skin	Pregnancy support/Education
Corns/Calluses	Kidney stones	Chronic disease management
Coronary artery disease	Knee pain or injury	Immunizations/Injections
Chest pain	Leg edema	Administration of allergy shots
Depression	Low back pain or injury, sciatica	Travel medicine
Diabetes	Lyme's disease	Sport's physicals
Difficulty breathing	Migraines	Prescription management
Diarrhea	Mouth sores	Care coordination
Diverticular disease	Minor burns	Referrals management
Dizziness/Vertigo	Nausea & vomiting	Group support & classes – weight management, stress reduction, tobacco cessation
Ear pain	Neck pain	
Eczema	Nose bleeds	Procedures including but not limited to:
Eye infections	Palpitations	Splinter removal
Elbow pain or injury	Periods, menstrual irregular	Suture removal
Enlarged prostate, benign (benign prostatic hypertrophy)	Pneumonia	Ear wax removal
Fatigue	Psoriasis	Callus and corn removals
	Rash	Removal of warts
	Runny nose	
	Scrotal pain, masses, swelling	
	Sore throat	

Disease Management

Disease Management is available to help manage chronic illnesses such as diabetes, asthma, and heart disease. The Disease Management program will help you to live fully with a particular condition and prevent the condition from becoming more serious in the future. The clinical staff will help you understand all of the health choices for your condition, including what tests and medications are available to ensure you feel your best.

Chronic Disease Management and Coaching for:

- Allergies
- Arthritis
- Asthma
- Back pain
- Chronic kidney disease
- Coronary artery disease
- COPD
- Congestive heart failure
- Diabetes
- Gastric esophageal reflux disease
- Hypertension
- Irritable bowel syndrome
- Migraines
- Metabolic syndrome
- Obesity
- Osteopenia
- Peptic ulcer disease
- Stroke

Lab Services

Tests Processed at the Center: A1C, lipid panel, stools for occult blood, fasting glucose, random glucose, rapid strep, urinalysis, oxygen saturation levels, influenza A and B, mono, pregnancy

All other laboratory tests (such as urine culture, strep culture, complete blood count, chemistry profile, TSL, Monospot, Pap test) can be drawn by Marathon Health, but will be sent to an external laboratory for processing. The external laboratory will submit a bill to your health plan for this service; and you may have a “patient responsibility” or payment for a portion of this laboratory service. This will depend on your health plan and the terms of coverage that are applied.

eHealth Portal

Your eHealth Portal is a gateway to better health.

The place to begin your health journey is www.marathon-health.com/myphr.

This website is personalized with a Personal Health Record (PHR) that contains all of your health information in one place, medical resources from Healthwise® and PKC®, interactive activity and nutrition tools from PureWellness, and changing health tips for continually improving your health.

NEED ASSISTANCE?

Call Marathon Health at 1-888-490-6077, 9 a.m. – 5 p.m. EST.

If you need to reset your username or password, go to www.marathon-health.com/myphr and click on the [Forgot Username](#) or [Forgot Password](#) link.

The eHealth Portal is full of helpful and easy-to-use tools that you can access from any computer that is connected to the internet. Here are just a few things you can do inside this robust health command center.

1 First, log in using the secure username and password you received in your welcome letter.

Trouble logging in?
Call 1-888-490-6077,
9am–5pm EST.



2 Catch up on the latest health info and news on the portal homepage. This content is updated frequently and focuses on common questions and topics that are relevant to the season or current events.



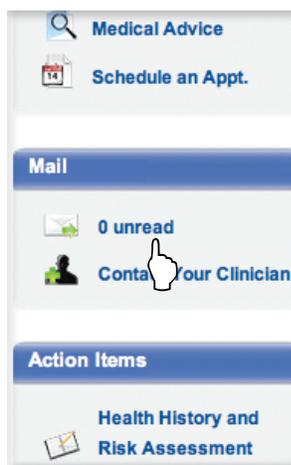
if your job has you in the warehouse or mailroom, you may be at risk for a fall or a back injury. [Select here](#) to discover ways and set up your work space to fit your physical needs so you can get your job done safely.

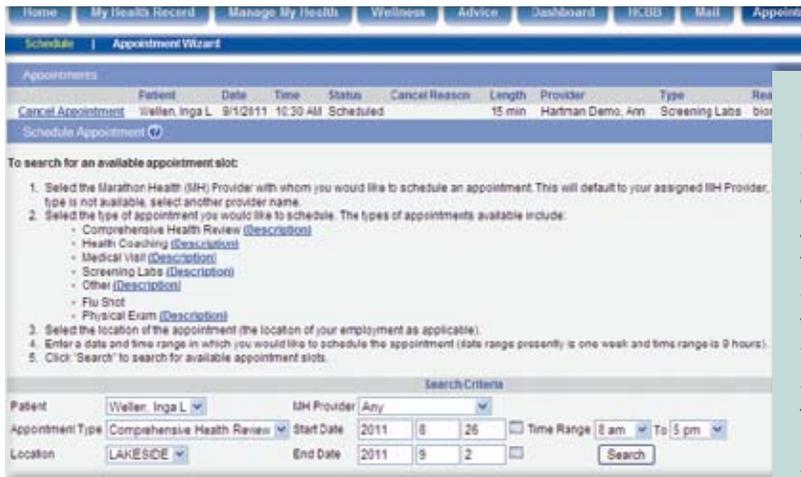
What can you do for carpal tunnel syndrome or back pain?

You've probably been looking for relief from the pain for as long as you've had [carpal tunnel syndrome](#). Usually home treatment is all you need, but you may wonder about surgery. Check out this interactive [Decision Point](#). It can help you get the information you need to know about [carpal tunnel surgery](#) and also help you figure out how you feel about your options.

Read here to learn more

3 Check you mail for appointment reminders or answers to questions you may have sent to your health coach.

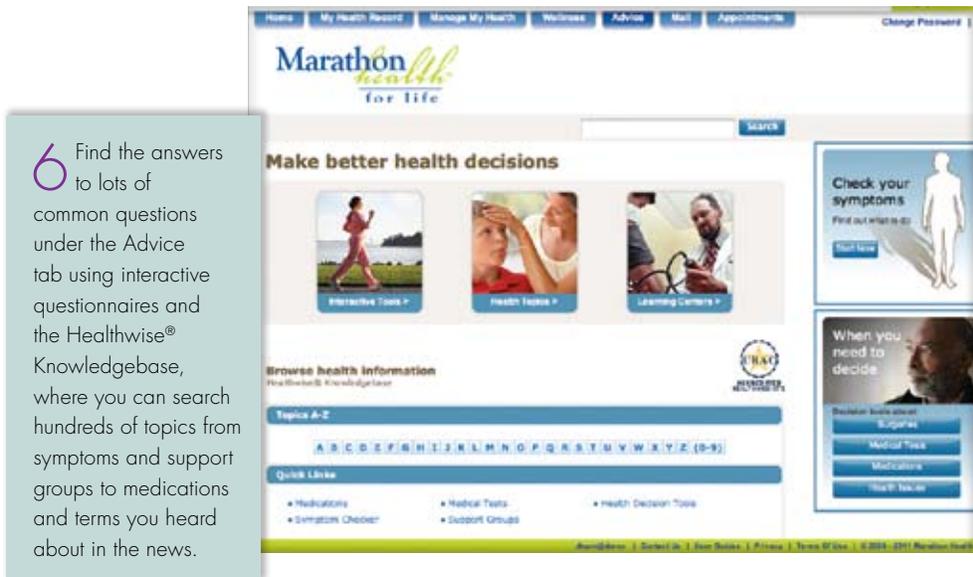




4 Click on the Appointment tab to set up an appointment at the onsite clinic. A scheduling wizard will guide you through selecting the type of visit you need, times that work for your schedule, and what you might need to do before you arrive at the clinic.



5 Peruse the tools and trackers in the Wellness tab. Here you'll find cardio, weight, food, and exercise logs; healthy recipes, exercise demonstration videos, calorie counts from your favorite restaurants, and more.



6 Find the answers to lots of common questions under the Advice tab using interactive questionnaires and the Healthwise® Knowledgebase, where you can search hundreds of topics from symptoms and support groups to medications and terms you heard about in the news.

Privacy

Protecting Your Personal Health Information

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Marathon Health uses health information about you for treatment, to obtain payment for treatment, for administrative purposes, and to evaluate the quality of care that you receive. Your health information is contained in a medical record that is the physical property of Marathon Health.

Will my private health information be shared with my employer?

Absolutely not, Marathon Health is a third-party provider contracted by employers to provide healthcare services to you at work. Marathon Health is dedicated to ensuring the privacy and confidentiality of employees' private health data at all times, in accordance with federal law found in the Health Insurance Portability and Accountability Act (HIPAA) Privacy and Security Rules.

How much will my employer know about what services has been performed for employees?

Marathon Health will not release personally identifiable information to an employer. However, in an effort to better understand the overall health needs of employees and their families, Marathon Health will provide summary information (general statistics and aggregate information) about activities and results, such as:

- How many individuals visit the site
- How many people participate in health screenings
- The prevalence rate of risk factors such as smoking, obesity, and high blood pressure
- Cost savings associated with the site
- Reasons individuals visit the site, such as acute care, health coaching, health screenings, etc.

These statistics will not contain any personally identifiable information, in accordance with federal law found in the Health Insurance Portability and Accountability Act (HIPAA) Privacy and Security Rules.

About Marathon Health

Marathon Health is dedicated to bringing health services to you at the workplace. We help you understand your health risks and conditions and guide you to make changes to live the healthiest possible lifestyle. We provide our services with clinicians who offer one-on-one healthcare, coaching and support. We believe in using technology to help make the best healthcare decisions. Our technology includes an eHealth Portal and Personal Health Record with clinical decision support tools, consumer content, and interactive diet and nutrition trackers.

Our focus is on helping you set and achieve health goals, manage your own health, and better use the healthcare system. As a result, we believe we will help your employer reduce the cost of healthcare by giving you the tools you need to take greater responsibility for your own health.



www.marathon-health.com