

Care Here!

Health & Wellness

C E N T E R



Care Here!



- **The CareHere Health and Wellness Center**, offers convenient, one-stop health and preventive services for medical plan participants.
- **CareHere Health and Wellness Center** is a collaboration between the City of Battle Creek, Calhoun County, Toyota Tsusho America and **CareHere**, a national healthcare leader, specializing in **on-site healthcare** through employers by making healthcare easier, better and more affordable.
- **Conveniently located at 150 S. Kendall Street** the **CareHere Health and Wellness Center** provides friendly primary, acute and preventive health services, collaborating for the most appropriate care with specialists and Pediatricians.



- **City or County plan participants and dependents** enjoy the benefits of same-day services (when needed), most prescriptions dispensed on-site and high-quality healthcare.
- **Most Services Provided will be FREE for Medical Plan participants.**

*Note: Employees with a HSA may utilize the center for FREE for all preventative services and medications, however, the IRS requires that a nominal contribution be charged for non-preventative services. The fee will be \$58.25 for non-preventive services and \$12.43 for non-preventive generic medications.*

## You Will Also Receive...

- ✓ **NO** crowded waiting room  
< 5 minute average wait time
- ✓ Minimum 20 minute appointment – no maximum
- ✓ **Free** Health Coaching
- ✓ Schedule Appointments online or by phone
- ✓ 24/7 Nurse by telephone for emergencies
- ✓ **NO** cost for Lab work
- ✓ Optional Annual Health Risk Assessment
- ✓ Confidential/HIPAA Protected Care
- ✓ CareHere Connections On-Line Services

**CONFIDENTIAL**

**CareHere!**  
**Health & Wellness**  
C E N T E R



# Getting Started

Register with CareHere on-line at [www.CareHere.com](http://www.CareHere.com)  
or by calling 877-423-1330

*Identify yourself as:*

• **Calhoun County**

• **Calhoun County HSA**



**CareHere 24/7 Nurse Line:  
877-423-1330**

Instructions for Logging-in for the first time at [www.CareHere.com](http://www.CareHere.com)

Click  
"Member  
Login"



MEMBER LOGIN

ABOUT US

SERVICES

CAREERS

BENEFITS

CONTACT

# Welcome to the CareHere Medical Home

More Here →





## MyHealthGuide

Follow the instructions for the First Time Registration Process – You need to do this for each member of your family going to the clinic

*Making  
Wellness  
Easy*

### Registration

- **Access Code** is used only once for your initial registration. During the registration process, you will create a username and password and provide contact and health information.
- **After registering**, use your username and password to log in. (You will no longer need the Access Code for your personal login.) [Return to Login Page.](#)
- **Each individual (including family members) must be registered separately** to access any service (LabInsight/Health Risk Assessments, Appointments, etc.)
- For security, if you go more than 25 minutes without touching your keyboard or mouse, **your confidential session will timeout** and all entered data will be deleted. You will need to login again. *Thank you.*

First time registration

Access Code

CCTY1

Go

Reset

County Access Codes  
CCTY1 or CCHSA

**Please enter your Access Code. Use only letters and numbers.**

If you do not know your Access Code, please contact your Plan Administrator, HR Dept., Risk Management Dept., call 800-473-1330 or provide your **name and employer** in an email to [AccessCode@MyHealthGuide.com](mailto:AccessCode@MyHealthGuide.com).

# Register

Surveys  
Provider-Patient Survey

Copyright 2003-12  
MyHealthGuide, LLC

Your Username and Password will give you secure and private access to your online Lab/night Report. You should create a Username and Password that are easy for you to remember but difficult for someone else to guess.

After submitting, we will check to make certain your Social Security Number, Username and Password are unique to you and no one else has them. At the end of this registration process, you will receive an email of your Username and Password for safekeeping.

### Enter your SSN, Username, Password and Email Address

Enter your Social Security Number	<input type="text"/>	Omit dashes (Example: 222445679) <i>Your actual SSN is recommended for emergencies, eligibility checking and other needs.</i>
Enter your Firstname	<input type="text"/>	
Enter your Lastname	<input type="text"/>	
Enter Your Date of Birth	<input type="text"/>	M/D/YYYY Examples: (7/16/1975 or 10/1/1953)
Create Your Username	<input type="text"/>	Enter 5 to 20 characters of <b>only</b> letters and numbers. Not case sensitive. (Example: EBaker78)
Create Your Password	<input type="text"/>	Enter 5 to 20 characters of <b>only</b> letters and numbers. Not case sensitive. (Example: kmc6p49) Your <b>password</b> should be different from your <b>username</b> for security purposes.
Enter Password Again	<input type="text"/>	Please enter your password again for security purposes.
Enter your Email Address	<input type="text"/>	Your email address will be used to send appointment reminders, lab notices, registration confirmation, username & password reminders, and other confidential information.

Enter the requested information on this page, then click "Update" when finished

There is a short medical history questionnaire that will begin the creation of you electronic medical record

Logged In: Enter Health & Behavioral Data For Placeholder Carehere

Log Out

Utilities

Report Writer

General

Careers

Whats New

Welcome Page

Patient Search

Smart Scheduler

Appointments

FAQs / Knowledgebase

Resources

Medications

Medical Library

Updates

Contact Data

Health Data

User Options

ServiceLinks

LabCorp

MyPSS

Webmail

MedFax

ReportModule

Reports

Utilities

Access

ADP Time & Attendance

Policy & Procedure Manual

All data entered will have an effective date of: Jan 11 2013 7:46 AM

Your height: Feet, Inches

Weight: Pounds

Your waist circumference measurement: Inches

Check all conditions for which are you taking medications:

- BloodPressure
- Smoking Cessation
- Weight Loss
- Gout
- Cholesterol
- Cancer Treatment
- Liver Disease
- Diabetes
- Migraine Headaches
- Asthma
- Heart Failure
- COPD

Blood Pressure: Top (systolic) mmHg, Bottom (diastolic) mmHg

Have you smoked more than 100 cigarettes in your lifetime? Yes No

If you smoke, how many cigarettes do you smoke some days or every day? Choose Frequency

If you have stopped smoking, what year did you quit smoking? Choose Year

How much of the time do you buckle your seat belt when driving or riding? Choose Frequency

How many days a week do you exercise at least 30 minutes? Choose Frequency

During the past month, have you often been bothered by little interest or pleasure in doing things? Yes No

During the past month, have you often been bothered by feeling down or depressed? Yes No

Have you had a Dental Exam in the past 12 months? Yes No

Have you had an Eye Exam in the past 12 months? Yes No

Have you had a Prostatic Specific Antigen (PSA) test in the past 12 months? Yes No

The following medical intake questions are for the doctor to better manage your care. If your health plan includes incentives for HRA participation, then you may choose to not answer these questions without penalty.

Have you or anyone else in your immediate family (father or brothers) had prostate cancer? Yes No

Has either parent had a stroke or heart attack? Yes No

Update Reset

Once you have created your record, go back to the main screen and log-in

Click  
“Member  
Login”

CareHere!



MEMBER LOGIN

ABOUT US

SERVICES

CAREERS

BENEFITS

CONTACT

Welcome to  
the CareHere  
Medical Home

More Here →

## MyHealthGuide

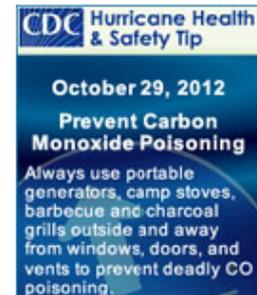
Making  
Wellness  
Easy

### Login

- **Privacy is very important to us.** The information you provide to us will be kept private and secure. [See Privacy Policy.](#)
- **Each individual (including family members) must [register](#) separately** to access any service (LabInsight/Health Risk Assessments, Appointments, etc.)
- **Please permit window "pop-ups"** since messages, notices and appointments uses pop-ups.
- For security, if you go more than 25 minutes without touching your keyboard or mouse, **your confidential session will timeout** and all entered data will be deleted. You will need to login again.
- **Windows 8** is not fully supported. That is, some functions may not work.
- *Thank you.*

Username	<input type="text"/>	<b>Please remove any spaces from Username and Password.</b>	<a href="#">I forgot my username or password</a>
Password	<input type="password"/>		<a href="#">I need to register for the first time with my Access Code.</a>
<input type="button" value="Go"/> <input type="button" value="Reset"/>			

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Enter the username & password you created when you registered, then click "Go"



# After Registering...

## Choose the Date for Appointment

**CareHere!**
Powered By **MyHealthGuide**

Callhoun County-CCTY1/CareHere/1460/206

Select and Click

**Logged In:**  
**Kay**  
[Log Out](#)

**General**

Careers

Whats New

Welcome Page

Patient Search

Appointments

FAQs / Knowledgebase

**Resources**

Medications

Medical Library

**Updates**

Contact Update

Health Update

Lab Update

Insurance Data

**Health & Wellness Schedule**

- A separate appointment must be scheduled for each patient in advance.
- HRA/Blood draws require at least 8 hours of fasting. Please drink plenty of water, however.
- Book 2 back-to-back appointments for
  - Annual Physicals or
  - When you have 3 or more medications to renew.

<< February 2014 >>

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					7	8
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

[Return to Today](#)

Click an **Active** Schedule to go directly to schedule.

[Mornings: Mon. - Sat.](#) - Open 8:00 AM and Close 11:00 AM (150 S. Kendall Street, Battle Creek, Michigan) [Map](#)

[Mornings: Blood Draw Only Visits](#) - Open 7:00 AM and Close 8:00 AM (150 S. Kendall Street, Battle Creek, Michigan)

[Afternoons: Mon. - Fri.](#) - Open 12:00 PM and Close 6:00 PM (150 S. Kendall Street, Battle Creek, Michigan) [Map](#)

2/19/2014

**Mornings; Mon. - Sat.**

Medical Professional: **Karen Klein, MD**

Time	Patient/SSN/Email/Reason	Source/Phone	Appoint
8:00 AM	<input type="text"/> <small>Enter a few letters (format: last,first or last)</small>	<input type="button" value="1-Only This Group's Patients"/> <input type="button" value="2-All Shared Patients"/>	
8:20 AM	<input type="text"/> <small>Enter a few letters (format: last,first or last)</small>	<input type="button" value="1-Only This Group's Patients"/> <input type="button" value="2-All Shared Patients"/>	
8:40 AM	<input type="text"/> <small>Enter a few letters (format: last,first or last)</small>	<input type="button" value="1-Only This Group's Patients"/> <input type="button" value="2-All Shared Patients"/>	

On the Calendar at the top –

click on the date to schedule appointment

# Choose Your Appointment Time

**CareHere!** Powered By **MyHealthGuide**

Calhoun County-CCTY1/CareHere/1460/206

Select and Click

Logged In:  
**Kay**  
[Log Out](#)

**General**

Careers

Whats New

Welcome Page

Patient Search

Appointments

FAQs / Knowledgebase

**Resources**

Medications

Medical Library

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<< February 2014 >>

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	

[Return to Today](#)

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2/19/2014

**Mornings; Mon. - Sat.**

Medical Professional: **Karen Klein, MD**

Time	Patient/SSN/Email/Reason	Source/Phone	Appoint
8:00 AM	<input style="width: 100%;" type="text"/> <small>Enter a few letters (format: last,first or last)</small>	<input type="button" value="1-Only This Group's Patients"/> <input type="button" value="2-All Shared Patients"/>	
8:20 AM	<input style="width: 100%;" type="text"/> <small>Enter a few letters (format: last,first or last)</small>	<input type="button" value="1-Only This Group's Patients"/> <input type="button" value="2-All Shared Patients"/>	
8:40 AM	<input style="width: 100%;" type="text"/> <small>Enter a few letters (format: last,first or last)</small>	<input type="button" value="1-Only This Group's Patients"/> <input type="button" value="2-All Shared Patients"/>	

Enter your last name in the space by the time you would like. Press "click to make an appointment"



# Confirm Your Appointment Time

CareHere! Powered By  
MyHealthGuide

CareHere Health & Wellness Center Select and Click

Logged In: **Appointment Scheduler**

[Log Out](#)

**General**

[Careers](#)

[Whats New](#)

[Welcome Page](#)

[Patient Search](#)

[Appointments](#)

[FAQs / Knowledgebase](#)

**Resources**

[Medications](#)

[Medical Library](#)

**Updates**

[Contact Data](#)

[Health Data](#)

[Butler Snow](#)

[User Options](#)

**ServiceLinks**

[LabCorp](#)

[MyPSS](#)

[Webmail](#)

[MedTox](#)

**ReportModule**

[Reports](#)

**You have 2 minutes to make your appointment.  
Click the button below to confirm your appointment.**

*Thank you for using the Clinic. Please keep the following in mind:*

- If you have **CHEST PAIN, SHORTNESS OF BREATH, SEVERE ABDOMINAL PAIN OR SEVERE HEADACHE**, do not make an appointment but proceed to the nearest Emergency Room.
- A separate appointment must be scheduled for each patient in advance (including walk-ins and dependents).
- If you are scheduling a Health Risk Assessment (HRA) blood draw, you must fast for at least 12 hours. Do not eat anything for 12 hours prior to your visit. Drink only water or black coffee (no cream or sugar). Take any medications as prescribed.
- Following an HRA blood draw, your LabInsight/Health Risk Assessment Report will be sent to you within two weeks.
- LabInsight/Health Risk Assessment Reports are mailed in paper format only once a year. However, if you provide your email address, we will notify you by email each time any new lab results are recorded. Just add your email address under the [Contact Data](#) link on your Login Home Page.

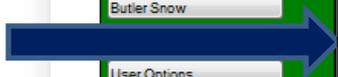
Appointment Date	Wednesday, February 19, 2014
Appointment Time	8:00 am
Provider	Karen Klein, MD
Center	CareHere Health & Wellness Center
Address	150 S. Kendall Street, Battle Creek, MI 49014

*If patient is not in Drop Down list, scroll down and click [Add New Patient](#) (below).*

**Type your symptoms, reason for appointment, or comments:**

Please let us know if you have flu-like symptoms (fever, cough, body aches).

Select your name from the drop down menu



Enter reason for appointment or helpful details

Click "Confirm the appointment"

# Hours of Operation

<b>Monday</b>	<b>7:00 a.m. – 7:00 p.m.</b>
<b>Tuesday</b>	<b>7:00 a.m. – 7:00 p.m.</b>
<b>Wednesday</b>	<b>8:00 a.m. – 6:00 p.m.</b> (7a.m.-8a.m. Open for Lab Work w/RN)
<b>Thursday</b>	<b>8:00 a.m. – 6:00 p.m.</b> (7a.m.-8a.m. Open for Lab Work w/RN)
<b>Friday</b>	<b>8:00 a.m. – 6:00 p.m.</b> (7a.m.-8a.m. Open for Lab Work w/RN)
<b>Saturday</b>	<b>9:00 a.m. – 1:00 p.m.</b>

# Good things happen with CareHere in your life

## Other Important Information

- ✓ *All patients must be registered in the CareHere system before visiting the health and wellness center.*
- ✓ *CareHere can also collaborate with existing primary care physicians and specialists.*
- ✓ *For patients under 2 years of age, please contact the health center prior to visit.*
- ✓ *All medicine refills require an appointment with the provider*
- ✓ *Same day appointments available*
- ✓ *First-time visits, annual or sports physicals, and pap smears will require that you schedule two back to back appointments of 40 minutes*
- ✓ *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"*

# 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

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





Home

My Health

My Tasks 7

My Plans

My Network

My Coaches

My Health

The system tracks your progress and provides info about what your numbers mean

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)

# How to Get the Most out of Your Health Benefit

***Enroll today...  
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!***  
**Health & Wellness**  
C E N T E R

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



# Meet the people proudly serving you



**Karen Klein, MD**

Medicine has been her passion since 1974. Dr. Klein began as a nurse's aide, became a licensed practical nurse and pursued her medical degree at the University of Colorado School of Medicine, Denver, CO. Dr. Klein joined the Army to complete her residency at Tripler Army Medical Center, Honolulu, HI where she was involved in family medicine, prenatal care, obstetrics, and the emergency room. Dr. Klein completed active duty and began her medical practice at Mannheim, Germany, the US Army's largest military housing base where she developed her passion for seeing patients across all ages. Upon honorable discharge, Dr. Klein moved back to her hometown of Flint, Michigan, practicing in the surrounding areas, including Quincy and Battle Creek (Family Medicine, Occupational Health, Women's Center, Urgent, and Emergency Medicine). She remains the medical director for occupational health and cardiac rehabilitation. We thank Dr. Klein for her military service.



**John Cegielski, MD**

Dr. Cegielski enjoys seeing patients across all ages and initiates age-appropriate care, including chronic condition management and health/wellness. Dr. Cegielski has been practicing medicine since 2009 and is a graduate of Saba University School of Medicine, The Netherlands, Antilles. He completed his residency at St. Joseph Mercy Family Practice in Brighton, Michigan. Prior to practicing medicine, he served in the United States Army as an Officer. We thank Dr. Cegielski for his military service.

**Schedule Your  
Appointment Today!**

**877.423.1330**

**www.CareHere.com**



**Holly Hart, RN**

With experience as a registered nurse and with a degree in family life education, Holly finds all aspects of nursing enjoyable. After receiving her degree from Spring Arbor University, Holly became a director of nursing before moving into family medicine, women's health, home care, and hospice care. Holly brings a diverse background and 15 years of nursing experience to the team.



**Joan Champion, LPN**

Joan is a passionate nurse who has devoted her nursing career of 30 years to the residents of Calhoun County, including 18 years within the Battle Creek Healthcare System. Her experience includes orthopedics, family medicine, internal medicine, urgent care, immunization clinics, and industrial nursing. Joan is a skilled phlebotomist (individual specially trained in drawing blood) and served as the Clinical Phlebotomy Manager at Regional Medical Labs. She has been active in the Homeless Coalition and Health Screening for Seniors. She volunteered as a Medicare Advisor and has traveled southwest Michigan for the American Red Cross blood drives.

# Hours of Operation

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<b>Saturday</b>	<b>9:00 a.m. – 1:00 p.m.</b>

# CareHere!



**Providing CareHere  
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.**