




Operated by  
**Premise Health.**



# Deschutes Onsite Clinic & Pharmacy Frequently Asked Questions

## What is the doc?

The doc provides employees and their eligible dependents convenient access to comprehensive healthcare, pharmacy and wellness services. Integrated medical services, technology, and robust analytics allow our team of dedicated staff to focus on high-quality personalized preventive care and effective management of chronic conditions.

## Who is Premise Health?

Premise Health is the organization that operates and manages the doc on behalf of your employer. They are the world's leading direct healthcare provider. Premise delivers an effortless member experience that raises the bar, lowers costs, and redefines the meaning of quality care.

## Where is the doc located?

The Deschutes Onsite Clinic and Pharmacy is located at 1340 NW Wall Street, Bend.

## What types of healthcare services does the doc offer?

The Deschutes Onsite Clinic and Pharmacy offers services including, but not limited to:

- Annual Physicals & Biometric Screenings
- Preventive Exams
- Virtual Health
- Lab Draws
- Flu Shots and Immunizations
- Chronic Condition Management
- Pharmacy Services
- Minor Acute & Urgent Care
- Women's Health
- Wellness Coaching
- Skin Exams and Care
- Pediatric Care
- Second opinions and referrals to specialists
- Wellness Services

## Who can use the doc?

Deschutes Onsite Clinic serves eligible individuals enrolled in the Deschutes County Employee Benefits Plan - employees, spouses, dependents, COBRA-coverage, and retirees of Deschutes County or COIC. The DOC practitioners serve adults and children ages five years and older for Well Child appointments, or of ages two and older for illness and medical care.

The doc Pharmacy is a full service pharmacy where anyone enrolled in the Deschutes County Employee Benefits Plan - employees, spouses, dependents, COBRA-coverage, and retirees of Deschutes County or COIC can have their prescriptions filled and pay a discounted copay.

# Frequently Asked Questions

## What does it cost to use the doc?

The clinic at the doc provides a wide range of health and wellness services, including treatment for illnesses and injuries, exams, labs, immunization and other services. The clinic offers convenient hours, some same day appointments and no out-of-pocket costs to patients.

The pharmacy at the doc offers reduced copays for prescriptions: Generic: \$2 (30 days), \$4 (90 days), Brand in Formulary: \$20 (30 days), \$40 (90 days), Brand Not in Formulary: \$40 (30 days), \$80 (90 days)

## What hours is the doc open?

**Clinic:** Monday, Wednesday & Friday: 7 a.m. - 5 p.m.  
Tuesday & Thursday: 7 a.m. - 6 p.m.  
Saturday (1st & 3rd monthly): 8 a.m. - 1 p.m.

**Wellness:** By appointment.

**Pharmacy:** Monday - Friday: 9 a.m. - 6 p.m.

*\*Pharmacy closed for lunch daily, 1:30 p.m. - 2:30 p.m.*

## Can my medical records be shared between the doc and a Primary Care Provider (PCP)?

You can request that the PCP share your records with the doc by completing your provider's record sharing process. Additionally, you may request your records from Premise Health be shared with your PCP or specialist.

## Will the doc be operated by Deschutes County employees?

No, the center is staffed and operated by Premise Health and is managed just as any licensed medical office in the community.

## What type of medical staff will work at the doc?

Premise Health has recruited a high-quality team of dedicated healthcare professionals to staff and manage the doc. The team includes Physicians Assistants, Health Center Manager, Medical Assistants, Wellness Coordinator and a Pharmacist.

## Is my health data secure?

Your personal health information will remain confidential and your data will be kept secure. Premise Health operates in accordance with HIPAA and works diligently to protect all health records. Premise Health will not share any personal health information without your permission. At no time is your personal health information shared with your employer.

## How do I make an appointment at the doc?

Appointments can be made by calling the center or scheduled through the member portal, My Premise Health, available at MyPremiseHealth.com or by using the My Premise Health app. Although the doc is not a walk-in urgent care clinic, the staff will make every effort to accommodate your appointment request.

## What is My Premise Health?

My Premise Health is a secure online and mobile tool that connects you with your healthcare experience by providing easy online appointment scheduling, virtual visits, access to secure message your providers, health records, visit history, test results and more.

