



## Patient Handbook



*The Center for Living Well—  
Healthcare with You in Mind*



Dear Patient:

At the [Center for Living Well](#), a team of board-certified doctors and clinicians provide comprehensive primary healthcare exclusively to Disney employees, Cast Members, and covered family members enrolled in a Disney-sponsored medical plan.

We know that good care involves more than good medicine and good providers. It is about having a pleasant, comfortable, and satisfying experience every time you visit us. Our highly-trained board-certified physicians and advanced practice providers are trained to care for adult, pediatric, and geriatric patients. Our entire staff is dedicated to meeting your medical needs. We want to help you feel better, and will work with you to help you better manage your health.

Use this guide to learn more about our services and resources that are available to you. It includes essential information to provide an easy and positive experience every time you come to the Center.

Thank you for choosing us as your medical home and welcome to our Center for Living Well family!

Sincerely,

David Magness, DO  
Medical Director  
CLW—EPCOT

Anthony DiNardo, DO  
Medical Director  
CLW—Celebration



## IMPORTANT INFORMATION

My Primary Care Provider is

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Telephone #

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My Record Number is

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My Health Insurance Plan is

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My Pharmacy Telephone #

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Primary Care Team Providers:

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1. Keep all of your family's medical records together in a safe and accessible place.
2. Always carry your insurance cards with you.
3. Make appointments for your Center visits and be punctual.
4. If you cannot keep an appointment for any reason, please call the Center ahead of time. Do not forget to reschedule your appointment.
5. Your opinion is important to us. Please take the time to tell us how we are doing. A patient satisfaction survey is administered on a regular basis, and our Staff is available for comments and suggestions.



## My Premise Health is a PATIENT PORTAL

Managing your health is easier with a [My Premise Health](#) account. Once created, you can:

- Schedule appointments.
- Refill established prescriptions and review prescription history.
- View and keep track of your lab results\*.
- Conduct video visits with many of our CLW providers.
- Conduct a virtual visit with a Premise Health national primary care or virtual counseling provider. National primary care services are available 24 hours a day, 7 days a week, 365 days a year. National virtual counseling is available by appointment.
- View your visit history including visit date, provider, location, procedure performed and prescriptions written.
- Keep track of your health history and automatically share it with your providers, saving time when you check in for your appointment.
- Send secure messages to your provider and receive a reply within 24-48 hours.
- Check other information such as billing, health reminders, etc.

Your privacy is of the utmost importance. My Premise Health is a **secure** patient portal that gives you access to the above information. Go to [www.mypremisehealth.com](http://www.mypremisehealth.com) or download the My Premise Health app.



\*Frequently patients experience results that are slightly outside of the normal ranges. If your provider feels your results are significantly outside of a normal range, please expect a call from our office for further instructions. If you haven't received a call and feel that you should, please contact the office at 407-934-4100.

## VIRTUAL CARE

Disney employees, Cast Members, and covered family members enrolled in a Disney-sponsored medical plan have access to the following virtual care options:

- Primary care with an onsite CLW provider.
- Primary care with a Premise Health national physician.
- Counseling services with a Premise Health professional.



## APPOINTMENTS

Your PCP (Primary Care Provider) will be located at one location, but you have the ability to book an acute-care visit at our EPCOT or Celebration locations.

To schedule, cancel or reschedule an appointment for EPCOT and Celebration locations, please call the Appointment Line at **407.934.4100** or book online via the My Premise Health app.

As part of our service, you will receive an automated appointment reminder two days prior to your appointment. Appointments are scheduled according to your needs and appointment availability.

### *What should I bring with me to each visit?*

Picture ID  
Insurance Card  
Payment for office visit  
All medications including over-the-counter and supplements

### *Same-Day Appointments*

A certain number of appointment slots are kept open during regular business hours to schedule same day visits for patients who need to see a provider. Slots fill early. If all slots are taken, please call us again the following morning to check availability.

### *Keeping Your Appointment*

Please arrive 15 minutes prior to your appointment in order to check-in and complete required paperwork, or use e-Checkin on the app. Please be courteous to your fellow Cast Members by arriving **on-time** for your scheduled appointment. If you are not signed-in prior to or at your scheduled appointment time, we reserve the right to **reschedule** your appointment.

### *Missed and/or Canceled Appointments*

If you need to cancel your appointment, please call 407-934-4100 at least 24 hours prior to your scheduled visit.



## YOUR PRIMARY CARE PROVIDER VISIT

### *Initial Visit*

#### **Patient/Caretaker:**

1. You will be given a tablet containing our Notice of Privacy Practices, Patient Consent Form, Preferred Form of Communication, Consent to Treat, and HIPAA forms to read and complete.
2. Present your photo ID and insurance card for verification.
3. The Ambassador will give you information about CLW, and copies of the Patient's Bill of Rights and Responsibilities, and Advance Directives.
4. You will be able to choose\* your Primary Care Provider (PCP) based on your preferences and healthcare needs.
5. An appt. will be scheduled for your initial visit with your PCP.

### *Subsequent Visits*

#### **Patient/Caretaker:**

1. Report directly to the kiosk to complete the check-in process.
2. Have a seat until your Provider's Medical Assistant calls you.
3. After your Provider has seen you, the Medical Assistant will assure that you receive all your prescriptions, referrals, and follow-up appointments along with any pertinent discharge instructions.

### *Acute Virtual Care Visits*

You have two options for acute virtual care visits.

Onsite CLW provider: You may schedule a visit and meet with an onsite provider at your convenience. Use the My Premise Health app or website to log in, click on "Appointments," then "Schedule an Appointment." Select your visit type, location (Celebration, EPCOT, or any), then choose date and time, and click "Schedule." You may also call 407-934-4100 to schedule.

Premise Health national provider: If you cannot meet with your onsite provider, you can have a virtual visit with a Premise Health national primary care provider at your convenience, 24 hours a day, 7 days a week, 365 days a year. Use the My Premise Health app or website to login, click on the "Get Care Now" button, and follow the instructions for quick access to a board-certified physician. To reach them by phone, dial 800-473-1330.

\*You have the right to change Providers.



## OUR SERVICES

### Primary Care

Family and Adult Medicine  
Gynecological Preventive Exams  
General Pediatrics  
Acute Visits (including Virtual Visit referrals)

### Ancillary and Preventive Services

#### [Gynecology, Maternity, Fertility, and Family Building](#)

Clinical Pharmacy  
Psychology Services  
Infusion Services  
Health Screenings  
Immunizations (Adults and Children)  
Nutritional and Dietary Counseling  
School and Sports Physicals  
[Condition Management \(including Diabetes, Hypertension, etc.\)](#)  
Behavioral Health Services & Referrals  
Medical Fitness  
Specialty Care and MRI Referrals  
Vision (medical eye exams using Disney health plan or comprehensive vision exams using Disney's VSP plan)

### Diagnostic Services

Laboratory  
X-ray Services (basic, EPCOT only)

### Virtual Care

[Primary Care](#)  
[Counseling](#)

## OUR COMMITMENT TO YOU

The [Center for Living Well](#) (CLW) clinical staff is comprised of well-trained Primary Care Physicians, Nurse Practitioners, Physician Assistants, Nurses and Other Professional Medical Staff. The majority of our staff is bilingual in English and Spanish. They work diligently to provide you with the most comprehensive and up-to-date medical care, using state-of-the-art equipment. They are highly-qualified and committed to providing the best quality medical care in an individualized, culturally sensitive and confidential manner.

Our dedicated Administrative Staff are also committed to quality patient care in a friendly and professional environment. You have made the right decision in choosing the Center as your medical home. We look forward to serving you.



## PATIENT-CENTERED MEDICAL HOME

A Patient-Centered Medical Home (PCMH) is not a building, a house or a hospital. It is a partnership with your primary care provider. Patient centered care is relationship based, with an orientation toward the whole person. PCMH medical staff work with each patient to develop a personalized care plan that respects each patient's unique needs, culture, values, and preferences. PCMH puts you at the center of your care.

Your primary care team will help you navigate all of the elements of the complex healthcare system and provide the right care at the right time by connecting you with preferred specialists and resources within your medical plan's provider network.

The [Center for Living Well](#) is your medical home. We would like it to be the first place you think of for all of your healthcare needs including prevention, wellness, acute care, and chronic care. PCMH offers you personalized care plans, medication review, coaching, advice, and support. The Center for Living Well care team will guide your way and coordinate your care as you make your journey to better health.

## HOURS OF OPERATION

Monday through Friday	7:00 am to 7:00 pm
Saturday, Sunday, and Holidays	8:00 am to 6:00 pm

## HOLIDAY SCHEDULE

While we are open 365 days a year, the CLW operates with reduced staff on the following holidays:

New Year's Day	Labor Day
MLK, Jr. Day	Thanksgiving Day
Presidents' Day	Friday after Thanksgiving
Memorial Day	Christmas Eve
Independence Day	Christmas Day





## EMERGENCY CARE

### After Hours On-Call Services

If you feel you have a life-threatening emergency, call **911**. If you need medical care after hours or medical care information, the Center for Living Well provides 24-hour on-call service. To reach a provider, call **407-934-4100** and follow the operator's instructions. A provider will return your call as soon as possible.

## CONTACT US

Appointments and General Information	(407) 934-4100
Website	<a href="http://www.myclw.com">www.myclw.com</a>
Billing	(888) 830-4255
On-Call Service/After-Hours on Weekdays and Weekends	(407) 934-4100 Virtual (800) 473-1330
Center for Living Well—Epcot Pharmacy	(407) 934-2030
Center for Living Well—Celebration Pharmacy	(321) 939-2579
LifeCare	(866) 574-7229

## ACCREDITATION

The Center for Living Well is a PCMH accredited by the Accreditation Association for Ambulatory Health Care (AAAHC).



## PATIENT RESPONSIBILITIES

1. Communicate openly with your Health Center provider, physical therapist and/or pharmacist; ask questions, make certain that you understand explanations and instructions that you are given, and develop a provider/patient relationship based on trust and full cooperation.
2. Help maintain your health, prevent illness and be responsible for the potential consequences if you chose not to comply with treatment plans or recommendations that you and your provider have agreed on.
3. Treat all Health Center providers and staff respectfully and courteously, and as your partners in health care.
4. Keep your scheduled appointments or give adequate notice of any delay or cancellation in consideration of both the Health Center operation and your fellow Health Center patients.
5. Help your Health Center staff maintain accurate and current medical records by being honest and complete when providing medical information or information about any other medical insurance coverage you may have.
6. Express your opinions, concerns or complaints in a constructive, courteous and dignified manner and to the appropriate people.
7. Pay any applicable co-payments or other Health Center charges at the time of service.
8. Recognize that occasional delays in service may occur and that the Health Centers staff will make every effort to accommodate you in a responsible, timely and professional manner.
9. Follow the treatment plan agreed upon by you and your provider and participate in your care.
10. Tell your provider if you do not completely understand your plan of care.
11. Provide a responsible adult to transport you home from the facility and remain with you for 24 hours, if requested by your provider.
12. Inform your provider about any living will, medical power of attorney, or other document that could affect your care.
13. Engage in your own care by informing urgent or emergency care providers of your Primary Care (PCP) team during visit and request a copy of your discharge information to be sent to your PCP.



## PATIENT CODE OF CONDUCT

In an effort to provide a safe and healthy environment for staff, visitors, patients and their families, The Center for Living Well expects *visitors, patients and accompanying family members* to refrain from unacceptable behaviors that are disruptive or pose a threat to the rights or safety of other patients and staff.

### The following behaviors are prohibited:

- Possession of firearms or any weapon
- Physical assault, arson or inflicting bodily harm
- Throwing objects
- Climbing on furniture or toys\*
- Making verbal threats to harm another individual or destroy property
- Intentionally damaging equipment or property
- Making menacing gestures
- Attempting to intimidate or harass other individuals
- Making harassing, offensive or intimidating statements, or threats of violence through phone calls, letters, voicemail, email, or other forms of written, verbal or electronic communication
- Racial or cultural slurs or other derogatory remarks associated with, but not limited to, race, language or sexuality

If you are subjected to any of these behaviors or witness inappropriate behavior, please report to any staff member.

Violators are subject to removal from the facility and/or discharge from the practice.

\*Adults are expected to supervise children in their care.



## PATIENT BILL OF RIGHTS

Every Patient at the Center for Living Well shall have the right to:

1. Understand and use these rights.
2. Receive services without regard to race, color, religion, sex, national origin, disability, sexual orientation or source of payment.
3. Be treated with consideration, respect and dignity including privacy of treatment.
4. Receive appropriate medical care based upon his/her condition. If emergency care is needed, arrangements or transfer will be made to an appropriate medical setting.
5. Be informed of the name and position of the provider who will be in charge of your treatment and of the services available at the health center.
6. Be provided a NON-SMOKING facility.
7. Obtain from his/her health care practitioner, or health care practitioner's delegate, complete and current information about diagnosis, treatment, and prognosis in terms the patient can be reasonably expected to understand.
8. Receive all the information that is needed to give informed consent for any proposed procedure or treatment. This information shall include the possible risks, benefits, and alternatives to the procedure or treatment.
9. Refuse treatment to the extent permitted by law and be fully informed of the consequences on his/her health.
10. Be informed of the provisions for after-hours coverage.
11. Privacy and confidentiality of all information and records regarding his/her care.
12. Participate in all decisions about treatment and include family members when appropriate.
13. Review his/her medical records without charge and obtain a copy of his/her medical records for a reasonable charge.
14. Complain, voice grievances and recommend changes in policies and services to the health center staff without fear of reprisal about the care and services you are receiving and receive a written response if requested. If you are not satisfied with the response you may contact the Health Center Manager.
15. Change primary care provider (where possible) at the health center.
16. Approve or refuse the release or disclosure of protected health information, except as required by state or federal law or third-party payment contract.
17. Amend his/her medical record entries according to state and federal law.
18. An accounting of all instances when protected health information has been disclosed in accordance with state and federal law.
19. Formulate advance directives and have your health care provider comply with those directives.



## OUR MISSION

We help people get, stay and be well. We do this by providing high-quality and efficient care, focusing on health improvement and an exceptional patient experience.

## OUR CULTURAL BELIEFS

### *I am Respectful*

I am gracious, listen, and always assume positive intent.

### *I am Accountable*

I keep my commitments and align my actions with others to respond to the needs of team members, patients, clients, and Premise.

### *I am Courageous*

I have the courage to be open and direct when executing on our mission.

### *I am Ethical*

I am honest and ethical in my actions and always seek results that are in the best interests of my patients, clients, and fellow team members.

### *I am Engaged*

I engage with team members, patients, and clients to ensure we exceed their expectations every day.

### *I am Innovative*

I constantly seek innovative ways to meet team member, patient, and client needs.

### *I am Quality-Focused*

Quality is central to all that I do. Patient care, client support, and team member actions are anchored by an unwavering commitment to quality.

## PRIVACY

The Center for Living Well facility is operated by Premise Health, an independent third-party company, that adheres to federal Health Insurance Portability and Accountability Act (HIPAA) requirements ensuring patient privacy and confidentiality are always protected.



## FEES & INSURANCES

CLW is committed to providing you and your family the best possible care, and are pleased to discuss our professional fees with you at any time. Your clear understanding of our financial policy is important to our professional relationship. Please ask if you have any questions about our fees, financial policy, or your responsibility.

### *Financial Policy*

**PAYMENT IS DUE IN FULL AT THE TIME OF SERVICE**, unless arrangements have been made prior to your appointment. In the case of a minor, the patient's accompanying adult, parent or guardian is responsible for payment at the time of service. You may pay your copay using the app, or in-person upon check-out.

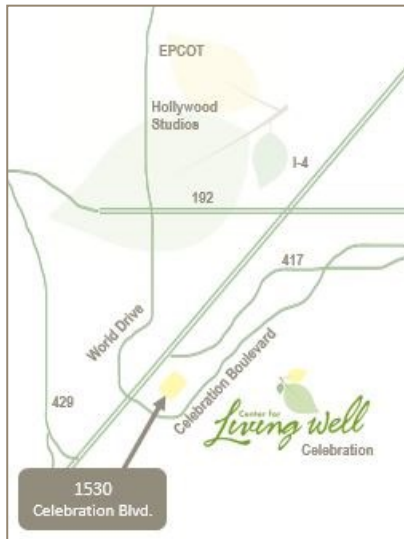
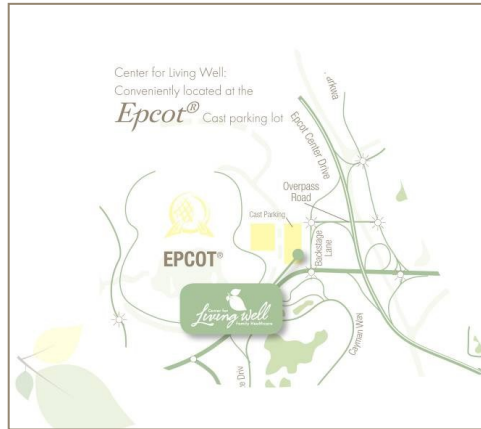
*We will submit insurance claims on your behalf; however, we will not become involved in disputes between you and your insurance company regarding deductibles, co-insurance, covered charges, secondary insurance, etc., other than to supply factual information as necessary. You are responsible for the payment of your account, and know your plan's coverages. We accept CHECKS, VISA, MASTERCARD, AMERICAN EXPRESS, DISCOVER, FLEXPAY, and DEBIT CARDS.*

An account is considered past due 30 days after the date of service, unless arrangements have been made with the Billing Office. Unpaid accounts will be subject to an outside collection agency, or *possible dismissal from the practice*. HMO Copayments are \$10.00. Payments are accepted via the My Premise Health app, or in person during check-out.

### *Accepted Medical Insurances*

The Center for Living Well provides comprehensive primary healthcare exclusively for eligible Disney Employees, Cast Members, Imagineers and their family members enrolled in a Disney-sponsored medical plan. **We cannot bill secondary insurance plans.**

Center for Living Well—EPCOT  
960 Backstage Lane  
Lake Buena Vista, FL 32830  
Phone: 407.934.4100  
Fax: 407.934.4101



Center for Living Well—Celebration  
1530 Celebration Blvd, Suite 200  
Celebration, FL 34747  
Phone: 407.934.4100  
Fax: 407.934.4101



Open 7:00 AM until 7:00 PM Monday through Friday;  
8:00 AM until 6:00 PM Saturday, Sunday, and Holidays