

# Frequently Asked Questions

## BASIC INFORMATION

### Who is PMR Healthcare?

PMR Healthcare (PMR) has provided employer healthcare clinics for over two decades. PMR partners with organizations like CountryMark to provide eligible employees and their family members with high quality primary care, episodic care, root cause medicine, access to prescriptions and lab services, and more.

### What is the PMR CountryMark Clinic?

Your employer values you and your hard work. That's why CountryMark is partnering with PMR Healthcare to invest in your family's health! The PMR CountryMark Clinic will provide health plan members with easy access to healthcare services including primary care, prevention, wellness, acute/episodic care, and more. The clinic will be able to handle the vast majority of the medical issues you and your family would typically visit a primary care practitioner or urgent care for.

Service Description	Available?
Unlimited Patient Appointments	✓
Episodic Care <ul style="list-style-type: none"> <li>Treatment for colds, flus, ear infections, and other sickness</li> <li>Treatment for rashes, cuts, bruises, and bumps</li> </ul>	✓
Primary Care <ul style="list-style-type: none"> <li>Ongoing treatment for illnesses/injuries like high blood pressure, diabetes, asthma, vitamin deficiency, etc.</li> <li>Creating personalized health plans</li> </ul>	✓
Preventative Care <ul style="list-style-type: none"> <li>Wellness visits</li> <li>Immunizations (like flu shots)</li> </ul>	✓
Chronic Disease Management	✓
Nutrition & Dietary Care <ul style="list-style-type: none"> <li>Exercise and diet support; Weight loss assistance, etc.</li> </ul>	✓
Support making lifestyle changes (i.e., smoking cessation)	✓
Minor Procedures (call for details)	✓
Physicals <ul style="list-style-type: none"> <li>Comprehensive annual physicals</li> <li>School/sports physicals</li> </ul>	✓
Prescriptions	✓
Laboratory/Diagnostic Services	✓
Access to health education materials and events	✓
Access to online patient portal with scheduling, patient record, and more	✓



CountryMark.

**How much will the PMR CountryMark Clinic cost to use?**

Most services within the clinic are available at no cost thanks to CountryMark’s investment in your health! Here is a breakdown of all potential fees you might see at the clinic (see appointment & service descriptions broken out further on the previous page):

FREE Appointments & Services (\$0 Per Appointment/Use)
Primary Care
Preventative Care
Chronic Disease Management
Nutrition & Dietary Care
Support making lifestyle changes (i.e., smoking cessation)
Physicals (i.e., comprehensive annual physicals, school/sports physicals)
Prescriptions (select offering)
Laboratory/Diagnostic Services (select offering)
Access to health education materials and events
Access to online patient portal with scheduling, patient record, and more
Only \$20 Per Appointment
Episodic & Acute Care

**What’s the difference between the PMR CountryMark Clinic and urgent care?**

The PMR CountryMark Clinic focuses on primary care and preventative care. Instead of treating your sore throat and sending you on your way, the PMR medical team supports your health to help avoid the sore throat to begin with! And when you do get sick, they check in to make sure there’s no underlying health issue causing those symptoms.

The clinic is also a lower cost option for your family to use! You have FREE unlimited visits for wellness, ongoing care, preventative care, and primary care services. You also have FREE access to select prescriptions and lab services. You only pay \$20 out of pocket for ‘sick visits’.

**Are most appointments, medications, and lab tests REALLY free?**

Yes! CountryMark has invested in your health by giving you free, unlimited access to appointments, medications, and lab tests for most of your healthcare needs. You will only ever pay \$20/visit for sick visits. Please note that we take card payments only, NOT cash.

**Where is the clinic located and how do I contact them?**

The PMR CountryMark Clinic is conveniently located at 405 Southwind Plaza, Mount Vernon IN. Our entrance is on the BACK of the CountryMark Innovation Center Building (you must come through our main entrance, there is no ‘pass through’ within the CIC. There is plenty of parking available. The clinic phone number is (812) 505-9005. The clinic staff can also be reached by email at [pmrcountrymark@pmrhealthcare.com](mailto:pmrcountrymark@pmrhealthcare.com). Feel free to contact us with any questions. Hours can be found online at [pmrcountrymark.com](http://pmrcountrymark.com) (please use website password CMhealth1! to enter the website).

## **PATIENT RECORDS**

**Who can see my patient records? Can CountryMark access my patient record?**

This is an important question, so we're dedicating the majority of this page to answering it!

# CountryMark will **NOT** have access to your patient record!

PMR follows **all** HIPAA rules and regulations  
to safeguard your personal information.

**We will not share your records without your consent.**

The only time any of your personal information will be shared with CountryMark will be for required occupational healthcare testing and workers compensation injury treatment reporting. If you have any questions at all, please reach out. We want to make sure you are confident and comfortable in the knowledge that PMR has been safeguarding our patients' personal information for over 20 years.

**Will you be able to see my older patient records?**

We can request records from any of your previous/current providers once you give us permission by filling out the appropriate paperwork during your appointment. We can also add any patient records you already have to your patient file so they are all in one spot. However, we do not have automatic access to any of your patient records from any other provider or organization.

**Will you share my patient records with my other providers?**

As long as you give us your consent, we can share your records with your other providers upon request at any time.

**Where can I see my patient record with PMR?**

You can always access your patient records with PMR—as well as any other records you may have given us permission to add to your file—in your patient portal.



## **ELIGIBILITY**

### **Who is able to use the PMR CountryMark Clinic? Can my family?**

Eligible CountryMark health plan members (enrolled employees and their enrolled family members/dependents) are invited to access the PMR CountryMark Clinic. Employees and family members who are not currently on the CountryMark health plan do not have access to the clinic at this time. Please contact your HR department to confirm your eligibility status.

### **Can children (under 18) be seen at the PMR CountryMark Clinic?**

Children on the CountryMark's health plan are absolutely eligible to be seen at the PMR CountryMark Clinic. We recommend that young children (under 12) continue to see a pediatrician as well, as we do not provide all the vaccinations/immunizations that are required for a child's typical primary immunizing series. However, your PMR medical team has experience providing family practice care and is well-equipped to handle any colds, flus, strep throat, ear infections, etc. bothering your little one.

### **What happens if I need to see a specialist/other practitioner?**

If you have a medical need that cannot be met within the clinic, we will refer you to a specialist/outside practitioner. The PMR CountryMark Clinic will help you schedule the specialist appointment and connect with you/the specialist (as appropriate) afterwards to help create the best possible medical plan for you.

## **APPOINTMENTS, AND SCHEDULING**

### **How do you schedule an appointment at the PMR CountryMark Clinic?**

Once the clinic is open, to schedule an appointment, you can:

- (1) Go online to [www.pmrcountrymark.com](http://www.pmrcountrymark.com) and request an appointment through your patient portal - *website access code: CMhealth1!*
- (2) Call the clinic at 812-505-9005
- (3) Email [pmrcountrymark@pmrhealthcare.com](mailto:pmrcountrymark@pmrhealthcare.com) to request an appointment

*See website section of this document for more details.*

### **Are there same day appointments available at the PMR CountryMark Clinic?**

We do accept same day sick visits based on availability! Please be sure to call us in advance to avoid any long waits in the reception area when you need to be seen—walk in appointments are not guaranteed an immediate appointment.

Please note that we do NOT accept same day scheduling for comprehensive annual physicals, as they are lengthy appointments that require scheduling.

### **What should I bring to my first appointment?**

Please bring a current Photo ID and a list of current medications (including vitamins) that you are/have been taking. We need to know the name, dosage, and frequency that you take the medication, so it may be easier to take pictures of any medication bottles you have and/or bring them to the appointment.



## **How is one provider going to take care of everyone on the health plan? Will I ever be able to get into the clinic now that it's open?**

We understand your concern— odds are that at some point you've spent hours sitting miserably in a waiting room, had a practitioner who was more focused on the clock than your needs, and seen medical staff running around clinics trying to catch up. We have too! That's why PMR's model was specifically designed to avoid the major pitfalls we saw occurring in the open market.

Here's a few reasons we have faith in your clinic being a success:

- Other providers (urgent care centers, outside primary care providers, etc.) have to spend the vast majority of their days doing billing and coding— over half of the medical team members you see running around in a clinic could be dedicated to that task! PMR doesn't need to do any coding or billing, because CountryMark is paying for you to access the clinic when you need it.
- On average, outside providers treat 2x (or even 3x!) as many patients as a PMR provider ever will. That means our provider is REALLY available to give you the care you need.
- Our medical team is able to grow with the patient base as needed to ensure patients are seen.
- PMR has 20 years of experience organizing patient schedules to make sure we can help you live your happiest, healthiest lives.

At the end of the day, we know it'll take some time to build your trust in us, our model, and your PMR medical team. We just ask that give us a chance to show you what we can do for you.

## **How long are normal appointments?**

Your practitioner won't have their hand on the door or watch the clock during your visits—the medical team will be dedicated to assisting you. We spend the amount of time YOU need with you during appointments! This could be 15 minutes or 90 minutes- we get to know you so that we can schedule your visits accordingly and give you the time and attention you deserve.

*Please Note—the PMR physical is a much more comprehensive appointment, so it is detailed in its own section below.*

## **Does the clinic offer imaging (x-ray, MRI, etc.)?**

No, at this time there is no imaging in the clinic. You can receive a referral for these services as needed

## **Does the clinic offer mental health?**

There is no mental health professional (i.e. psychologist) at the clinic, however, your provider has a vast amount of experience in treating mental health issues and is able to help you take the first steps towards getting the treatment you need. If you have questions about mental healthcare, please make an appointment, as we're happy to help you take the first step.

## **Does the clinic provide vaccinations & immunizations?**

We offer a wide variety, such as flu, TDAP, etc. Please note that we cannot offer most childhood vaccination series or COVID vaccinations from the clinic. If you have questions about a specific item, please contact us.



**CountryMark.**

**Do you provide traditional 24/7 telehealth?**

No, we do not. However, you have access to telehealth through your current insurance package, and if you are an established patient we welcome any calls during open hours to speak with the provider.

**Do you provide OB/GYN services?**

We provide many GYN services, such as pap smears, but we are not equipped to become your primary obstetrician. The practitioner has delivered their fair share of babies, but that won't be a service available at the clinic!

**Will the clinic take over occupational health testing? Workplace injury treatment?**

These programs are currently being established, and will launch in 2025. You'll hear more about these programs from your individual managers as appropriate and applicable to your position.

**Should I go to urgent care, the ER, or the PMR CountryMark Clinic?**

If you have an issue you'd normally go and sit in an urgent care and wait to be seen for, please come to the clinic. If you have a major issue (like a bone sticking out!), please go straight to the ER.

## **THE PMR PHYSICAL/ANNUAL WELLNESS EXAM**

**Should I get a physical/annual wellness exam?**

We strongly recommend that all patients get a full physical once per year—even if you feel perfectly healthy! The PMR physical is often described as the most comprehensive exam our patients ever experience and it allows us to figure out what's normal for your body. That way when you are sick we can immediately tell! The physical is also a great opportunity to evaluate your health goals, answer any questions you may have, and more.

**Why should I get my physical at the PMR Clinic?**

The PMR physical is much more comprehensive than the average physical you would receive in the open market--- we thoroughly review all of your physical systems to establish your own personal healthy baseline, help you determine goals for your health, create custom care plans, and more! The complexity of the PMR physical allows for early diagnosis, better health outcomes, and allows you to feel more in control of your health.

In addition to be more thorough, the physical is also **\$0** for you to receive at the PMR Clinic! This is a great opportunity to save some money while taking one of the easiest steps towards being an active participant in your health!

**Does this physical count for my employer's physical program?**

Yes! It absolutely does. Beginning in 2025, PMR will also be collecting all CountryMark physical forms, so we recommend getting your physical done early in the year with us to ensure that you can receive your benefits from CountryMark (please inquire with your HR department about details of their physical program).



## **What is included in the PMR Physical/annual wellness exam?**

The physical takes place over two separate appointments.

During the first appointment, you should typically expect:

- 90 minutes in the clinic  
During your patient appointment, you will receive PMR's comprehensive wellness exam. PMR completes a wider variety of testing on every patient to make sure we understand how your body functions when healthy, to determine if there are any small signs of potential illness, and to craft your long term health plan. Please expect to be in the clinic for the full 90 minute period that you sign up for. We are happy to reschedule your appointment for a later date if this time constraint does not work with your schedule.
- Fasting labs  
PMR completes lab work on all new patients as part of our comprehensive wellness exam. Please come to your appointment very well hydrated and prepared to have blood drawn. Bring a sugary drink or snack if you feel you will need it immediately after the draw.
- Electrocardiogram (ECG)  
An ECG helps PMR check your heart and make sure it is healthy. This is an important part of our comprehensive wellness exam, and we complete one on all patients to make sure we have a full picture of your current health. Please be aware that your chest will be briefly exposed while this test is being completed. Female patients are invited to wear a sports bra or other soft tank with no underwire for personal comfort during this test.
- Spirometry  
This lung capacity test is important for monitoring your lung volume, capacity, and flow rates. It is a strong indicator of potential other concerns.
- Urine test  
We will complete a urine test to check your kidney function (it is not a drug screen). Please be well hydrated to accommodate for this.
- Titmus Test  
This checks your vision and your color vision for any minor changes that may be occurring.

*Note—if your first appointment is in the afternoon, we are happy to have you come in at a separate, earlier time for your lab draw. We don't want you to have to fast for the whole day!*

During the second appointment (follow-up appointment), you should typically expect:

- 60 minutes in the clinic  
Your PMR medical team will schedule your second appointment for approximately 1-2 weeks later. The follow up appointment typically lasts about an hour.
- Review results and discuss next steps  
You will have the opportunity to learn about your test results from the first appointment, discuss your health plan going forward, ask any questions you may have thought of since your first appointment, and more.

After this appointment, you will be scheduled for your next appointment as needed.





## **PRESCRIPTIONS AND LAB SERVICES**

### **What medications and lab testing services are provided in the clinic?**

A list of medications that will typically be available at the clinic can currently be found on the clinic's website. Please contact us with specific questions. Please note we do not provide any controlled substances through the clinic.

Similarly, we have a large number of lab and diagnostic testing services available at the clinic. This formulary is not posted on the clinic website because it can be confusing to view panel names and associated codes, so please contact the clinic to ask about specific labs available at no cost.

### **What if my medications aren't available through the PMR CountryMark Clinic?**

If your medications are not currently available at the clinic, we will write you a script so you can get them from your preferred pharmacy. Please note that only medications dispensed **within** the clinic are free. Medications sent to outside pharmacies will go through your insurance, as they did prior to the clinic opening. We work with you to find the lowest cost medications that will work for you at outside pharmacies.

### **What if my labs aren't available through the PMR CountryMark Clinic?**

If your labs are not currently available on our formulary, we may be able to complete the draw and then send them through your normal insurance. If not, we can send you to an outside lab service. Please note that only lab testing services provided **within** the clinic are free. We work with you to find the lowest cost options that will work for you at outside clinics/centers.

### **If I have been prescribed a medication by a different practitioner, can I get it at the clinic?**

The clinic cannot fill scripts from outside practitioners. Instead, we invite you to make an appointment to see if the medication can be prescribed by PMR instead, and then provided at no cost.

### **If I have had labs ordered by a different practitioner, can I get them completed at the clinic?**

As long as they are on the clinic's lab formulary! Please contact us for more information.

### **Does the clinic have resources for tobacco cessation?**

Yes! Please contact us for more information.

### **Where is blood drawn at/where are the specimens collected?**

The draws are completed within the clinic.

### **Do you offer allergy testing?**

We have some basic allergy panels, but not the same breadth of options a specialist would. Please get in touch to discuss your specific needs and how we can support you.

### **Do you offer EpiPens?**

Yes! Please view our full prescription list on the clinic website.





### **Do you offer inhalers?**

Yes! Please view our full prescription list on the clinic website.

## **CURRENT & OUTSIDE CARE**

### **Can I still go to my current primary care practitioner? I've been seeing them for years!**

Yes! You can visit your current primary care provider for as long as you wish—you aren't required to switch to the PMR CountryMark Clinic. You'll need to continue paying any applicable co-pays, fees, etc. that your current provider charges (only appointments at the PMR CountryMark Clinic are free or \$20/visit).

### **If I keep going to my current primary care practitioner, can I use the PMR CountryMark Clinic?**

Yes! Thanks to your employer, you will always have access to unlimited appointments at the PMR CountryMark Clinic. That means we're available when:

- Your regular practitioner doesn't have appointments available and you urgently need to be seen.
- You want to save money on co-pays/other fees, medications, or lab work.
- You'd like to take advantage of PMR's comprehensive primary care services (at no cost!).

### **What happens if I need to see a specialist/other practitioner?**

If you have a medical need that cannot be met within the clinic, we will refer you to a specialist/outside practitioner. The PMR CountryMark Clinic will help you schedule the specialist appointment and connect with you/the specialist afterwards to help create the best possible medical plan for you.

### **What if I want a referral to a specialist closer to home?**

We're happy to refer you to wherever the most appropriate location for you may be, and can help you find the best cost, convenient options.

## **WEBSITE AND PORTAL PAGE**

### **How can I use the clinic's website?**

The clinic's website has all of the clinic's current information, including open hours, contact details, etc. The website is also where you access your patient portal, find the clinic's most recent newsletters, learn about fun health topics, find health support tools, and more. Here's how to access the website:

- (1) Go to [www.pmrcountrymark.com](http://www.pmrcountrymark.com) on any web surfing device
- (2) Select the white "View Your Patient Portal>>" button
- (3) When prompted, enter the following password: *CMhealth1!*

### Once you have used the password to login:

To access your patient portal: Select the orange "Access My Patient Portal>>" button

To view health info & tools: Select "Clinic News & Health Facts" in the top right corner of the page

To view the clinic's contact info/location: Scroll to the bottom of the page

To leave feedback (anonymous or otherwise): Select "Get in Touch" in the top right corner of the page



### **Why does the clinic website have a password on it?**

The PMR CountryMark Clinic is a private clinic, just for CountryMark's health plan members! We put a password on the website to make it clear that all services at the clinic are for a select group of people: You!

### **How do I set up my patient portal from the clinic's website?**

When you use the password to enter the clinic's website, you'll see a big orange button that says "Access my patient portal". When you select that you'll be taken to a private login page for PMR's EMR (Electronic Medical Records). Here you should select "create an account".

### **What if I already have an Athena login?**

PMR uses Athena for our EMR, and other providers do too! Please go ahead and still select "create account" to make your profile. You'll be setting up your login specifically for the clinic's portal, which is only accessible through the clinic's website.

### **What email should I use to create my patient portal account?**

Please use your personal email, not your work email! This helps us protect your privacy.

### **What can I use my patient portal for?**

Once you login to your patient portal, you can:

- (1) View scheduled appointment and request new appointments
- (2) Securely email your medical team
- (3) Request medication refills
- (4) View and download your patient records

### **Is it one portal login per family, or per person?**

It is one login per person. Your login is unique to you so that no one can access your patient record unless you specifically give them your login information or permission.

## **Feedback**

### **How can I leave feedback?**

You can leave feedback a few different ways:

- Anonymous feedback
  - Complete the patient survey requests you receive after your appointments—patients should receive the survey request at LEAST once within a 90 day period.
  - Use the 'Get In Touch' section of the website, and leave off your personal information (name, phone, and email) to submit an anonymous comment, story, concern, etc.
  - Drop a note in the box at the clinic and leave your name off.
- Direct feedback
  - Email [pmrcountrymark@pmrhealthcare.com](mailto:pmrcountrymark@pmrhealthcare.com)
  - Drop a note in the box at the clinic & sign your name- we love to hear from you!