

# WHITEGLOVE HOUSE CALL HEALTH



## HIGHER QUALITY - LOWER COST HEALTHCARE CHOICE

If it's 3pm on a Friday, or the weekend, and you or your child needs routine medical care — all times when your primary care doctor is unavailable, what do you do?

### Your Choices Have Been

Suffer through it until you can see your doctor, or go to the emergency room or an urgent care center.

### The Consequences

Long waits, big surprise medical bills, exposure to everyone's germs, and lots of hassles.

### The House Call is Back!

WhiteGlove is an affordable, high quality medical care experience that is available 365 days a year, 8am to 8pm, and we come to you at work or home!

WHITEGLOVE HOUSE CALL HEALTH

877.329.8081

www.whiteglove.com

## WhiteGlove Frequently Asked Questions

### What kind of care do you provide?

Our scope-of-care is routine primary care. With that said, we provide two types of care:

- **Get-well care:** on these visits, we diagnose and treat anyone that is 2 year old and older for most of the same complaints that you would go to a primary care physician, family physician, or minor care clinic for. For example: flu, colds, sinus infections, skin rashes, nausea, vomiting, ear infections, urinary tract infections, etc.
- **Stay-well care:** on these visits, we perform wellness assessments, diagnostics tests, and other preventive care to help you avoid serious illness.

### How does the WhiteGlove service benefit me?

WhiteGlove's service offers you the following benefits:

- Higher quality medical care experience – gives you the time and attention you deserve
- Everything comes to you – more convenient and saves precious time
- Fixed cost and affordable – no big surprise medical bills
- Hassle free – no long waits, no running around, no exposure to everyone's germs
- Great alternative for weekends, nights, and holidays – an alternative to expensive emergency rooms and urgent care centers for routine primary care

### Who provides the care to me?

Our care is provided by licensed nurse practitioners. All of our clinicians are dedicated to WhiteGlove and have family medicine and emergency room or urgent care experience.

### Will you come to \_\_\_\_\_?

Today, our service areas are:

- Austin (Hays, Travis, and Williamson counties)
- Boston (Essex, Suffolk, Norfolk, Middlesex, and parts of Worcester county)
- Dallas (Collin, Dallas, and Rockwall counties)
- Fort Worth (Tarrant and Denton counties)
- Houston (Harris county)
- Phoenix (Most of Maricopa county) - Effective January 1, 2011
- San Antonio (Bexar, Comal, and parts of Guadalupe county)

If you live outside of our service areas, we can still bring care to you at work, assuming you work in one of our service areas.

### How quickly will you come to me when I call for care?

We typically see you within hours of your call and almost always the same day. Many of our members prefer to schedule a specific time that is convenient for them and we allow you to do that as well.

### What is the membership cost?

Your WhiteGlove membership is paid for by your company.

### What does each visit cost?

Your visit fee is \$35. The visit fee includes medical care, most of the generic Rx medications that we prescribe on the visit, chicken soup, crackers, Gatorade, ginger ale, Tylenol, Jell-O, Kleenex, cough drops, and more.

More Questions →

For Employer Groups

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## Is the visit fee all inclusive?

Most of the time yes. Our visit fee includes medical care, most of the generic Rx medications that we prescribe on the visit, and our well-kit that comes with chicken soup, crackers, Gatorade, ginger ale, Tylenol, Jell-O, Kleenex, cough drops, and more. The visit fee does not include any brand name Rx medications or non-\$4 generics.

## Will you share my information with others?

We will not share information beyond what is allowed by HIPAA in order to provide your care and manage our business. However, you can share any information that is captured in our system with your other healthcare providers, whenever you want.

## Are there any limits to using the service?

Some:

- You have to be a WhiteGlove member and over 2 years old
- We provide routine primary care
- We are available from 8am to 8pm, 365 days a year
- You must have no outstanding balance owed WhiteGlove

There are no limits on the number of visits.

## How do I use the service?

First Time:

- Register yourself on our website and complete your member profile and medical history or call us at 877-329-8081 and we can walk you through the registration process. Once registered, you may schedule a visit.

After the first time:

- Call us at 877-329-8081 or go online to request a visit

## What happens when I schedule a visit?

When you contact us by phone or the web, we:

- Ensure you are a registered WhiteGlove member (if not registered, we can register you)
- Perform triage
- Schedule a visit at your convenience
- During the visit (get-well):
  - ◇ Diagnose, test, and treat you at home or work
  - ◇ Bring a well-kit with foods, beverages, and over-the-counter remedies
  - ◇ Prescribe, order, and deliver any medications you need
- Bill your credit card, debit card, FSA card, or HSA card for the visit fee and prescription co-pay (if needed)
- Follow-up to see how you are doing

## How do I access my healthcare information?

Go to [www.whiteglove.com](http://www.whiteglove.com) and click on Member Login, then enter your login and password information.



## Our Promise

At WhiteGlove, we promise a high quality healthcare experience by providing our members with:

### Quality Healthcare

Licensed healthcare professionals that come to you to diagnose, test, and treat you within hours of calling to get well, giving you the time and attention you deserve!

### Low Cost

You pay your applicable visit fee. The visit includes medical care, most of the generic RX medications that we prescribe on the visit, chicken soup, crackers, Gatorade, ginger ale, Tylenol, Jell-O, Kleenex, cough drops, and more.

### Convenience

Whether in bed, on the couch, or busy at work, we bring everything to you.

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