Premise Health.

BURNS MEDONNELL.

# Your complete care network.

The cornerstone of the Burns & McDonnell Health Center experience is simple: it's all about you. Our providers and staff are focused on your wellness. Cutting edge tools help them make the most of their expertise. Technology also creates less wait time, and that leaves more face time with a care provider to treat and prevent illness. We take care of you and yours.

# My Premise Health. Your personal health ally.

As a member, you'll enjoy access to our state-of-the-art member portal. Connect with your care provider. Refill a prescription. Review test results. It's another way we're redefining quality care. Get started at mypremisehealth.com.

# Taking care of your privacy too.

One of our most important responsibilities is to ensure the security of private information. Premise Health maintains all of your records, and we follow the same state and federal laws as any healthcare organization. We can't share any information without your permission, unless it pertains directly to a workplace injury or illness.

# We are Premise Health

For the past 50 years, we've partnered with forward-thinking organizations to offer employees like you the easiest experience accessing high-quality care. Our reason is simple: good things happen when you come first. Burns & McDonnell has crafted a plan just for you. We think you'll agree: Healthcare feels different here. And works better.

Welcome to Premise Health.

**Learning more is effortless, too.** MyPremiseHealth.com | (816) 823-6000

Burns & McDonnell Health Center 1st flr, 9450 Ward Pkwy bldg, rht side lobby Monday-Friday, 7:30 a.m. - 5:30 p.m. Saturday-Sunday, Closed



# Burns & McDonnell Health Center

# How healthcare can work even better for you.

# Healthcare that's anything but routine.

Premise Health knows that when you have easier access to quality healthcare, good things happen. And it all begins by closing the distance between you and your providers to ensure the best continuity of care at all times.

We see primary care as the springboard to overall health. Premise is all about strengthening the provider-member relationship; providing a whole-person, coordinated continuum of care. We believe in enhancing the healthcare experience and outcomes through better communication, expanding hours and access, and encouraging your active participation in the healthcare delivery. You will be surrounded by a dedicated team of providers working together to meet all of your individual healthcare needs.

We want Burns & McDonnell Health Center to be the first place you think of for all your healthcare needs. Our goal is to make it effortless to get the care you need in a way that works best for you, and maintain focus on your continuity of care

# Driving principles.

#### **Member Centered**

As our member, you will enjoy an ongoing relationship with your provider team – who will provide, oversee and coordinate all the care you need.

#### Comprehensive

We take a "whole" person healthcare approach for all stages of life, providing you with extensive services from prevention and wellness to acute and chronic care, as well as supporting mental health needs.

## Coordinated

We provide integrated, coordinated care with other medical professionals and other providers within the healthcare system, such as sub-specialty care, hospitals, home health agencies, and nursing homes.

## **Responsibilities Shared**

The best health outcomes, as well as a preventive health and wellness focus, are achieved only if we are collectively working together.

## Quality and Safety Focused

Quality and safety is improved by centralizing care in one place. The potential for errors is minimized, and the focus is on you.

## Technology-driven

You'll enjoy access to our state-of-the-art member portal to readily access needed health records through a secure system.

#### Accessible

We enhance your experience by reducing wait times through real-time scheduling, expanded hours, and increased provider availability through online communication options.

## **Our Commitment**

We are committed to your wellness and will work closely with you to coordinate easy access to care. We will listen to your thoughts, feelings and questions and help you find your way through the system. Communication and taking shared responsibility for your good health is key!

## Your Commitment

You will commit to engage and take an active part in your health and wellbeing. Communicate with your providers – ask questions, share your feelings. Be honest about your history, symptoms and any changes. Make healthy lifestyle decisions and set goals for your good health. Schedule your wellness appointments.

And you commit to informing community providers of your Primary Care Provider (PCP) team during urgent or emergency care visits and request a copy of your discharge information be sent to your PCP.