

# GUIDE FOR EMPLOYEES



## Did you know you have a **world-class medical center** right here at home?

A decade ago, UK HealthCare set out to become one of the premier academic medical centers in the United States. Our goal was to provide a wide range of subspecialty care of the very highest quality, so that no one, no matter how ill or how rare their disease, would have to leave the Commonwealth for the care they need. And today we are well on our way to reaching that goal.

We've grown with astounding speed. In total, UK HealthCare now operates three hospitals, more than 80 specialized clinics and 143 outreach programs. Our team has grown to 9,000 physicians, nurses, pharmacists and health care workers dedicated to patient health.

In 2013 we were named a Rising Star by the University Healthsystem Consortium (UHC). This award recognized an unprecedented improvement in the quality of our patient care.

Our new outpatient center, UK HealthCare at Turfland, which opened in Spring 2015, offers a wide range of services in a location that's easy to access from most areas of Lexington – with plenty of free surface parking.

Markey Cancer Center has earned the prestigious honor of designation by the National Cancer Institute, which gives our patients access not only to the very best care possible, but also to research and groundbreaking treatments.

We recently opened Floor 8 of the new pavilion at Chandler Hospital. This new floor is designed for and dedicated to providing state-of-the-art cardiovascular services.

There's much to be proud of, but it's more than a matter of pride. As a member of the UK family you can rest assured that if you or someone you love needs medical care, you're in good hands here at home.

Visit our website at [ukhealthcare.info](http://ukhealthcare.info) for more information on our clinical services and our increasing quality or to find a doctor. Call **859-257-1000** or **800-333-8874** to make an appointment.

## UK Health Connection offers consumers **easy access** to the UK HealthCare system of care.

Services include appointment scheduling, registration for health classes and screenings, and free literature on a wide variety of specific medical conditions. UK Health Connection also provides coverage for Markey Cancer Center outpatients who have medical requests and concerns. Phones are answered from 7 a.m. to midnight on weekdays and 8 a.m. to midnight on Saturdays and Sundays.

Call **800-333-8874 (toll free)** or **859-257-1000**.





**OUTPATIENT CENTER AT TURFLAND**

UK HealthCare at Turfland, our outpatient center on Harrodsburg Road in Lexington, opened in spring 2015. In addition to a location that is easy to access from most areas of Lexington and free surface parking, Turfland offers:

- Family & Community Medicine
- Sports Medicine
- Sports Rehabilitation
- Travel Medicine
- Occupational Medicine
- Pharmacy
- Lab Services
- Radiology
- Oral Health, coming later in 2015

**OTHER OUTPATIENT LOCATIONS**

Outpatient services are also available in Lexington on our main campus, as well as at the Polk-Dalton Clinic, 217 Elm Tree Lane, and at the UK Family Care Center, 1135 Red Mile Place.

To make an appointment with any of our outpatient clinics, call **859-257-1000** or **800-333-8874**.



*Outpatient center at Turfland*

**UK HEALTH PLAN URGENT CARE CLINIC**

The UK Health Plan Urgent Care Clinic is an on-campus clinic for UK employees and their dependents over age 18 who participate in one of the UK health plans (UK-HMO, UK-PPO, UK-EPO and UK-RHP). The dependents must be covered by the employee’s health plan to be eligible. The UK Urgent Care Clinic is here for your convenience to help you on those days you have an acute problem and are unable to see your regular primary care provider.

The clinic sees such ailments as colds, flu and sinus issues; sunburns and rashes; nosebleeds; urinary symptoms; eye problems; and gastroenteritis (nausea, vomiting, etc.)

Please seek emergency care for chest pain or life- or limb-threatening conditions.

Same-day appointments are available by calling **323-SICK (7425)**.

Please note: UK Health Plan Urgent Care does NOT accept Medicare or Medicaid patients, only current UK-HMO, PPO, EPO or RHP members.

**University Health Service Building, first floor**  
 (next to Employee Health)  
 830 S. Limestone  
 Monday – Friday 8 a.m. – 4:30 p.m.

**Co-payment**

UK-HMO/UK-RHP \$10  
 UK-PPO/UK-EPO \$15

*Cash, check, MasterCard and Visa accepted*





We are pleased to provide our patients with online access to your medical records. Our patient portal offers you a convenient, secure way to connect with UK HealthCare from the comfort of home.

**Get started today!**

Once you register for the My UKHealthCare Patient Portal, you can:

- Request prescription refills when it's convenient for you, not just when our offices are open.
- Request, cancel or reschedule appointments.
- View lab test results, radiology reports and office visit summaries.
- View your immunization record.
- View your hospital discharge instructions.



My UKHealthCare is available to all adult patients of clinics using our electronic health record. Ask at your clinic if they are participating. If they're not yet, don't worry – they will be soon.

There's also a convenient app you can install on your smartphone or other device for easy access later.

Visit [MyUKHealthCare.org](http://MyUKHealthCare.org) for more information and to request an account.

Parents and guardians may also request access, called "proxy" access, for their children or dependent adults. Proxy applications may be downloaded from the website, but must be submitted in writing (by mail or in person) so that they may be legally verified. Proxy accounts for minors do have some restrictions, so be sure to read the information on the website.



**UK HEALTH & WELLNESS**

UK Health & Wellness exclusively supports UK employees, retirees and their spouses. The UK Health & Wellness Program is dedicated to improving the health and well-being of the university community through education, individual empowerment and intervention. On-campus registered dietitians, health fitness specialists and certified wellness coaches are here for you. These UK experts are ready to meet you where you are on your personal path to developing healthful habits. Connect through any of the following programs and events:

**LiveWell Check-In**

Free! This check-in is your gateway to great health. You'll (re-)connect with your wellness goals and stay aware of your health measures. UK health plan members who participate will earn a \$100 health plan rebate.

**Fitness facilities and classes**

Employee-dedicated facilities have a wide variety of strength and cardio equipment. More than 20 classes are offered every week. Classes include boot camp, yoga, water aerobics, cardio, meditation, tai chi and more.

**Consults**

Free! Connect one-on-one with a health coach, registered dietitian or fitness specialist for an hour in-person, on the phone or by email. You'll leave feeling clear about your goals and how to reach them.

**Health coaching**

Free! Get the support you need to go from knowing what you need to do to actually doing it. Whether your goal relates to nutrition, exercise or anything to do with well-being, our three-month health coaching program (phone-based appointments) can help.

**Tobacco cessation coaching**

Free! Take charge by actively partnering for 12 weeks with a health coach who will confidentially help you quit tobacco – for good. Nicotine replacement therapies are free for eligible participants.

**Weight-loss program**

This is a 10-week program where you'll learn how to eat healthfully (rather than diet), focus on long-term change, benefit from the expertise of registered dietitians and receive a personalized meal pattern.

**Events**

In addition to our core support programs, we offer several UK community-based opportunities:

- 5K
- Annual wellness conference
- On-campus therapeutic chair massage
- Cooking classes
- Walk with a Doc
- Lunch & Learn presentations
- UK vs. U of L moving challenge
- Much more





**UK HEALTHCARE RETAIL PHARMACIES**

UK HealthCare offers several convenient locations to serve you:

- **Chandler Retail Pharmacy**, Chandler Hospital Pavilion A, first floor.
- **Kentucky Clinic Pharmacy**, just inside the main entrance.
- **University Health Service**, first floor.
- **Good Samaritan Hospital**, off the lobby at the main entrance.

Open to patients, staff, students and the public. Our pharmacies are open-access, which means we accept prescriptions from any physician, not just those at UK.

For patients with a prescription written by a UK physician or medical provider, we also offer a convenient pharmacy inside our Turfland location, 2135 Harrodsburg Road.

All insurance plans accepted.

*Each UK Pharmacy location offers:*

- Prescription medications.
- Sundry convenience items.
- Over-the-counter items such as cough/cold and allergy relief, smoking cessation products and pain relief medications are also available.

*Other services include:*

- Convenient mail-order service.
- \$4 drug program, offering 30-day supplies of many medications for just \$4. See [ukpharmacy.org](http://ukpharmacy.org) for a list of eligible medications.
- Online prescription refills.
- Prescriptions ready for pick up when the patient is discharged.
- Medication therapy management.
- Flu shots and other vaccines administered on-site.
- Counseling on your medications (including proper usage, storage and full review of all the medications you are taking).
- Tobacco-cessation support.

For more information about our locations and services or to request a prescription refill, visit [ukpharmacy.org](http://ukpharmacy.org)

*Please note, these optional services are offered as a convenience only; you have the right to select any pharmacy you wish to provide medications prescribed to you by your provider.*

**Pharmacy Benefits Program**

The Human Resources office has a pharmacist available to counsel UK Health Plan participants on their medication choices. Through this free service, a pharmacist will review your medications, check for drug-to-drug interactions and make recommendations that may lower your overall cost. Recommendations can be made to switch to a preferred formulary brand from a non-preferred brand, or to switch to a generic choice.

While there is not always a generic choice available, there may be other drugs in the same therapeutic class that have lower cost alternatives. The pharmacist can forward these recommended changes to your prescriber for consideration. Controlling medication costs encourages proper medication use and may improve your overall health and reduce the possibility of medical complications. To speak with a pharmacist, call **859-323-1493**.

**UK ARTS IN HEALTHCARE**

Walk through our facilities and you'll soon realize they don't look like ordinary sterile healthcare facilities. Thanks to privately donated funds and the UK Arts in HealthCare program, visual art fills our hallways. There's often music, too.

The program was conceived simultaneously with the design and planning for Pavilion A, the new patient care facility. Since the opening of Pavilion A, the support and response has been amazing.

Happily the program does have a positive effect on our patients, families and staff and there is increasing data regarding the effects on stress, pain, length of stay and outcomes – all good news!

And the best news is, you don't have to be a patient to enjoy the art at UK HealthCare. Come walk through our halls and see the latest exhibits. Or grab a lunch and enjoy one of our many free musical performances.

Information and schedule available at [ukhealthcare.uky.edu/arts](http://ukhealthcare.uky.edu/arts).





**PARKING**

**Main Campus, 800 Rose St., Lexington**

Parking is available at the UK HealthCare Parking Garage, 110 Transcript Ave., facing South Limestone directly across from the medical campus or at the Kentucky Clinic Garage at 140 Huguelet Ave. There is an hourly charge, but no more than \$8 a day. Discount long-term passes are available from the parking office, which is located on Level A of the UK HealthCare Parking Garage.

From the garage, patients and visitors may walk across the Concourse Bridge, located at Level C, or may ride a free shuttle. The Chandler Hospital shuttle makes stops at the entrance to Pavilion A and Pavilion H. The Kentucky Clinic shuttle stops at the Kentucky Clinic entrance. An Emergency Department shuttle is also available. Shuttles are wheelchair-friendly.

Shuttle buses for each route arrive every five minutes.

An ambassador is available at the shuttle loading area from 6 a.m. to 11 p.m. to answer questions and help patients and visitors access the shuttles. An ambassador also provides assistance at the hospital's main entrance.

**UK Good Samaritan Campus, 310 S. Limestone, Lexington**

Free parking is available inside the garage next to the hospital as well as in the surface lots outside the medical office buildings.

All other facilities offer free surface parking.

**WANT MORE INFORMATION?**

We're online at

**UKHEALTHCARE.UKY.EDU**

Find a doctor, make an appointment, get directions and much, much more.

Subscribe to HealthMatters, our weekly e-newsletter at **ukhealthcare.uky.edu/email-alerts**.

Find a wide range of frequently updated blogs at **ukhealthcare.net**.

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www.facebook.com/ukhealthcare



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UK HealthCare





## FREQUENTLY CALLED NUMBERS

### Appointments and information

Billing Questions	257-1000 or 800-333-8874
KMSF (physician)	257-7900
Hospital (all)	257-8111
Chandler Hospital operator	323-5000
Chandler Hospital patient information	323-5816
Charitable giving	323-6306
Clinics	257-1000
Customer relations (Office of Patient Experience)	257-2178
Find a doctor	257-1000 or 800-333-8874
Financial counseling	323-6577
Gill Heart Institute	323-5479
Good Samaritan Hospital operator and patient information	226-7000
Health Education Library, Don and Cathy Jacobs	323-7808
Health and Wellness, UK	257-WELL (9355)
Kentucky Children's Hospital:	
• KCH patient information	323-5816
• Welcome Center	323-4773
Markey Cancer Center	257-4488
Medical records (Health Information Management - HIM)	323-5117
Turfland, UK HealthCare at	257-1000
Twilight Children's Clinic	257-6730
Kentucky Neuroscience Institute	323-5661
Tobacco cessation services	323-4222
Volunteer Services	323-6023

*\*All numbers have an 859 area code.*

[ukhealthcare.uky.edu](http://ukhealthcare.uky.edu)

