



novia
CARECLINICS



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Welcome

*At Novia CareClinics, your well-being is our top priority. We know you lead busy lives, and oftentimes that means putting your health on the backburner. We also know that seeing a doctor or filling a prescription can sometimes be a financial burden. We are here to encourage and assist you in optimizing your health by providing accessible health and wellness services near your worksite – **at no additional charge to you!***

Today, it is more important than ever to take responsibility for your own health. Your use of the Health and Wellness Center is completely voluntary – you decide. Office visits, labs, and the prescription drugs dispensed at the clinic, are provided free of copays or deductibles.

Using the center is a practical way to achieve better overall health! Novia CareClinics is delighted to be providing medical services that help empower you to take control of your own well-being.

We encourage you to take the first step, and schedule an appointment today.

Welcome!





Important Information

Eligibility

All employees, their dependent children and spouses who are participants in your corporation's Health Plan are eligible to use the Novia CareClinic.

Contact Information

Novia CareClinics Website

www.noviacareclinics.com

Call Center

- Phone Number: 888.417.1001
- Hours: Mon-Thurs 6am-8pm
Fri 6am-7pm
- Email: contact@noviacareclinics.com

24 Hour Nurse Line

- Phone Number: 888.417.1001
- Hours: 24 Hours a day, 7 days a week

Clinical Patient Advocate

- Phone Number: 888.417.1001

Medical Emergency

- Call 911 immediately





Why Use the Clinic?

- Convenience
- No co-pays or deductibles
- Professional service
- Ease of scheduling
- Voluntary
- Appointments only-no walk ins = minimized wait
- HIPAA compliance: Secure personal health information
- Little or no paperwork
- Personal health coaching
- Health risk reduction
- Emphasis on wellness
- Unlimited visits

Does the Clinic take “walk-ins”?

Novia CareClinics is not designed to accept “walk-in” patients. Visits are by appointment only. The purpose of this is to maintain scheduled appointment times and ensure we will be ON TIME for your appointment.

40 minute appointments are recommended for:

- All new patients
- Annual physical exams (college, sports, and camp)
- Comprehensive well woman exams: PAP, pelvic, and breast exams
- Well child visits
- Multiple health problems
- Anticipated lengthy discussions or questions

20 minute appointments are recommended for:

- Follow-up visits for any ongoing health issues
- Review of blood test results
- Review of medication regimen and any changes
- Acute illness





Scope of Services

Your Novia CareClinic is intended to provide many health and wellness services across the entire age spectrum. Many of these services are ones you would expect to receive from a family physician.

Typical Services

- Primary and secondary disease prevention
- Comprehensive well woman exams
- Diagnosis and treatment of most chronic health conditions
- Treatment of acute, non-life threatening illnesses, injuries, and infections
- Lab testing: Diagnostic and screening
- Routine screenings: Glucose monitoring, blood pressure checks, cholesterol levels, etc.
- Simple excisions and injections: Moles, skin tags, and cysts
- Evaluation and treatment of uncomplicated mental illness
- Minor cut, suture, and laceration care
- Dietary and nutritional assessment recommendations
- Routine Physicals: Sports, camp, etc.
- Exercise pre-participation evaluation
- Personalized wellness coaching
- Personalized wellness report
- Generic medications





Registration Instructions

Registration

1. Open web browser (Internet Explorer 7+ or Firefox 3+)
2. Type in the following URL: www.noviapwr.com
3. In the **Register** area of the screen, type in your first and last name (with no spaces or special characters), and date of birth.

A. Your employer invitation code

NCCNCC

- A. First Name
- B. Middle Name
- C. Last Name
- D. Date of Birth



Register	
Invitation Code:	NCCNCC
First Name:	
Middle Name:	
Last Name:	
Birthdate:	
<input type="button" value="Find"/>	

4. Input all required fields on the registration page.
 - A. First Name
 - B. Last Name
 - C. Password (must be at least 6 characters long)
 - D. Confirm Password (retype the password you just set)
 - E. Select Preferred Clinic
 - F. **ONE** Phone Number (Home, Mobile, or Work)
 - G. Street Address, City, State, and Zip Code
5. Click the **Save** button when you complete all required fields.
6. Your system-generated username will be displayed. Save your username and password for future log-ins.

Please Note:

- Do not include suffixes, spaces, or special characters in your first or last name
- Novia must have at least ONE phone number by which to contact you (home, mobile, or work)



- Each eligible dependent must register separately
- Only one email account can be used per patient; it is not mandatory to provide



Appointment Scheduler Instructions

Appointments

1. Open a web browser (Internet Explorer 7+ or Firefox 3+)
2. Type in the following URL: www.noviapwr.com
3. In the Sign In area of the screen, input your username and password, then click the **Sign In** button.
4. Select the correct name in the Patients area of the screen, and then click **New Appointment**
5. Select the type of appointment you want to make. ("Provider Visit", "Blood Draw", etc.)
6. Indicate whether or not this is your first visit with Novia. Ensure all other questions are answered correctly, and enter any additional information about the appointment in the **Comment** box before clicking the **Next** button.
7. A calendar will be displayed. The day you select will be in **Blue**, which initially defaults to today's date. Days with available appointments will be highlighted in **Maroon**. Select the date you would like to make an appointment. If you have a preference of provider or clinic location, you can filter by either of these items as well. All available times will be displayed below the calendar.
8. Select an appointment start time and click the **Next** button.

Your appointment is not confirmed until you click the **Make Appointment button!**

(Click the **Back** button to make any changes to your appointment)

Your appointment slot will be held for 2 minutes on the confirmation page. If you do not click the **Make Appointment** button within 2 minutes, you will have to start the appointment creation process again. Your appointment will not appear on the clinic schedule unless you click

Make Appointment





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