



### **What is Rock Medical?**

Rock Medical is a direct primary care practice that contracts with your employer and will not bill your insurance company or charge you a co-pay. This allows Rock Medical to spend more time with each individual in person, or virtually, at no cost to the member (employee).

### **What happens when I become a member?**

Once your membership starts, the Lancaster General Health Wellness team will come to your place of employment to collect your biometric measurements (cholesterol, blood sugar level, height, weight, and a blood pressure reading). Once the Rock Medical team receives your results, they will contact you to schedule a time for your annual wellness visit and physical. At this appointment, you and your provider will get to know each other, review your medical history and biometric measurements, set some goals to improve your health, and complete a physical exam.

### **How does this program work with specialists?**

Because Rock Medical is part of Lancaster General Health Physicians, our provider works closely with the region's leading medical and surgical specialists. Often, we are able to arrange an electronic consult during which you receive a medical opinion without going to a specialist's office. If an in-person office visit is necessary, Rock Medical's team will help to coordinate the appointment.

### **Are you a part of LG Health/Penn Medicine?**

Yes, we are proud partners with LG Health/Penn Medicine. This is a vibrant partnership which brings together the benefits of the region's health-care leader and Penn Medicine's world-class innovation and specialty care, with a unique practice that is small, nimble and personal. As part of the LG Health/Penn Medicine system, you have the security of knowing this practice has a firm, stable foundation.

Additionally, Rock Medical is able to access resources which wouldn't be available to a small independent practice. We utilize the Epic Electronic Health Record (world class, only available to large organizations, and used by Penn Medicine, Mayo Clinic, Cleveland Clinic, Johns Hopkins and others). Epic allows us to keep your health information in one, safe place. Seeing a specialist at LG Health? Excellent, we can communicate directly with them in your chart. Receive your yearly mammogram at one of our outpatient facilities? All of your records will be visible to us at Rock Medical. You can rest assured that Rock Medical provides you with the greatest resources available to deliver personalized, innovative, relationship-based care.



**What services are provided?**

As a part of your membership, you receive unlimited access to primary care and preventive services (management of chronic and acute illnesses and injuries, routine gynecological care, minor skin procedures), same or next day appointments (in the office or virtually), flu shots, commonly prescribed medications, point-of-care lab testing, lab draws and electronic tools and applications to better manage your health.

**What does it cost me?**

Since the contract is between the employer and Rock Medical, the service to you the employee, is FREE. You owe no-copay or dollar amount for any services provided by the Rock Medical staff.

**How does it work with my health insurance plan at work?**

Rock Medical membership is NOT an insurance product. Employees still need to have health insurance for all services not provided by Rock Medical, such as an inpatient stay, surgical procedure, or diagnostic imaging procedure. Rock Medical is a membership-based primary care and wellness service designed to partner with you to help you stay in the best health possible and navigate if additional health-care services are needed.

**Do I need to schedule an appointment?**

While you don't have to schedule an office or virtual visit, it is helpful so we can allot appropriate time to address your questions and concerns. An appointment can be made by calling or emailing the practice.