

Medical Care Options for Employees

Employees seeking medical care have several options for treatment. The West Trenton Wellness Center is open for onsite employees, while remote workers may use their services virtually. Services are also available through Horizon BCBS for members.

If you are working remotely:

You may contact the Wellness Center at 609-883-1300, ext. 5991. By phone, you can:

- Receive remote medical support and condition management, as applicable
- Discuss any illness or chronic care needs, as well as potential COVID-19 symptoms, and be prescribed for COVID-19 testing, as appropriate, at designated testing centers.
- Conduct a virtual office visit online. [Log on to My Premise Health](#) or call to schedule a virtual appointment.
- Request a prescription refill if you are unable to reach your primary care doctor.



If you are working onsite:

In-person medical support is available, along with all of the options listed above. Please call ahead to ext. 5991 so that the Wellness staff can assess your health before your visit.

For all employees:

The Wellness Center welcomes you to contact them with any health questions or concerns, regardless of whether you have used its services before. NJM employees are asked to report confirmed cases of COVID-19 for themselves and any potential exposure by emailing the [Employee Leave Staff](#).

Horizon BCBS Member Services:

In addition to seeing a doctor in person, Horizon BCBS members have the option to talk with a licensed, board-certified doctor via video, chat, or phone, without an appointment.

Horizon CareOnlineSM is available through a home computer/laptop or by using a smartphone app. [View this article](#), which was previously published 3/22, for more information.



If you've never used online services for medical care before, or are curious what the experience may be like, one of our employees recently tried it and [shared this story](#) about consulting a doctor without ever leaving her house.

I had a virtual doctor appointment through the Horizon BCBS online app. Here's how it went.

By Michele Cumberland, Corporate Communications

Hopefully you're staying healthy and haven't needed to try Horizon Blue Cross Blue Shield's Telemedicine Services. But if you're feeling under the weather, I can tell you first-hand that it's really useful! [Horizon CareOnlineSM](#) provides urgent medical care, 24/7, from board-certified, licensed doctors for conditions such as colds and flu, fever, skin irritations and more.

I recently decided to check out this option, and I'm so glad I did!

Here is what I found:

1. **It was so easy to use!** I downloaded the Horizon CareOnlineSM app to my phone, and then created an account, simply by entering basic information like my name, date of birth and gender.
2. **To virtually see a general practitioner,** I clicked on the NJM link on the app and answered some questions about my symptoms. Within seconds, the app matched me up with a doctor that could best help me, and I was placed in the queue for my FaceTime-type appointment. The app displayed the number of patients in line ahead of me. When it was my turn, a notification on my phone alerted me that I was being connected to a doctor.
3. **Once connected, my phone became a split-screen audio/video display.** I could see the doctor and vice versa. We discussed my symptoms and how I was feeling, and she gave me her expert advice. Since she was able to see and hear me, she could also assess my state of mind and how I was feeling, just as if we were meeting in person!
4. **The doctor provided a recommendation.** This included some over-the-counter relief aids to help me feel better. If she thought my illness was more severe, she would have sent a prescription to my pharmacy, or recommended that I make an in-person appointment with my regular doctor. At the end of our session, I received a summary of my appointment that I could send to my regular doctor.

How to get started:

Just download the app and create your account so you can have the care you need at your fingertips. I was very pleased with my experience. My only regret is that I didn't do my hair for my appointment! The app even provides patient reviews on the participating doctors, along with pediatric services and mental health specialists who are also available for you or your family members.

For questions, contact Horizon Member Services at 1-800-355-2583.

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