

Frequently Asked Questions

Who can use the center?

Services are available to all employees, spouses, dependents (age 2 and up for acute visits, 12 and up for chronic) on the city's insurance plan.

What services are provided at the center?

Full primary care, acute & urgent care, medication dispensing, on-site labs, annual health assessments & physicals, preventive exams, chronic condition management, biometric screenings, vaccinations, allergy & flu shots, women's health and pediatric care (age 2 and up).

What are the center's hours?

Monday	7 a.m. - 3:30 p.m.	Closed 11:30 a.m. - 12:00 p.m.
Tuesday	7 a.m. - 3:30 p.m.	Closed 11:30 a.m. - 12:00 p.m.
Wednesday	10:30 a.m. - 7 p.m.	Closed 1:30 p.m. - 2:00 p.m.
Thursday	7 a.m. - 3:30 p.m.	Closed 11:30 a.m. - 12:00 p.m.
Friday	7 a.m. - 3:30 p.m.	Closed 11:30 a.m. - 12:00 p.m.

Where is the center located?

Healthy 4 Life Employee Health Care Center is conveniently located at 2950 Lakeshore Blvd. in St. Cloud.

How do I make an appointment?

To schedule an appointment, download the My Premise Health app, or visit mypremisehealth.com. If it is your first time, you will need to register for a portal account. You may also call Member Services at (321) 234-0812. If you need an sooner appointment, click "Get on Wait List" and you will be notified if an earlier appointment becomes available.

How do I get my medications?

Your health center has over 200 generic medication available at no cost to you. Simply schedule an appointment with your provider, discuss your health needs and leave with your medication. You can even get up to a 90-day supply to reduce refills. Medication refills appointments may be done virtually.

How do I contact the health center?

Call member services at (321) 234-0812 or use our enhanced secure messaging through MyChart. Simply login to your My Premise Health app or on mypremisehealth.com and click Send a Message. You will be able to direct message with the health center staff. If you need support, you may call member services, email mypremisehealthsupport@premisehealth.com or click "Contact Support" on mypremisehealth.com.

Is my personal health information kept private?

All your medical information is always kept private and confidential as we follow all HIPPA guidelines. Medical information will not be shared with your employer or anyone else without your written permission. No private medical records are share with anyone without a patient's written consent. Worker's Compensation and Occupation Health records are shared with the applicable departments and insurance carriers.

What is Virtual Primary Care (VPC)?

With virtual primary care, you have on-demand access to a team of providers 24/7 by phone or video. To schedule a VPC appointment, select "telephonic" or "video" in the appointment type. Sign in to your My Premise Health account 10 minutes before your appointment to complete your echeck-in. Once ready, your provider will join the video visit or call you if you selected telephonic.