

PMR HEALTHCARE

BOZEMAN EAST

Happier, Healthier Lives Start Here

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Clinic Details

What is the PMR Bozeman East clinic?

Your employer values you and your hard work. That's why your employer is partnering with PMR Healthcare to invest in your family's health! The PMR Bozeman East clinic will provide health plan members with easy access to healthcare services including primary care, prevention, wellness, acute/episodic care, and more. The clinic will be able to handle the vast majority of the medical issues you and your family would typically visit a primary care practitioner or urgent care for.

Who is PMR Healthcare?

PMR Healthcare (PMR) has been operating private health and wellness clinics for employers like yours for over two decades! PMR clinics offer eligible employees and their family members high quality primary care, episodic care, root cause medicine, access to prescriptions and lab services, and more.

Will the PMR Bozeman East clinic actually be free to use?

Yes, it's **really** free! The clinic will not accept **any** payments from patients for **any** reason. Your employer has invested in you and your family's health by giving you unlimited access to the clinic at no cost.

What's the difference between this clinic and urgent care?

Unlike urgent care, the PMR Bozeman East clinic will be **FREE** for eligible patients to use! More importantly, PMR Bozeman East focuses on primary care, preventative care, and root cause medicine. Instead of treating your sore throat and sending you on your way, the PMR medical team supports your health to help avoid the sore throat to begin with! And when you do get sick, they check in to make sure there's no underlying health issue causing those symptoms. We want to help you (and your eligible family members!) create a care plan that allows you to live your healthiest, happiest life.

Where is the clinic located, and how do I get in touch?

PMR Bozeman East is located at **1610 Ellis St, Suite 1B, Bozeman, MT 59715**. When you enter the 1610 building, you will continue down the hall. PMR Bozeman East is the glass door on the left side of the hall on the first floor.

The clinic phone number is **406-898-3013**. You can call to ask questions or schedule an appointment. If the clinic staff do not answer because they are with another patient, please leave a voicemail and we will get back with you. Please note—phone calls are only answered and returned during open hours. The clinic email is pmrbozeman@pmrhealthcare.com. Please feel free to reach out with any questions, feedback, comments, concerns, etc. We'll be happy to assist you!

When is PMR Bozeman East open?

The clinic is typically open Monday-Friday, from 7am to 4pm. We are closed from 11 to 12 for lunch and on major holidays. Please check the website for the most up to date information on our current hours.

Clinic Eligibility

Who can use the PMR Bozeman East clinic? Can my family?

Eligible Gallatin County health plan members (enrolled employees and their enrolled family members/dependents) are invited to access the PMR Bozeman East clinic at no cost. Employees and family members who are not currently on the Gallatin County health plan do not have access to the clinic at this time. Please contact your HR department to confirm your eligibility status.

Can my kids use the PMR Bozeman East clinic?

Children on the Gallatin County's health plan are eligible to be seen at the PMR Bozeman East clinic. We recommend that young children continue to see a pediatrician as well, as we do not provide all the vaccinations/immunizations that are required for a child's typical primary immunizing series. However, your PMR medical team has experience providing care for family members of all ages and are well-equipped to handle any colds, flus, strep throat, ear infections, etc. bothering your little one. In addition, we offer school/sports physicals for all children in need of them, and offer full physicals to anyone 12+.

Patient Records

Free healthcare sounds great, but I'm a little concerned-- does this mean that my employer will be able to access my patient record and personal medical information?

Your employer will NOT have access to your patient record! PMR follows all HIPAA rules and regulations to safeguard your personal information. We will never share your personal health records without your consent. The only time any of your information will be shared with your employer will be for required occupational healthcare testing and workers' compensation related injury treatment reporting. If you have any questions at all, please reach out. We want to make sure you are confident and comfortable in the knowledge that PMR has been safeguarding our patients' personal information for over 20 years.

Will you be able to see my older patient records?

We can request records from any of your previous/current providers once you give us permission by filling out the appropriate paperwork during your appointment. We can also add any patient records you already have to your patient file so they are all in one spot. However, we do **not** have **automatic** access to any of your patient records from **any** other provider or organization.

Will you share my patient records with my other providers?

As long as you give us your consent, we can share your records with your other providers upon request at any time.

Where can I see my patient record with PMR?

You can always access your patient records with PMR—as well as any other records you may have given us permission to add to your file—in your patient portal. You can also call the clinic and request a comprehensive packet containing your electronic medical records be emailed to you directly (this can be helpful if you are headed for a specialist visit).

Services, Appointments, And Scheduling

What services will be available at the PMR Bozeman East clinic?

The clinic can handle over 80% of your healthcare needs!

What We Offer:	
Unlimited Patient Appointments	✓
Episodic Care <ul style="list-style-type: none">Treatment for colds, flus, ear infections, and other sicknessTreatment for rashes, cuts, bruises, and bumps	✓
Primary Care <ul style="list-style-type: none">Ongoing treatment for illnesses/injuries like high blood pressure, diabetes, asthma, vitamin deficiency, etc.Creating personalized health plans	✓
Preventative Care <ul style="list-style-type: none">Wellness visitsImmunizations (like flu shots)	✓
Chronic Disease Management	✓
Nutrition & Dietary Care <ul style="list-style-type: none">Exercise and diet support; Weight loss assistance, etc.	✓
Support making lifestyle changes (i.e., smoking cessation)	✓
Minor Procedures (call for details)	✓
Physicals <ul style="list-style-type: none">Comprehensive annual physicalsSchool/sports physicals	✓
Prescriptions	✓
Laboratory/Diagnostic Services	✓
Access to health education materials and events	✓
Access to online patient portal with scheduling, patient record, and more	✓

How do you schedule an appointment at PMR Bozeman East?

Once the clinic is open, to schedule an appointment, you can:

- (1) Go online to www.pmrbozeman.com and request an appointment through your patient portal - website access code: Health1!
- (2) Call the clinic at **406-898-3013**
- (3) Email pmrbozeman@pmrhealthcare.com to request an appointment- we'll call you to confirm!

Can I make an appointment on the same day I want to be seen?

Yes, the clinic DOES accept same day appointments based on availability for sick patients. We do not accept same day appointments for physicals due to the complexity and time constraints. To make a same day appointment, please call the clinic to find out what time you can be added to the schedule.

We recommend strongly against 'walk-ins', as we cannot guarantee how long you will have to wait, and want to respect your time. If you do 'walk-in' you will be added to the schedule based on availability and we will get you treated as able.

How long are normal appointments?

Your doctor won't have their hand on the door or watch the clock during your visits—the medical team will be dedicated to assisting you. We spend the amount of time YOU need with you during appointments! This could be 15 minutes or 90 minutes- we get to know you so that we can schedule your visits accordingly and give you the time and attention you deserve. *Please Note—the PMR physical is a much more comprehensive appointment, so it is detailed in its own section below.*

Does the clinic offer imaging?

No, at this time there is no imaging in the clinic.

Does the clinic offer mental health?

There is no mental health professional (i.e. psychologist) at the clinic, however, your new care team is fully prepared to help you take the first steps towards getting the treatment you need. If you have questions about mental healthcare, please make an appointment, as we're happy to help you take the first step.

Does the clinic provide vaccinations & immunizations?

We offer a wide variety, such as flu, TDAP, etc. Please note that we cannot offer most childhood vaccination series or COVID vaccinations from the clinic. If you have questions about a specific item, please contact us.

Do you provide traditional 24/7 telehealth?

No, we do not. However, you may have access to telehealth through your current insurance package, and if you are an established patient we welcome any calls during open hours to speak with the provider.

Do you see children at the clinic?

We recommend that young children continue to see a pediatrician as well, as we do not provide all the vaccinations/immunizations that are required for a child's typical primary immunizing series. However, your PMR medical team has experience providing family practice care and is well-equipped to handle any colds, flus, strep throat, ear infections, etc. bothering your little one.

We do additionally provide all of the school/sports/club physicals your child may require to participate in their activities.

Do you provide OB/GYN services?

We provide many GYN services, such as pap smears, but we are not equipped to become your primary obstetrician. The doctor has delivered their fair share of babies, but that won't be a service available at the clinic!

Will the clinic take over occupational health testing? Workplace injury treatment?

These programs are currently being established, and you'll hear more about this from your employer as it pertains to your individual department/position

Should I go to urgent care, the ER, or PMR Bozeman East?

If you have an issue you'd normally go and sit in an urgent care and wait to be seen for, please come to the clinic. If you have a major issue (like a bone sticking out!), please go straight to the ER.

Current & Outside Care

Can I still go to my current primary care doctor? I've been seeing them for years!

Yes! You can visit your current primary care provider for as long as you wish—you aren't required to switch to PMR Bozeman East. You'll need to continue paying any applicable co-pays, fees, etc. that your current provider charges (only appointments at PMR Bozeman East are free).

If I keep going to my current primary care doctor, can I use PMR Bozeman East?

Yes! Thanks to your employer, you will always have access to unlimited, free appointments at PMR Bozeman East. That means we're available when:

- Your regular practitioner doesn't have appointments available and you urgently need to be seen.
- You want to save money on co-pays/other fees, medications, or lab work.
- You'd like to take advantage of PMR's comprehensive primary care services (at no cost!).

What happens if I need to see a specialist/other doctor?

If you have a medical need that cannot be met within the clinic, we will refer you to a specialist/outside practitioner. PMR Bozeman East will help you schedule the specialist appointment and connect with you/the specialist afterwards to help create the best possible medical plan for you.

What if I want a referral to a provider closer to home?

We're happy to refer you to wherever the most appropriate location for you may be, and can help you find the best cost, convenient options.

Insurance

Will there be an increase in premiums?

Access to the clinic is included with your current premium. If you have specific questions about your premiums or about any part of your insurance program, please contact your HR department.

Is this replacing our insurance?

No, this is not replacing your current insurance— instead, the clinic is intended to give you additional access to care!

Are clinic services reported to our health insurance?

No, the care you receive at the clinic will NOT be reported to your insurance provider.

Will we still have access to other programs through our current insurance?

Yes! No services are being taken away, the clinic is a new additional benefit.

Website And Portal Page

How can I use the clinic's website?

The clinic's website has all of the clinic's current information, including open hours, contact details, etc. The website is also where you access your patient portal, find the clinic's most recent newsletters, learn about fun health topics, find health support tools, and more. Here's how to access the website:

- (1) Go to www.pmrbozeman.com on any web surfing device
- (2) Select the white "View Your Patient Portal>>" button
- (3) When prompted, enter the following password: Health1!

Once you have used the password to login:

To access your patient portal: Select the orange "Access My Patient Portal>>" button

To view health info & tools: Select "Clinic News & Health Facts" in the top right corner of the page

To view the clinic's contact info/location: Scroll to the bottom of the page

To leave feedback (anonymous or otherwise): Select "Get in Touch" in the top right corner of the page

Why does the clinic website have a password on it?

PMR Bozeman East is a private clinic. We put a password on the website to make it clear that all services at the clinic for a select group of people: You!

How do I set up my patient portal from the clinic's website?

When you use the password to enter the clinic's website, you'll see a big orange button that says "Access my patient portal". When you select that you'll be taken to a private login page for PMR's EMR (Electronic Medical Records). Here you should select "create an account".

What if I already have an Athena login?

PMR uses Athena for our EMR, and other providers do to! Please go ahead and still select "create account" to make your profile. You'll be setting up your login specifically for the clinic's portal, which is only accessible through the clinic's website.

What email should I use to create my patient portal account?

Please use your personal email, not your work email! This helps us protect your privacy.

What can I use my patient portal for?

Once you login to your patient portal, you can:

- (1) View scheduled appointment and request new appointments
- (2) Securely email your medical team
- (3) Request medication refills
- (4) View and download your patient records

Is it one portal login per family, or per person?

It is one login per person. Your login is unique to you so that no one can access your patient record unless you specifically give them your login information or permission.

PMR Physical/Annual Wellness Exam

Should I get a physical/annual wellness exam?

We strongly recommend that all patients get a full physical once per year—even if you feel perfectly healthy! The PMR physical is often described as the most comprehensive exam our patients ever experience and it allows us to figure out what's normal for your body. That way when you are sick we can immediately tell! The physical is also a great opportunity to evaluate your health goals, answer any questions you may have, and more.

What is included in the PMR Physical/annual wellness exam?

The physical takes place over two separate appointments.

During the first appointment, you should typically expect:

- **90 minutes in the clinic**
During your patient appointment, you will receive PMR's comprehensive wellness exam. PMR completes a wider variety of testing on every patient to make sure we understand how your body functions when healthy, to determine if there are any small signs of potential illness, and to craft your long term health plan. Please expect to be in the clinic for the full 90 minute period that you sign up for. We are happy to reschedule your appointment for a later date if this time constraint does not work with your schedule.
- **Fasting labs**
PMR completes lab work on all new patients as part of our comprehensive wellness exam. Please come to your appointment well hydrated and prepared to have blood drawn.
- **Electrocardiogram (ECG)**
An ECG helps PMR check your heart and make sure it is healthy. This is an important part of our comprehensive wellness exam, and we complete one on all patients to make sure we have a full picture of your current health. Please be aware that your chest will be briefly exposed while this test is being completed.

During the second appointment (follow-up appointment), you should typically expect:

- **60 minutes in the clinic**
Your PMR medical team will schedule your second appointment for approximately 1-2 weeks later. The follow up appointment typically lasts about an hour.
- **Review results and discuss next steps**
You will have the opportunity to learn about your test results from the first appointment, discuss your health plan going forward, ask any questions you may have thought of since your first appointment, and more.

Prescriptions And Lab Services

Coming soon! PMR is currently waiting for the state to sign off on this program.

What medications and lab testing services are provided in the clinic?

A list of medications that will typically be available at the clinic will be available on the clinic's website once the clinic has its final approvals from the state. Please contact us with specific questions. Please note we do not provide any controlled substances through the clinic.

Similarly, we have a large number of lab and diagnostic testing services available at the clinic. This formulary is not posted on the clinic website because it can be confusing to view panel names and associated codes, so please contact the clinic to ask about specific labs available at no cost.

What if my medications aren't available through PMR Bozeman East?

If your medications are not currently available at the clinic, we will write you a script so you can get them from your preferred pharmacy. Please note that only medications dispensed within the clinic are free. Medications sent to outside pharmacies will go through your insurance, as they did prior to the clinic opening. We work with you to find the lowest cost medications that will work for you at outside pharmacies.

What if my labs aren't available through PMR Bozeman East?

If your labs are not currently available on our formulary, we may be able to complete the draw and then send them through your normal insurance. If not, we can send you to an outside lab service. Please note that only lab testing services provided within the clinic are free. We work with you to find the lowest cost options that will work for you at outside clinics/centers.

If I have been prescribed a medication by a different practitioner, can I get it at the clinic?

The clinic cannot fill scripts from outside practitioners. Instead, we invite you to make an appointment to see if the medication can be prescribed by PMR instead and then provided at no cost.

If I have had labs ordered by a different practitioner, can I get them completed at the clinic?

As long as they are on the clinic's lab formulary! Please contact us for more information.

Does the clinic have resources for tobacco cessation?

Yes! Please contact us for more information.

Where is blood drawn at/where are the specimens collected?

The draws are completed within the clinic.

Do you offer allergy testing?

We have some basic allergy panels, but not the same breadth of options a specialist would. Please get in touch to discuss your specific needs and how we can support you.

Do you offer EpiPens?

Yes! This will be included with our medications.

Do you offer inhalers?

Yes! This will be included with our medications.