



# Healing Connections with Caring Providers

## Onsite BetterHealth Primary & Pediatric Care Clinic for the City of Albuquerque

As a benefit of your employment, you have access to the BetterHealth Clinic conveniently located in City Hall (basement floor) and available exclusively to City employees and their eligible dependents.

### A personal design for relationships that foster healing

Medici doctors and nurses are focused on building healing connections with each patient. Providers spend extra time getting to know you, building trust, and working in partnership to develop a wellness plan that is both practical and unique to you.

### A caring team dedicated to you

Medici pairs you with your dedicated physician and nurse at every appointment, where possible. You see the care providers you know and trust and who have a real interest in your future well-being.



As a benefit of your City of Albuquerque-provided medical coverage, you and your eligible dependents have access to the BetterHealth Clinic.

## Available Services

### Advanced Primary Care

Onsite and virtual access for personalized care.

### Virtual Specialty Services

Expert medical advice in specialized areas (Behavioral Health, Musculoskeletal, Cardiology consults), delivered remotely.

### 24/7 Virtual Acute Care

Ensuring immediate medical attention is available anytime, anywhere.

### Health and Wellness Coaching

Tailored programs and screenings for optimal health.

### Chronic Condition Management

Focused care for long-term health management.

### Biometric Screening

Advanced screenings with Healthscore assessments.

### Women's Health

Specialized care across all stages of women's health.

### Pediatric Care

Dedicated services for children's health and well-being.

### Laboratory Services

Convenient onsite diagnostic testing.

### Behavioral Health

Screening and referrals for mental health support.

### Immunizations

Comprehensive vaccination programs.

### Preventive Services

Diverse options for disease prevention and health maintenance.

### Injury Prevention and Management

Strategies and care for injury reduction.

### Minor Acute Care

Quick response for minor health issues.

### Acute Medications

Immediate provision of essential drugs.

### Wound Care

Expert wound management and healing.

### Minor Surgical Procedures

Safe, minor surgeries by qualified professionals.

## Frequently Asked Questions

### ▶ Will The City of Albuquerque have access to my medical information?

No. The Medici staff who operate the BetterHealth Clinic is subject to, and strictly follows, HIPAA guidelines. As part of their obligation, all electronic medical records are maintained on a secure Medici network to ensure patient confidentiality.

### ▶ Do I or my dependents need to have insurance through City of Albuquerque in order to use the BetterHealth Clinic?

Yes. Employees and their eligible dependents must be enrolled for health care coverage under any of the UnitedHealthcare (UHC) or Blue Cross Blue Shield New Mexico (BCBSNM) medical options.

### ▶ How do I or my eligible dependents make an appointment? Do you accept walk-in appointments?

Scheduled appointments are preferred, and walk-ins are accepted but may be limited. Please call the BetterHealth Clinic at (505) 602-WELL or (505) 602-9355 to schedule an appointment or login and access your account by going to MyMedici patient portal.<sup>1</sup>

### ▶ Can clinic physicians prescribe medication?

Yes, Medici physicians can prescribe medication to patients who use the BetterHealth Clinic. You provide a preferred pharmacy for the prescription, then pick-up and pay for these prescriptions at your preferred pharmacy. Wellness clinic staff can dispense limited over-the-counter medication and prescription medication samples.

### ▶ Will I or my dependents have to pay or use insurance to use the BetterHealth Clinic?

There is no payment or co-pay to use the clinic.

### ▶ Can I or my dependents still go to their primary care physician (PCP)?

Yes. The BetterHealth Clinic physician staff works with their patients' established physician relationships to help manage health concerns.

### ▶ Can I visit the BetterHealth Clinic for occupational injuries?

The BetterHealth Clinic is for non-work related injuries, you will need to go to the Occupational Employee Health Center. (City Hall basement floor, B06, near Marquette entrance from parking garage. (505) 768-4630)

### ▶ How can I look up where the Mobile Clinic will be?

Mobile Clinic schedules are posted to the City of Albuquerque website Human Resources page under Employee Benefits.<sup>2</sup>

### BetterHealth Clinic

400 Marquette NW, Ste B606,  
Albuquerque, NM 87102

(Across from the Employee Learning Center, where NEO is held)

(505) 602 - WELL (9355)

### Clinic Hours of Operation

Monday–Friday: 8am–12pm and 1pm–5pm

On-call services are available after clinic hours



<sup>1</sup> MyMedici  
patient portal



<sup>2</sup> Mobile Clinic  
Schedule