



## City of Salem Employee Health & Wellness Clinic is Changing to a New Management Company July 1

To City of Salem and Salem School Division Employees,

Effective July 1, 2016 your Salem Health and Wellness Clinic will be partnering with Synergy Healthcare USA LLC. Synergy is a clinic management company based out of Denver, North Carolina with close ties to the area and a strong desire to work with the City of Salem and the current medical staff at the clinic to provide medical and wellness services to employees.

This change is taking place because our current management company H2U is getting out of the clinic management business in the near future. Synergy Healthcare has extensive experience managing onsite clinics, including chronic and acute disease management, health and wellness education and medication management. Synergy is excited to partner with the City of Salem and we believe this transition period will be a very smooth one for employees.

### **What about the staff at the clinic?**

Jessica Smith and Patty Richmond will continue to provide medical care at the onsite clinic on Clay Street.

### **Will the City of Salem have access to my personal health information once the clinic is managed by Synergy?**

No. The City of Salem will not have access to any of the personal health information contained in the onsite clinic, operating under the management of Synergy Healthcare USA LLC. By law, the Health Information Portability and Accountability Act, or HIPAA, will not allow Synergy Healthcare USA LLC to share any of your individually identifiable health information with your employer at any time. Synergy Healthcare USA LLC cannot even share your information with your physician without your written consent. This is the same guideline that your physician's office must follow regarding your personal health information.

### **Will there be any new features?**

Yes. In the coming months, Synergy plans to introduce "online scheduling" that will allow you to login and schedule an appointment at the clinic.

### **Other Questions?**

If you have additional questions about the clinic transition, please contact the City of Salem or Salem School Division Human Resources Departments.

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