



HealthPartners[®]
Central Minnesota Clinics
Saint John's Campus

Your Road Map to Better Health



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Primary Care Clinic on Campus

Services

HealthPartners Central Minnesota Clinics - Saint John's Campus, located on the first floor of the QUAD, is more than a health center or urgent care clinic. It provides all the same services of a primary care clinic. That means you can get the routine care you need without leaving campus.

- Lab
- X-ray
- Immunizations
- Physical Examinations
- Urgent Care
- Travel Consults
- Vaccinations
- Allergy Injections
- Referrals to Specialists
- Coordination of Hospital Care

Hours

Monday-Friday
8:00 a.m.-4:30 p.m.

(Closed 12-1 p.m.)

***We welcome all
major insurances.***

HealthPartners Connection

The Saint John's Campus Clinic is a part of the HealthPartners Central Minnesota Clinics system, providing patients access to a broad group of experienced primary care providers and specialists. HealthPartners Central Minnesota Clinics, based in St. Cloud, offers a comprehensive range of medical, behavioral and dental health care services, and health education in Central Minnesota. Here is a snapshot:

- Family Practice
- OB/GYN
- Pediatrics
- Hospitalist (IM)
- Sports Medicine
- Behavioral Health
- HealthStation walk-in clinics
- Dental
- Physical Therapy with NovaCare
- Chiropractic Services

More than 20 physicians, nurse practitioners, physician assistants, and other staff provide services for all ages. HealthPartners Central Minnesota Clinics is a subsidiary of HealthPartners, Inc.

3 Common Tasks Made Easy

1. Make an Appointment

You will need the patient's name, address, phone, email, insurance company, insurance plan number, insurance group number, and subscriber's name and date of birth.

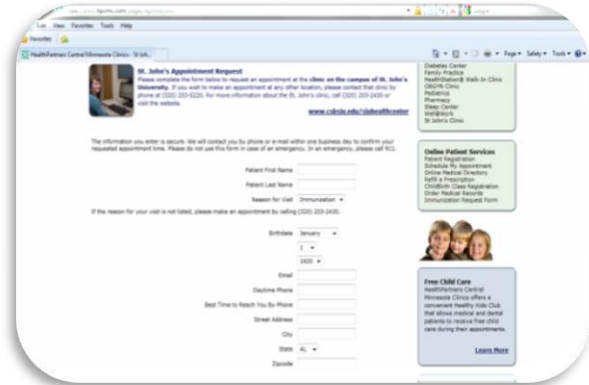
- **Call (320) 203-2430**

Please stay on the line. Our phone system automatically puts you in line to speak to a scheduler.

- **Visit csbsju.edu/sju_health_center**

Click "Request an Appointment." Complete the online form and a scheduler will get back to you to confirm your appointment.

- **Walk-in** to the clinic on the First Floor of the QUAD during clinic hours.



2. Get Care AFTER HOURS

After normal clinic hours, call the CareLine at (320) 259-2400. Experienced registered nurses from HealthPartners answer calls to the CareLine and will provide home treatments or direct you to a HealthPartners HealthStation or ER, as needed.

Always call 911 if the situation is life-threatening.

3. Refill a Prescription

Call (320) 203-2430: Please have the patient's name, date of birth and prescription name ready when you call. If this medication was not prescribed by a HealthPartners provider, please schedule an appointment.

Online Patient Services

Whether its 12 p.m. or 12 a.m., you can schedule an appointment, email your doctor or access your immunization records. HealthPartners Central Minnesota Clinics - Saint John's Campus is making health care convenient for you through its in-depth, personalized Online Patient Services.

HealthPartners Online Patient Services lets you securely access most of the same medical record information that's available to your HealthPartners provider.

Get Engaged

Sign Up Today

At HealthPartners Central Minnesota Clinics - Saint John's Campus, we make your health care convenient.

1. Sign up at your next appointment.
2. Register online now by visiting hpcmc.com
3. Learn more at hpcmc.com

Schedule an Appointment

Access to your doctor's schedule to choose from available times and set the appointment right there. It's not a request. It's scheduled.

Get Test Results Now

Forget waiting for a phone call or letter in the mail. Review your routine test results when they are available. You can even access them from your smart phone.

Access Immunization Records

No more wondering or waiting for answers. Access and print your immunization records anywhere, anytime.

Frequently Asked Questions

1. What is a primary care provider?

A primary care provider (PCP) is a practitioner who sees people for routine visits and common medical problems. A primary care provider also coordinates their patients' care and refers them to specialists as needed. This person is usually a medical doctor, but may be a physician assistant or a nurse practitioner. Your PCP is often involved in your care for a long time, so it is important to select someone with whom you will work well and feel comfortable. *See [Choosing a Primary Care Provider](#) to learn more.*

2. When should I select a primary care provider?

It is best to establish a relationship with your primary care provider before you get sick. You can start today by scheduling periodic preventive health exams. Meet the providers at the Saint John's Campus Clinic by visiting csbsju.edu/sjuhealthcenter. See all the providers in the HealthPartners Central Minnesota Clinics system by accessing the provider directory at hpcmc.com/pages/providers.

3. Why am I put on hold when I call?

That is a part of our phone system to ensure every caller is put in order of the exact time they called and our scheduler can automatically pick up the next person in line when she finishes a call. This allows us to monitor all wait times and ensure we speak with you as soon as possible.

4. What do I need to bring to a visit?

Patients will need to bring their current insurance card, emergency contact person's name and phone number and a list of prescriptions. Depending on the reason for your visit, you may be asked to bring additional items or information. *See [Making the Most of My Visit](#) to learn more.*

5. Does the clinic accept my insurance?

HealthPartners Central Minnesota Clinics – Saint John's Campus welcomes all major insurance plans. To confirm this, please call the member services number listed on the back of your insurance card. Tell the representative that you would like to know if you have coverage at HealthPartners Central Minnesota Clinics.

The HealthPartners Difference

What can I expect?

Appointment Availability

At the Saint John's Campus Clinic, we know when you're sick, you don't want to wait. That's why we aim to provide same-day access for appointments. In most cases, patients can be seen within a day, no matter the reason for the appointment. It is best to schedule your routine, follow-up or preventive appointments in advance.

Experienced Providers

A physician assistant or nurse practitioner and registered nurse are available to see patients Monday through Friday from 8:00 a.m. to 4:30 p.m. Members of the monastic community also may schedule an appointment with Dr. John Sebas, who sees patients one day a week in the clinic.

If your primary care provider is absent, you have access to more than 20 other providers in the HealthPartners Central Minnesota Clinics system to ensure you receive the care you need when you need it.

Quality Care

The mission of HealthPartners Central Minnesota Clinics is to deliver personalized care, focused on improving the health and well being of each patient. Our quality initiatives reflect this as they focus on preventive medicine and the management of chronic health conditions. Our team of providers works with patients by promoting a healthy lifestyle to achieve and maintain a high quality of life.

Hospital Collaboration

HealthPartners Central Minnesota Clinics - Saint John's Campus works closely with the St. Cloud Hospital and will admit patients to the hospital if needed. One of our physicians will monitor patients during their hospital stay.

Choosing a Primary Care Provider

A Primary Care Provider (PCP) is your partner in helping you get and stay healthy. Here is a look at how a Primary Care Provider helps you:

- ✓ Diagnose and treat personal medical problems.
- ✓ Conduct preventive medical screenings, based on medical risk factors and family history.
- ✓ Provide referrals to specialists if needed.
- ✓ Gets to know you and your health care needs and goals.
- ✓ Admit you to a hospital, if needed.
- ✓ Coordinate the efforts of various specialists who may be diagnosing and treating your medical problems.
- ✓ Serve as a valuable source of information about treatment options, drug interactions and effects and less expensive generic medications.
- ✓ See you in emergency situations so that you can avoid using the Emergency Room for non-emergency care, saving you time and dollars.

WHO'S WHO?

Definition for the types of providers

General practitioners: Doctors who specialize in providing primary or basic patient care.

Family practitioners: Doctors who completed a family practice residency and are board certified, or board eligible, for this specialty. Their practice includes children and adults of all ages and may include obstetrics and minor surgery.

Pediatricians: Doctors who completed a pediatric residency and are board certified, or board eligible, in this specialty. Their practice includes the care of newborns, infants, children, and adolescents.

Internists: Doctors who completed a residency in internal medicine and are board certified, or board eligible, in this specialty. Their practice includes the care of adults of all ages for many different medical problems.

Nurse practitioners (NP) and physician assistants (PA):

Practitioners who complete a different training and certification process than doctors. They may be your key contact in some practices. All PAs or NPs consult with physicians.

Making the Most of Your Visit

What information should I know before I go?

As a new or established patient to HealthPartners Central Minnesota Clinics – Saint John's Campus, patients should have the following information available. Depending on the type of visit, you may be asked for some or all of the information.

- Current insurance card
- Subscriber's name and date of birth
- Emergency contact person's name, address and telephone number or appointed legal guardian's name, address and telephone number
- Employer's name, address and telephone number
- Are previous x-rays (medical images) requested by the provider for this visit?
- If an interpreter is requested for the scheduled appointment, please mention this request to staff when initially scheduling the appointment.

Medications

Please list any prescribed medication and over-the-counter medication that you take:

Medication Name	What is the dosage?	How often do you take it?
_____	_____	_____
_____	_____	_____
_____	_____	_____

Family History

Any allergies? Yes No

If yes, please list _____

Please indicate any health conditions (i.e.: cancer, diabetes, asthma, high blood pressure) for the following family members:

Children _____

Parents _____

Siblings _____

Grandparents _____

Ask Your Provider Checklist

Before the Visit

Make sure you have the information listed on the "Making the Most of Each Visit Checklist" (including medications, allergies, family history).

During the Visit

- State your main concern first
- Describe your symptoms
- Describe past experiences with the same concerns
- Ask questions about things you do not understand, even if they do not seem important.
- Don't be afraid to "bother" your provider with questions and concerns. You need to understand and feel comfortable with the information you are given.
- Take notes, even if you understand everything your provider says.

At the End of the Visit

- Am I to return for another visit?
-

- Am I to phone in for test results?
-

- What side effects or concerns should I look for? Who should I contact?
-

- Is there anything else I should know?
-

Participate in Your Medical Decisions

➤ **Share your plan.**

Let your provider know that you want to be an active partner in your health care.

➤ **Do your own research.**

Some patients prefer to investigate possible symptoms or diagnoses to have a better understanding or knowledge of what their provider is stating, why a certain treatment plan was chosen or why a certain medication is prescribed.

➤ **Ask Why?**

Make sure you understand “why?” before agreeing to any medical test, medication or treatment. Asking “why” may help you discover another option that better meets your needs.

➤ **State your preferences.**

Tell your provider if you prefer one option over another based on your personal desires and values.

➤ **Compare expectations.**

Tell your provider what you are expecting from the treatment and ask if that is realistic. If appropriate, discuss side effects, pain, recovery time, long-term limitations, etc.

➤ **Accept responsibility.**

When you make shared decisions with your provider, both of you must accept the responsibility for the outcomes.

Commonly Asked Questions

- What is it called?
- Why is it needed?
- What are the costs and risks?
- Are there alternatives?
- What if I don't do anything?
- How do I take this medication?
- How do I prepare for this medical test?