



Group Medical Visits Overview

→ **Group Guidelines:**

- This is still a medical visit: All Information shared here is confidential. There will be medical notes recorded and the apt will process through your insurance (if applicable).
- This is a SAFE SPACE.
- Everyone is treated with respect and kindness.
- Everyone is encouraged to participate, so please share as much as is comfortable for you while being mindful of time.
- We support each other at all times AND *please do not give advice or feedback to another participant unless it is requested.*
- Please be punctual so that group can start on time.
- Please remember to silence your phones.

Specific to in person Groups:

- Group visits will follow the same masking protocol as the whole WCHC agency and are currently requiring masks. We have masks available on site for group participants.
- Please do not come to group if you have any cold or flu symptoms, or are testing positive for covid.

Specific to ZOOM Groups:

- Please mute yourself when not speaking to reduce background noise. But remember to unmute when you would like to contribute!
- Please raise your hand (or use ZOOM hand gesture) when you have a question or would like to contribute.

→ **Frequently Asked Questions:**

- Do I need a referral to join a group?

No! Patients can join any group they please. Any staff can schedule them or they can call the Wellness Center at 707-887-0290 to join!

- **What is the cost?**

Group visits are still a medical appointment and will process through insurance and have the same copay as a primary care visit. You will only be billed for the ones you attend, and the provider will be taking notes for their medical records during the check ins.

- **What if I can't make it to one?**

Attendance is not required and most groups are open to drop ins! If a patient does not attend, or contact the Wellness Center, for 3 consecutive groups, they will be removed from the group. They can call the Wellness Center to be added again.

For the shorter series we do require people to come to at the least the first or second week in order to join the series. This includes the following groups: Tobacco Cessation, Better Sleep, Managing Stress and Resiliency Group.

- **Can I join late?**

While we highly encourage people to attend the whole group, it is fine if people are late (15-20min is usually the cut off). Leaving early is also ok when needed!

- **What if I have another appointment the same day as group?**

Group visits follow the 1 apt per day rule. We will not be able to bill for the group visit if the patient has another apt within WCHC (except dental). We do sometimes make exceptions for returning participants, but please discourage making a general habit out of double apts.

- **Do I have to talk?**

All groups include a brief check-in. It is necessary for billing purposes that we regularly check in with each patient. It is a good time to let the facilitator know what brought you to group, what your goals/interests are and ask any questions! This helps the facilitators customize the group to the patients who attend and is all **confidential!** For movement groups (Low Back PT, Body Mechanics, Yoga & Qigong) it is helpful to include any injuries, pain or areas you are wanting to address.

- **What if I can't do ZOOM/ don't want to be on video?**

Video is not required to participate. They can call into any ZOOM meeting with any kind of phone! To phone into ZOOM: call (669)900- 6833 or (346) 248-7799 and then enter meeting ID#. No passcode needed.

- **Who do I call for questions, support or more information?**

We do have a calendar and basic information online at wchealth.org.

Patients (or staff) can call the Wellness Center at 707-887-0290 for any group related things. We can help with location/addresses, ZOOM ID# or help logging on and will know any schedule updates!