



# Nearsite Health Centers

Care in the neighborhood.

# Table of Contents

|           |   |
|-----------|---|
| <b>01</b> | <b>The Current State of Healthcare</b>                                      |
| <b>02</b> | <b>The Difference Between Onsite and Nearsite</b>                           |
| <b>05</b> | <b>Inside a Nearsite Health Center</b>                                      |
| <b>09</b> | <b>Determining if a Nearsite Health Center is Right for Your Population</b> |
| <b>11</b> | <b>Powerful and Effortless Healthcare</b>                                   |
| <b>13</b> | <b>About Premise Health</b>   |

# The Current State of Healthcare



## Delivering care where members live, work, and play.

When we look at the current state of healthcare, we see rising medical and prescription costs, physician shortages, and people waiting on average 26 days to see a doctor.<sup>1</sup> People are engaging with their health more than ever, but challenges accessing high-quality care can keep them and their families from reaping the benefits.



Eligible dependents often represent more than half of the insured population. Collectively, **they account for 65% of claims spend** for employers.<sup>2</sup>

When people seek care in the community, they can be faced with long wait times, short appointments, and impersonal relationships with their providers. As a result, many are looking for new ways to connect with their health, including integrated digital and in-person solutions.

Employees want more ways to access their care, without the inconvenience of long waits and even longer drives. Meanwhile, employers are looking for new ways to dismantle barriers to care in the neighborhoods where their employees and their families spend most of their time.

To meet these needs, organizations have a unique opportunity to provide accessible care and drive significant value for those who can't access an onsite wellness center. With the right partner and benefit strategy, nearsite health centers offer the opportunity to create a positive health impact on local populations.





# The Difference Between Onsite and Nearsite

Consider how much time your employees spend out-of-the-office tending to their healthcare needs, or those of their unwell dependents.

From making an appointment, to flipping through magazines in the waiting room, to waiting for a provider in an exam room – staying healthy in a busy world is expensive and inconvenient. That's why employers are taking action and investing in onsite and nearsite health centers.

Employer-sponsored healthcare isn't a recent trend – it's been around for decades. This simple idea is now a subset of the healthcare industry, and it continues to grow. Forward-thinking employers keep looking for innovative ways to increase healthcare access for their people and discover that [direct primary care](#) is the answer. But what exactly do the terms “onsite” and “nearsite” mean? What kind of care is delivered at these centers, and who can receive it?



Premise Health is bridging the gaps in healthcare with convenient access that works for your organization digitally and in person.

# Here's the breakdown:



## ONSITE

[Onsite health centers](#) deliver high-quality health and wellness services performed by licensed providers. This care takes place on an employer's campus or at other membership-based organizations, such as a union or health insurance plan, that share a central location. Each onsite health center is customized to the needs of its unique member population.



## NEARSITE

[Near-site health centers](#) often complement onsite centers by filling in the gaps for employees and families who don't live near their employer's campus. While these patients may have the option to visit an onsite health center, it may be a long way from where they live, work, or go to school. Therefore, many employers choose to offer both onsite and nearsite health centers to better serve their entire populations and deliver greater value.

Both types of centers are privately used by the eligible member population and aren't open to the public. This exclusivity allows providers to have more quality time with each person encouraging more personalized, convenient care.

## There are two nearsite models:

# 1

### SHARED MODEL

Most nearsite centers are shared among multiple organizations in one geographic area and are dedicated to making primary care more accessible to employees and their families. These centers provide a comprehensive care solution for employers with geographically dispersed populations, and employers who want better access to primary care for dependents as well as employees.

# 2

### DEDICATED MODEL

These nearsite locations are based in the community or close to an employer's worksite and typically serve one organization's population. These centers can be tailored to the population's needs and can include additional services like a fitness center, pharmacy, and more.

## Nearsite health centers can range in size and scope based on an organizations' needs and preferences.

Like onsite health centers, nearsite centers uphold high standards of quality and convenience, which can help organizations attract and retain employees. They can offer a wide variety of services depending on the needs of the clients and their populations.

### Nearsite services for members and dependents include:

- > Primary care
- > Care management
- > Lab services
- > Vaccinations
- > Virtual visits
- > Pediatric care (Ages 2+)
- > Women's health
- > Behavioral health\*
- > Provider-dispensed medications\*
- > Pharmacy\*
- > Physical therapy\*

\*Market-dependent services



**59.3 million adults** live with a mental health condition.<sup>3</sup>

By providing a safe place to receive professional expertise and treatment, members feel supported knowing help is available nearby at a nearsite wellness center.

## Inside a Nearsite Health Center



The last time you were at a doctor's appointment, there's a good chance the environment left much to be desired. From buzzing lights to long wait times, the typical waiting room experience creates anxiety.

## Evidence-based Design at Premise Health

Premise Health nearsite centers are uniquely designed to enhance the member experience and engage individuals in their health journeys. Every detail – including the ambient lighting, cozy seating, and warm handoffs to the provider - creates a welcoming environment that's intentional and feels exceptional to the member. It's all designed to deliver integrated care, drive improved outcomes, and help members lead healthy lives.







# Take a tour of a typical Premise Health nearsite center:

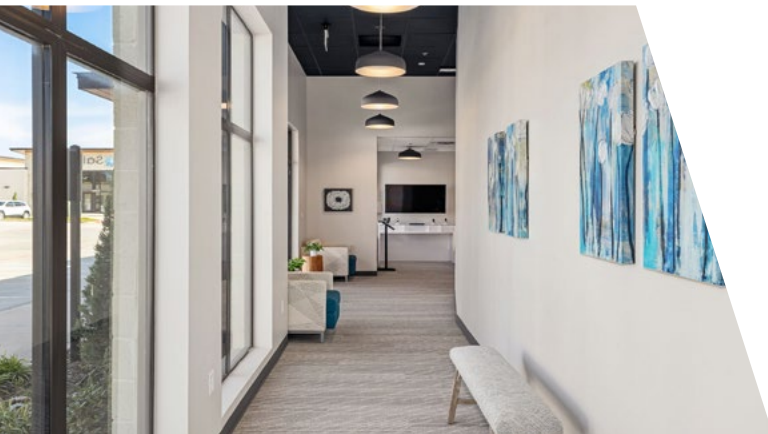
## Welcome area

From the moment a member walks into a nearsite health center, the goal is to ensure their experience is beyond what they would receive anywhere else. Engaging a member from the start is critical, which is why we have a greeter welcome the member upon arrival. Members can use a self-check-in kiosk to check in for their appointment, sign any necessary consent forms, and complete questionnaires about their visit. All data is captured and integrated within the member's electronic health record (EHR).



## Member path

The transition from welcome area to the exam room is strategically designed. In our nearsite health centers, the front desk greeter introduces the member to the provider. This handoff ensures the individual feels comfortable and welcomed even before receiving care. There are two distinct areas once a member leaves the welcome area: on-stage and off-stage. This concept is intentional for a positive member journey, protecting privacy, and sheltering members from the behind-the-scenes operations.



## Care suites

On-stage is where members interact with providers in care suites. Each suite has an exam space and provider consultation setting. The consultation area allows the provider to pull up patient labs and data on a screen to review with the member and create an open dialogue.





## Laboratory services

Members can get routine lab work done, including [biometric screenings](#) and point of care screenings, such as influenza testing.

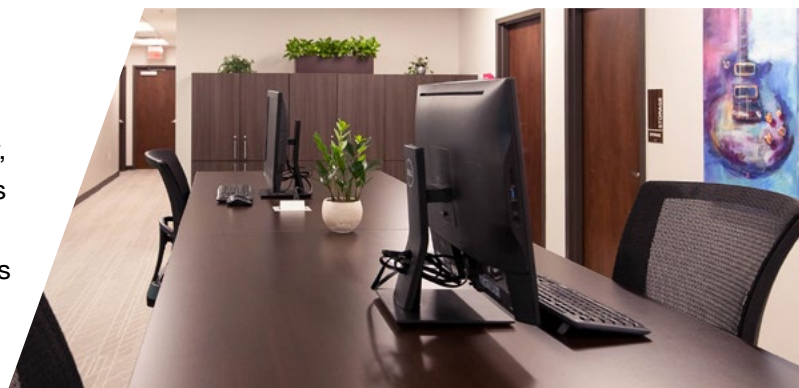


## Procedure room

This space allows us to conduct minor surgical procedures to avoid a trip to the emergency room or specialty care facility.

## Off-Stage Provider Collaboration Area

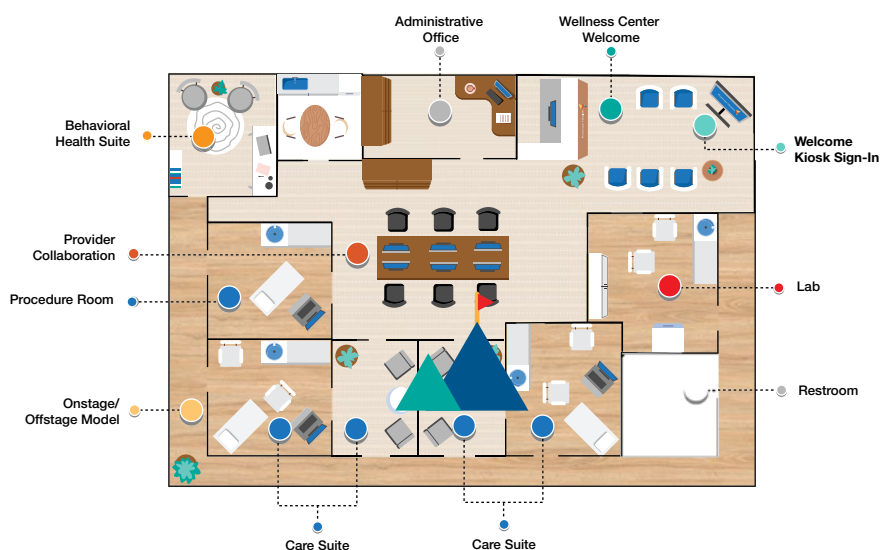
Our off-stage area is reserved for provider-to-provider interaction. Having a private area for providers to have conversation increases compliance with patient confidentiality, which is imperative in healthcare. Additionally, giving providers their own space enhances collaboration and supports an efficient workflow. In the off-stage area, you may find providers discussing the patient schedule for the day or clinical topics, such as a unique diagnosis.



The way Premise Health designs nearsite health centers is intentional. From the moment a member walks in the door through the final check-out process, we want them to have a high-quality, positive experience and be empowered to take an active role in their health journeys.

## Solutions designed with you in mind.

Every design element is taken into consideration to enhance the member experience and drive improved clinical outcomes.



# Convenient Primary Care, Wherever You Go.



Premise Health's national network of nearsite wellness centers offers clinically brilliant primary care and mental health counseling down the road from the places members go most, making it easier than ever to fit an appointment into their day.

At shared nearsite wellness centers across the U.S., members can get exclusive access to dedicated providers who offer in-person and virtual care. With an average wait time of five minutes and locations strategically located in the communities where our members live, they're the convenient choice for fitting care into your people's busy schedule.

## List of Locations

- > Atlanta, GA
- > Chicago, IL
- > Dallas, TX
- > Fort Smith, AR
- > Louisville, KY
- > Nashville, TN
- > Oakland, CA
- > Oklahoma City, OK
- > Las Vegas, NV





# Is a Nearsite Health Center Right for Your Population?



It's clear nearsite centers play a crucial role in changing lives through accessibility and engagement. Whether your workforce is geographically dispersed, or your employee population is smaller, there's an option for you. If you do have a smaller organization, you're not automatically excluded from implementing quality and convenient healthcare solutions for your employees and their dependents. A nearsite health center could be the answer.

Nearsite centers range in size and scope based on demand and client preference. They are designed to be flexible in nature, yet scalable.

If you're considering a nearsite health center, the next step is determining what it should offer to best serve your population. To deliver the most value, ask yourself the following three questions to ensure success.

## What's the big picture goal?

Deciding to offer nearsite health center access for your employees and their families should be guided by your end goal. What do you hope to achieve? How does it tie back to your organization's goals and objectives? Employers are in a unique position to have a positive impact on their population's health and wellbeing. With a high rate of chronic conditions and associated significant costs, improving access to healthcare can drive down costs for employers and members. In addition, a nearsite health center can be an exclusive benefit that differentiates you from the competition.

# What type of nearsite model do you want – **shared or dedicated?**



## **SHARED MODEL**

Most nearsite centers are shared among multiple organizations. These cost-effective centers provide a comprehensive care solution for employers with geographically dispersed populations, those with smaller populations, and employers who want better access to primary care for dependents as well as employees.



## **DEDICATED MODEL**

These nearsite locations are based in the community or near an employer's worksite and serve one organization's population. These centers can be tailored to their needs and can include additional services like a fitness center, pharmacy, physical therapy, and more.



Regardless of which model you choose, the center should provide a high-touch, member-focused experience.

## **How should you structure the benefit?**

- > Take an in-depth look at your current health offerings, including types of plans, benefit design, incentives, and perks to understand current costs and opportunities to better serve your population.
- > Assess your specific needs based on claims data and work environment.
- > Work with a partner to design a comprehensive plan that meets the needs of your organization and members, including staff recruitment, engagement, detailed performance data, and more.

## **At Premise Health, a typical nearsite solution looks something like this:**

- > Integrated care, including primary care, behavioral health, and more
- > Physician-led care model
- > Exclusive access for participating client populations
- > Located in the neighborhood or near our clients' work locations
- > Virtual health available to members and their eligible family members, and offered during regular wellness center hours with the nearsite health center provider



# Powerful and Effortless Healthcare

Nearsite health centers are an essential piece of Premise Health's integrated access model, bringing care to employees and dependents by providing a crucial access point to get care and engage in healthy behaviors.



## The Benefit of Nearsite Health Centers

### Dependent Access

With dependents representing over 65% of healthcare claims<sup>2</sup>, nearsite health centers drive significant savings for you while lowering costs for them.

### Advanced Primary Care Focus

Studies show that prioritizing primary care delivers greater value to members, improves outcomes, and lowers costs.

### In the Neighborhood

The best care is always convenient and nearby. Whether it's a dedicated or shared center, we're closing the distance between members and their providers.

### Personalized Care

With more time to spend, providers get to know everyone that comes through the door. This care is effortless, and your employees and their families reap the benefits.

## A Scalable Approach

Expanded access with nearsite centers means you can serve much more than your workforce population—and continue to serve them however you grow.

## Cost-Effective

Changing the conversation from treatment to prevention improves population health and reduces healthcare spend per member. With highly personalized care, nearsite providers can effectively target high-cost conditions, meaning fewer visits to expensive community resources.

## State-of-the-Art Technology

High-tech but still high-touch, we use technology to simplify care. From where members get services to online appointment scheduling, smarter, faster care has arrived.

## Privacy Promised

We comply with the same strict level of HIPAA as any other healthcare provider. To protect your personal data, we've achieved HITRUST CSF certification status in information security.



**Let's talk about what we can achieve for your organization.**

PremiseHealth.com | (844) 407-7557



Having access to a nearsite health center improves member health, lowers total healthcare costs, and makes companies stand out in highly competitive job markets. Premise Health's nearsite centers offer a powerful, effortless healthcare experience designed to make people healthier, happier, and more productive.





# About Premise Health

Premise Health, the largest direct advanced primary care provider in the country, delivers **better experiences, better health, and better value.** Members can access more than 30 products whenever and wherever they need care.

Premise partners with its clients to connect their populations to high-quality, cost-effective healthcare through in-person (onsite and nearsite wellness centers, and events) and digital (24/7 virtual care, remote monitoring, and connected devices) access models. We operate more than 800 onsite and nearsite wellness centers in 46 states and Guam.

Often when organizations approach us as a potential partner, they're still nailing down the goals they want to reach through direct healthcare. We believe a clearly defined goal is necessary when evaluating which of our products will best serve your employees, so we work closely alongside our clients to help identify the "why" and meet the needs of your entire population.

Premise Health, the world's leading direct healthcare provider, is different on purpose, delivering far more types of care than anyone in the industry that are easily accessible whenever and wherever members need them.

## Time flies - use it where it counts.



### Quality matters.

Clinical outcomes rank in HEDIS  
**90th percentile**



### Efficient care.

Approximately **five-minute**  
**average** wait time



### Members love us.

**92** average  
Net Promoter Score

## Evaluating our work.

Premise Health conducted a representative study based on the eligible populations of 26 clients from 11 industries. In total, the evaluated data represents outcomes based on over 207,000 eligible lives. We found:

**30%**

average total cost of  
care savings

**\$2,434**

per member per year  
total cost of care savings

**52%**

reduction in inpatient  
hospital admissions

**17%**

reduction in emergency  
room visits

**20%**

increase in routine,  
preventive, and mental health  
office visits

## References

1. Survey of Physician Appointment Wait Times and Medicare and Medicaid Acceptance Rates 2022. AMN Healthcare, Merritt Hawkins, 2022.
2. Himber, Vaughn. "How Many Americans Get Health Insurance from Their Employer?" EHealth Insurance Resource Center, eHealth Insurance, 29 May 2019, [www.ehealthinsurance.com/resources/small-business/how-many-americans-get-health-insurance-from-their-employer](http://www.ehealthinsurance.com/resources/small-business/how-many-americans-get-health-insurance-from-their-employer). Accessed 15 Mar. 2024.
3. National Institute of Mental Health. "Mental Illness." National Institute of Mental Health, Sept. 2024, <http://www.nimh.nih.gov/health/statistics/mental-illness>. Accessed 19 Dec. 2024.

**It's not simply  
a premise. It's the  
future of healthcare.**

Let's talk about what you need,  
and how we can help.

**PremiseHealth.com | (844) 407-7557**