

Preparing For Your First Appointment at OurClinics@CNO



Confirmation of Clinic Appointment and Payment for Services

Within 24-hours, you'll receive confirmation that your appointment has been scheduled. If you don't receive confirmation, please contact OurHealth at 866.434.3255 or CNO@ourhealth.org

If you've received notification that a fee will be charged for your visit, please bring a credit card, debit card, or HSA debit card with you. **OurClinics@CNO do not accept cash.**

At Least 24-Hours Before Your Initial Clinic Appointment

1. Take time to review your medical history, including medications, and your family's health history.
2. Complete the *Initial Patient Information Survey Form* available from the OurHealth Portal at <https://portal.ourhealth.org>.
 - Login to the Portal, and click on **Forms**.
 - Select [OHPG Initial Patient Information Survey Form](#).
 - Print and complete as much of the form as you can.
 - Fax the form to (317) 245-2308, send it by e-mail to CNO@ourhealth.org, or hand deliver it to the clinic at least 24 hours before your scheduled appointment.

On the Day of Your Initial Clinic Appointment

1. Arrive at least five minutes early.
2. Bring:
 - Your drivers license or other government-issued photo ID.
 - Completed *Initial Patient Information Survey Form* (if you haven't submitted it).
 - A complete list of all of your current medications (over-the-counter and prescription) OR a bag containing all of your prescription bottles and over-the-counter medications. Please include *ALL vitamins and supplements*.
 - A complete list of your physicians and specialists.
 - A copy of your health screening results if applicable.
3. At check-in, please let the nurse know if you've scheduled an appointment to earn your For Your Health! wellness incentives.

If you've been instructed to fast prior to a blood draw, please

- Don't eat for 12 hours.
- Don't take your regular medications unless instructed to do so by your physician.
- Drink plenty of water to remain hydrated. You may also drink black coffee or tea with NO CREAM, CREAMER, SWEETNER, or SUGAR.

Preparing For Your Initial Health Coaching Appointment at OurClinics@CNO



Individual (One-on-One) or Telephonic Health Coaching Confirmation

Within 24-hours, you'll receive confirmation that your appointment has been scheduled. If you don't receive confirmation within that timeframe, please contact OurHealth by telephone at 866.434.3255 or CNO@ourhealth.org

At Least 24-Hours Before Your Initial Health Coaching Appointment

1. If you have not done so already, complete the SUCCEED HRA from the OurHealth Portal at <https://portal.ourhealth.org>.
 - Login and click on the **Complete Succeed HRA!** button.



Complete Succeed HRA!

- You'll be directed to the HealthMedia web site.
 - Follow the prompts to complete the assessment in its entirety.
 - Print a copy for your records (and have it available during your appointment).
2. Compile a list of the health recommendations and limitations your physician has provided to you.
 3. Think about what's keeping you from feeling and functioning at your best.

If you have any questions or concerns, please contact OurHealth at 866.434.3255 or CNO@ourhealth.org.