

One Medical at Dartmouth Frequently Asked Questions

Updated as of 3/25/24

General:

1. Why did the name of the practice change?

To eliminate any confusion between “Dartmouth Health Connect” and “Dartmouth Health” (the new name for Dartmouth-Hitchcock), as well as to be able to fully transition to One Medical’s platforms and brand, the practice name changed from “Dartmouth Health Connect” to “One Medical at Dartmouth” in early June 2023.

2. If I was a Dartmouth Health Connect patient, what do I need to do if I want to continue care at the One Medical at Dartmouth practice?

You will need to activate your One Medical account to continue receiving care. All Dartmouth Health Connect patients should activate their sponsored One Medical account at onemedical.com/dartmouth as soon as possible. During the registration process,

- Employees will use their NetID
- Dependents will use the employee’s NetID
- Retirees should use activation code: DMCXOM

If you don’t have access to the internet, please call 603-738-1164 to activate your One Medical account.

For issues activating your One Medical account, call 603-738-1164 or email dartmouth@onemedical.com for support.

After you activate your One Medical account, your health records will automatically be transferred to One Medical’s medical records system; you do not need to complete the New Member Health History questionnaire.

4. Is One Medical hiring any new physicians or staff members at the practice?

Physician Assistant, Erin Storm, PA-C, was hired in March 2023. One Medical also hired a new physician, Dr. Karen Loring, MD, who began in early February 2024. One Medical at Dartmouth patients also have access to the virtual medical team at One Medical, which is accessible through their app. This means that One Medical at Dartmouth members can receive care 24/7, with increased access and flexibility. The virtual medical team will only be used for acute minor needs, not for complex or chronic care.

5. Do I need to pay a membership fee to access the One Medical at Dartmouth practice?

No, you will not be paying a membership fee. Dartmouth is sponsoring this membership for you, as well as your enrolled spouse and dependents over age 18, all with no copayment.

For retirees, One Medical is required by law to bill the government for Medicare patients so applicable deductibles and coinsurance may apply.

Updated as of 3/25/24

6. Who is eligible for One Medical at Dartmouth?

Employees, and their adult dependents over the age of 18 who are enrolled in a Cigna medical plan through Dartmouth, are eligible to participate. Because of IRS regulations, participation is restricted to those who are not contributing to or receiving contributions to a Health Savings Account.

Dartmouth retirees, and their adult dependents, who are enrolled in a medical plan through Dartmouth are also eligible.

7. I am not a current patient, can I join One Medical at Dartmouth?

Yes, as of March 25, 2024, One Medical at Dartmouth is accepting new patients. Please note, you must meet eligibility requirements (see Q6 above).

1. Enroll at onemedical.com/dartmouth
2. Click on Activate Membership
3. Enter in your Dartmouth NetID (spouses/dependents, please use the employee's NetID)
4. Follow the registration prompts
5. Once you've registered, download the One Medical app

Issues enrolling? Call 603-738-1164 or email dartmouth@onemedical.com for support.

8. Can I still see local specialists or receive care at a local hospital if I am a patient at the One Medical at Dartmouth practice?

Yes, there will be no change to your ability to see specialists at other facilities.

9. What behavioral health resources will be available at the practice?

One Medical at Dartmouth patients will have access to One Medical's virtual behavioral health program, Mindset*, which allows members to have consultations with licensed therapists and coaches. Mindset launched in January, 2024. Access Mindset via the app by selecting 1:1 Virtual Therapy and Coaching listed under Top Services. Please note, applicable copayments, coinsurance, and deductibles will apply.

**Patients who are Dartmouth retirees are not eligible for Mindset services.*

10. If I am a patient at One Medical at Dartmouth, can I also receive care at other One Medical practice locations?

Yes, you can. Patients have access to all One Medical clinics nationwide; however, patients will be responsible for the payment of services administered at any clinics outside of the One Medical at Dartmouth practice in Hanover, N.H., including any copayments, co-insurance, or deductible costs.

11. If I am a patient at One Medical at Dartmouth, can I change primary care providers and receive care elsewhere?

Yes, you may change primary care providers at any time. We strongly suggest that you secure a new primary care provider before you leave the practice so you do not experience a gap in care.

How do I transfer records?

For patients who received care previously at Dartmouth Health Connect: Once you activate your One Medical membership, records will be transferred into the new medical record system at One Medical. You do not need to complete the New Member Health History questionnaire as your health history will automatically be transferred.

To have records sent to One Medical at Dartmouth from a provider outside of the One Medical practice, please go to the One Medical app or desktop portal and complete the Medical Records Release Form. Our team will take it from there and request and upload your records once they are received.

For patients who want to transfer their care to a different provider:

If you are a former Dartmouth Health Connect patient, and did not activate your One Medical membership, please complete a medical records request form from the provider you would like us to send your records. Please fax or email that request:

Fax to 602-218-4076

Emailed to medicalrecords@onemedical.com

If you are a One Medical at Dartmouth patient, please log into the app, click on My Health, and select Get My Records and follow the prompts.

Anyone who wishes to leave One Medical at Dartmouth, needs to email dartmouth@onemedical.com with their name and DOB and ask to deactivate their account.

Virtual Care/One Medical App:

12. How will I receive consistent care with someone who knows me when I have a different doctor every time I do a telehealth consultation?

One Medical's technology platform, including the One Medical app and the One Medical web portal, enables high-touch primary care and facilitates access to office-based care and 24/7 virtual care. 1Life connects patients to providers and providers to each other. One Medical's communications systems are built so that everyone who helps a patient—doctor, phlebotomist, administrator—has access to relevant context and history, as well as all the tools necessary to meet each patient's needs.

10. Who will verify the quality of the doctors available via telehealth? What are their qualifications?

One Medical's Virtual Medical Team is made up of registered nurses, nurse practitioners, and physician assistants licensed to practice by appropriate governing agencies. The Virtual Medical Team will only be used for acute minor needs, not for chronic or complex care.

12. Will doctors providing telehealth from other states be required to follow the laws in their states regarding abortion care and emergency contraception?

Doctors are required to follow the laws of the state in which the patient resides. The doctor must be licensed in the state where the patient resides in order to provide care.

13. What are the features available in the One Medical app?

On-demand virtual services are accessible through the One Medical app, featuring 24/7/365 on-demand video chats, secure provider messaging, “Treat Me Now” assessments for common health concerns, easy vaccine and medical record access, prescription renewal requests, and proactive reminders for follow-up care and referral needs.

14. How do I access the One Medical app?

Visit <http://www.onemedical.com/mobile> to download the app from the Apple Store or Google Play.

15. Who do I contact if I have problems using the One Medical app?

If you need help at any time, reach out to hello@onemedical.com.

Data Security:

16. How is my private health information protected?

One Medical at Dartmouth will only use and disclose your personal health information in accordance with HIPAA and other applicable privacy laws. Providers who treat you will typically have access to your medical records. For more information about One Medical HIPAA privacy practices, please see their HIPAA notice.

One Medical takes your privacy very seriously and they are committed to protecting the personal information that you share with them.

<https://www.onemedical.com/hipaa/>

17. What is the relationship between One Medical and Amazon?

1Life Healthcare, Inc. (“1Life”) is now a subsidiary of Amazon. 1Life is the administrative and managerial services company for the affiliated One Medical physician-owned professional corporations that deliver medical services. 1Life and the One Medical professional corporations do business under the "One Medical" brand. The Amazon transaction does not change the ownership of the One Medical professional corporations. One Medical members can continue to count on One Medical for the high-quality care and high-level of service they receive. Amazon does not have access to your patient data by virtue of the acquisition. One Medical continues to operate as a separate entity. Amazon and One Medical’s patient data remains separate. One Medical will not share your patient data with Amazon for retail marketing without an express authorization from you.

Whom can I reach out to if I have general questions or concerns about One Medical at Dartmouth?

Please reach out to Courtney Rotchford in the Wellness at Dartmouth office in Human Resources at Courtney.L.Rotchford@dartmouth.edu or (603) 646-3706.