



FREQUENTLY ASKED QUESTIONS

What is Capitol Square Healthcare?

Capitol Square Healthcare gives state employees, their covered spouses and covered children ages two and older, access to high-quality and affordable health care, conveniently located in downtown Richmond.

Where is Capitol Square Healthcare located?

The health center is located at:

Mezzanine
James Monroe Building
101 N 14th St.
Richmond, VA 23219

What are the hours of operation?

The health center is open:
Monday – Friday; 7:30 a.m. to 6 p.m.

Who is eligible to use Capitol Square Healthcare?

Capitol Square Healthcare is open to state employees, their covered spouses and covered children ages two and older.

Do I have to use Capitol Square Healthcare?

No. Use of the health center is completely voluntary and confidential.

How can I make an appointment?

You can schedule appointments in person, by phone at 844.342.1791, online at www.capitolsquarehealthcare.com or with our mobile app. You can download the MyQuadMed mobile app for iPhone by visiting the iTunes App Store or for Android by visiting Google Play.

Where should I park when I visit Capitol Square Healthcare?

Most employees in the area have parking spaces. For other family members, metered street parking and hourly deck parking are available close by.

What kind of identification is needed to visit Capitol Square Healthcare?

In addition to health insurance ID cards, employees need to bring their employee badge and spouses a state driver's license or other type of valid ID.

Are there advantages to using Capitol Square Healthcare?

Yes, some of the many advantages include:

- Exclusive access to health care services convenient to employees and their covered family members in the Richmond area
- Some same day appointments for last-minute health concerns
- A customized website and secure patient portal for scheduling appointments online and secure messaging with your Capitol Square Healthcare provider

Is there a fee for health center visits?

What you pay for services at Capitol Square Healthcare depends on your existing health plan coverage. You pay a set fee for most medical care, and an additional charge for prescriptions. Lab work not available at the clinic and all imaging services must be submitted through your health plan.

COVA Care	\$15 per visit
COVA HealthAware	
COVA HDHP	\$75 per visit
Kaiser Permanente HMO	
TRICARE Supplement	
No state health coverage	\$75 per visit

Payment is due at the time of service by credit/debit card or cash. We accept Discover, Mastercard and Visa. Checks will not be accepted.

Who are the providers that will treat me if I go to Capitol Square Healthcare?

Care is provided by a Family Medicine board certified physician and nurse practitioner.

If I use Capitol Square Healthcare, does that mean I will need to stop seeing my current doctors?

No. The provider you visit is completely your choice. You can use the health center when it is convenient for you to do so, and this will have no impact on your use of other providers.

For emergencies, dial 911 or go to the nearest emergency room.

What types of conditions are treated?

Whether you are looking for a primary source of health care or you have a last minute health concern — we can help. Capitol Square Healthcare offers a wide range of preventive care, primary care and acute care services for patients. See us for any of the following:

- Abdominal pain
- Allergic reaction
- Allergies
- Annual physical exams (one covered at 100%)
- Anxiety and stress
- Asthma and chronic obstructive pulmonary disease
- Athlete's foot
- Blood pressure check
- Body aches/pains
- Cholesterol management
- Cough/upper respiratory infection
- Diabetes screening
- Diarrhea
- Ear infection, pain and ear wax removal
- Eye infections
- Flu or cold symptoms
- Foot pain
- Gastroesophageal reflux disease (GERD)
- Glucose checks
- Headaches/migraines
- Hypertension
- Immunizations
- Lab draws
- Minor procedures
- Muscle strains/sprains
- Pregnancy testing
- Referrals for screenings such as colonoscopies, PSA tests and mammograms
- Sinus infection
- Skin conditions
- Thyroid checks
- Weight management
- Vertigo/light headedness
- And more!

Can I use Capitol Square Healthcare for workplace injuries?

No. For workplace injuries, please follow the standard channels in place for contacting your supervisor or Workers' Compensation Coordinator. Additional questions can be directed to your HR Representative.

Can I visit Capitol Square Healthcare to have my weight or blood pressure taken?

If you have not yet visited Capitol Square Healthcare you must schedule an appointment to see a Capitol Square Healthcare provider. After that initial visit, the availability of some ongoing maintenance services can be determined between you and your provider.

If I have a headache or cut myself, can I stop into Capitol Square Healthcare for "first-aid" needs?

No, Capitol Square Healthcare does not carry convenience store items for you to stop in and pick up. If your matter is urgent and/or persistent, please schedule an appointment with one of our providers.

How does Capitol Square Healthcare handle specialist referrals?

The providers at Capitol Square Healthcare will work with you to determine when a specialist is needed. They will arrange for care and stay in close contact with your specialist.

What services does the ActiveHealth coach provide?

For COVA Care, COVA HealthAware and COVA HDHP Members, the ActiveHealth coach can assist you with activities related to the Healthy Lifestyles program including:

- Exercise
- Weight management
- Stress management
- Nutrition
- Smoking cessation

What types of labs can I have drawn?

The health center offers a range of basic lab services, including urinalysis, strep screen, pregnancy testing, cholesterol, glucose, potassium and thyroid as related to your visit.

Am I able to get prescriptions at Capitol Square Healthcare?

Certain pre-packaged medications will be available on-site. Your Capitol Square Healthcare provider will also be able to prescribe medications to be filled at your local pharmacy.

Can I walk in to Capitol Square Healthcare just to pick up a prescription?

No. You must see a Capitol Square Healthcare provider to fully evaluate your health concern and work with you to develop a treatment plan. If it is determined to be necessary, your Capitol Square Healthcare provider can provide you with a prescription.

Health information is personal. How do I know my information will remain confidential?

Confidentiality is vital in a healthcare setting, and healthcare providers are held to strict patient confidentiality rules. All patient medical information will be maintained in the strictest confidence and is not accessible to your employer. Your health information is also protected by and complies with HIPAA privacy practices.

How do I access the Capitol Square Healthcare website?

Visit capitolsquarehealthcare.com to log in or sign up for an account. You are able to use this same account to schedule online appointments or secure message with your Capitol Square Healthcare provider.

Where can I go for more information?

If you have questions about Capitol Square Healthcare, visit capitolsquarehealthcare.com.