

LEARN MORE ABOUT OUR SERVICES

FAQ

1. Who is eligible? What age can be seen by the provider?

All services are available for qualified members on their employer's health plan. Patients 10 years old and up can be seen. Please note, additional forms may be required.

2. How do I schedule an appointment? How long are the appointments?

To schedule an appointment, please click here:

[MyWellBeingCharlotte](#)

Typically, appointments are 50 minutes long.

3. How do I cancel or reschedule an appointment?

You can cancel or reschedule, accessing your confirmation email, click sign-in, and a one-time pass code will be sent to you for logging into your client portal. Please cancel or reschedule your appointment 24 hours prior to your scheduled appointment.

4. What is the scope of practice?

Licensed mental health professionals provide support for services such as Anxiety, Depression, Trauma, PTSD, Bereavement, Family Counseling, Addiction, OCD, Intense Feelings, Dissociation, Self-esteem, Bullying, Abuse/Neglect, Grief and loss, Abandonment, and Attachment concerns.

5. Is there a co-pay?

There is no co-pay. All services are available for qualified members on their employer's health plan.

6. Where do I find out more about My Health Onsite provider's bios, how to schedule, etc?

For more info, please go to:

[Pages - Employee Health Centers \(charlottecountyfl.gov\)](#)

7. What additional mental health resources are available?

Additional resources include Cigna, EAP, Local and National Resources.

8. Can I use the health center leave of 12 hours per fiscal year?

Yes, if you are with Charlotte County BCC.

9. Is this service confidential?

Yes, the service is confidential and mandated by Federal HIPAA Regulations. My Health Onsite will never share your personal health information with your employer.

10. What are the hours of operation?

Appointments are available from 9am-5pm.

11. What if I have an emergency right away?

If you or others are in immediate danger or experiencing a medical emergency, please call 911 immediately. If you are having thoughts of suicide, or other crisis, please contact the Suicide and Crisis Lifeline – Call 988 and/or Crisis Text Line: Text "HOME" to 741741.

12. Do I need a referral?

No referral is needed. To make an appointment, please click here: [MyWellBeingCharlotte](#)

13. Do I need to complete anything prior to my appointment?

Yes, there are forms you will need to complete prior to your first appointment. The link to the forms can be found in the email you receive post scheduling your appointment.

14. What do I do if I have issues with the video?

For help, please email MyWellBeing@myhealthonsite.com.

QUESTIONS?

Please contact:

MyWellBeing@myhealthonsite.com



REQUEST APPOINTMENT!
CLICK or SCAN QR to schedule