



We believe that great primary care is the backbone of great health. We believe primary care should be delivered by a trusted doctor who knows you best. We believe you should have access to the doctor when and where it is convenient for you, whether in the office or on the go. And we believe you should be able to spend as much time as needed with the doctor.

And that's just what you'll get at the TRIAD Health Centre. The TRIAD Health Centre is available to employees of American Water, Conner Strong & Buckelew, NFI, and The Michael's Organization.

THE BENEFITS OF THE TRIAD HEALTH CENTRE

- Convenient access to a primary care physician via in-person appointments and phone consultations
- 24/7 access to a physician via a secure mobile app for text messages, photo uploads, and video visits
- Little to no wait for an appointment
- More time with the doctor
- Flexible office hours
- After-hours access via our secure mobile app for urgent issues
- Proactive follow-up care, care coordination, wellness education, women's health, and chronic disease management
- Onsite lab collection
- Onsite flu shots and select immunizations
- Onsite dispensing of basic medications (up to a 7-day supply) for acute conditions at no additional cost
- Coordination, advice, and advocacy when specialized care and treatment are necessary
- Low fees to see the TRIAD physician
- And much, much more...

WHAT TO EXPECT AS A MEMBER OF THE TRIAD HEALTH CENTRE

The TRIAD Health Centre offers a new approach to primary care. The care team is made up of a board-certified primary care physician and Health Guides.

It's our goal to keep you healthy, not just care for you when you're sick. By developing a relationship with our care team, you can take full advantage of the many ways you can stay engaged with the office including in person appointments, virtual access via our secure mobile app, urgent access, and much more.

But shouldn't I wait until I'm sick to come in? No. Illnesses and injuries often happen after our office is closed and on the weekends. When this happens, we can care for you virtually via our mobile app or via a phone call with the doctor. We also focus on prevention and health education. So, make an appointment soon so the doctor can get to know you.

QUESTIONS?

Contact the TRIAD Member Experience team.

800.797.1289 | members@r-health.md

OFFICE ADDRESS

TRIAD1828 CENTRE
2 Cooper Street, Suite 101
Camden, NJ 08102

MAILING ADDRESS

P.O. Box 1046
Camden, NJ 08102



www.r-health.md/triad
856.454.8985

ACCESSING THE TRIAD DOCTOR

GINA G. GLASS, MD, FAAFP

OFFICE HOURS

The following are the standard office hours for the TRIAD Health Centre, but of course the doctor is always available for urgent matters via phone or digital messaging.

MON 10:00 am – 6:00 pm **THU** 10:00 am – 6:00 pm
TUE 7:00 am – 3:00 pm **FRI** 7:00 am – 3:00 pm
WED 7:00 am – 11:00 am

HOW TO REACH THE DOCTOR

Routine Outreach

If you need to schedule an appointment, have questions for the doctor, or any routine issues, you can communicate with us by calling the office or using our Spruce mobile app. We can schedule an appointment, determine whether an appointment is appropriate, help you navigate the confusion of specialists and hospitals, or chat about any questions.

By using Spruce, our secure, HIPAA compliant mobile app, you can message the doctor, receive treatment for conditions that don't require an office visit, video chat with the doctor, send pictures, and much more.

Urgent Outreach

If you think that you or someone else is experiencing a medical emergency, like heart or severe breathing problems, brain symptoms, or severe bleeding then call 911 or go directly to the emergency room.

If not a true medical emergency, then you should call the doctor first before going to the emergency department or urgent care facility. During office hours, we offer same-day or next-day sick appointments. After office hours, follow the phone prompts to reach the doctor. Same-day or next-day sick appointments are available when the office is open and after hours the doctor may be able to guide your health via a simple phone call or via the mobile app.

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PHONE NUMBER

856.454.8985

FAX NUMBER

856.250.1031

DOWNLOAD THE SPRUCE MOBILE APP

To download, go to
<https://spruce.care/triad>

FEES

- \$20 with a PPO plan
- \$40 with a high-deductible health plan
- \$85 for employees not enrolled in your company's health plan
- There is no cost for well or preventive visits, with the exception of those not enrolled in your company's health plan



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THE TRIAD HEALTH CENTRE DOCTOR

GINA G. GLASS, MD, FAAFP



FAMILY MEDICINE

Dr. Gina Glass is board-certified in Family Medicine. She received her medical degree from Tulane University School of Medicine and has been in practice for more than 20 years. She believes a collaborative relationship is key to maintaining good health. Prior to joining R-Health, Dr. Glass was the Program Director at Inspira Family Medicine Residency Program in Woodbury, NJ. She recently completed the requirements for the Culinary Medicine Specialist Certification Program to better integrate her passion for cooking with her dedication to promoting healthy lifestyles.

MY PHILOSOPHY OF CARE

I believe comprehensive, relationship-based primary care is at the core of health and wellness. I strive to empower my members to guide their care while providing them with practical, evidence-based resources to facilitate healthy lifestyle choices.

IN MY FREE TIME...

I enjoy cooking and eating meals with my extended family, as well as biking, hiking, and camping. Although I have no real musical training, I am a “music enthusiast” and love to sing, dance, and attend concerts and musical theater. I also have a passion for service, regularly volunteering with social justice and community outreach ministries.

FUN FACT

After relocating to New Orleans from New Jersey for medical school, my husband and I traveled around the Southeast for more than 10 years. During that time, I completed my medical training while paying back my scholarship commitments to the Air Force and National Health Service Corps.

EDUCATION

RESIDENCY

University of South Alabama

MEDICAL SCHOOL

Tulane University School of Medicine

UNDERGRADUATE

John Hopkins University

AREAS OF INTEREST

Wellness and Prevention

Chronic Disease Management

Women's Health

Evidence-Based Medicine

Skin, Musculoskeletal,
and Gynecological Procedures

LANGUAGES SPOKEN

English

SPRUCE

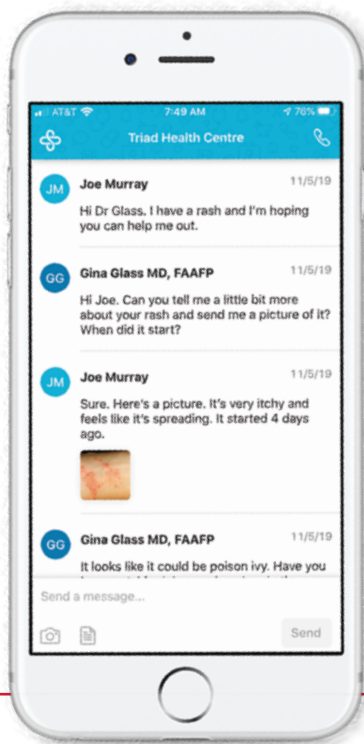
YOUR KEY TO 24/7 VIRTUAL ACCESS

As part of your membership to the TRIAD Health Centre, you have access to the Spruce mobile app, a secure, HIPAA compliant way to reach the doctor 24/7. We are committed to providing convenient access to world-class care, whenever and wherever you need it. We also know that coming into the office (or even calling us!) is not always convenient.

That's why we offer members the ability to message our office at your convenience via a secure mobile app called Spruce.

SERVICES AVAILABLE VIA THE SPRUCE APP:

- Ability to get treated instantly for basic medical issues
- Message the care team with any non-urgent medical issues or any general questions
- Send pictures (for example, if you have a rash) and documents (for example, your blood pressure diary)
- Connect with the doctor via video chat



HOW TO USE SPRUCE

DOWNLOAD THE APP

Once you have downloaded the app, available on iOS and Android, you can create your account.



TO DOWNLOAD,
GO TO [HTTPS://SPRUCE.CARE/TRIAD](https://spruce.care/triad)

CONNECT WITH THE TEAM

Connect with the doctor and Health Guides who will answer your questions, schedule an appointment, or set up a virtual visit via our secure, HIPAA compliant app.

DEVELOP A PLAN

Receive a diagnosis, treatment plan, or just answers to your questions from the doctor.

FAQs

HOW DO I GET STARTED WITH THE TRIAD HEALTH CENTRE?

To schedule your first visit with the TRIAD Health Centre, simply call us at **856.454.8985** or send us a message using the Spruce mobile app. Once your appointment has been made, advanced paperwork will be sent to you to be completed prior to your first visit.

CAN I KEEP MY PRIMARY CARE DOCTOR IF I ALSO VISIT THE TRIAD HEALTH CENTRE?

Absolutely! You can utilize the TRIAD Health Centre in the way that suits you best. That might mean a quick visit when you're feeling under the weather, seeing our doctor to manage a chronic condition, or even having our doctor serve as your primary care physician. If you decide to make the full switch to the TRIAD doctor, simply contact your previous physician and request your medical records. The choice is yours.

ARE THERE FEES TO VISIT THE TRIAD HEALTH CENTRE?

Yes, we have set low fees to access the TRIAD Health Centre. The fees are \$20 with a PPO plan, \$40 with a high-deductible health plan, and \$85 for employees not enrolled in your company's health plan. There is no cost for well or preventive visits, with the exception of those not enrolled in your company's health plan.

If you have a fee, you will pay the fee amount at the time of your appointment. Fees are only for in-person, not virtual, visits. If you have a high deductible health plan and have met your deductible, a fee will not apply.

IF I'M NOT ENROLLED IN MY EMPLOYER'S HEALTH PLAN, CAN I STILL USE THE CENTRE? IF SO, HOW DOES THAT WORK?

Yes, for employees not enrolled in your company's health plan, you can still use the centre for a fee of \$85.

HOW IS THE TRIAD HEALTH CENTRE DIFFERENT FROM A TYPICAL DOCTOR'S OFFICE?

Our investment in getting to know our members is what really sets us apart. In a traditional practice, a doctor may care for several thousand patients, but because of our exclusive relationship with your employers, we care for far fewer members. This model allows our doctor to spend time with you, get to know you, respond in a timely manner to your needs, advocate on your behalf, and coordinate your care with specialists.

WHAT SERVICES ARE AVAILABLE AT THE TRIAD HEALTH CENTRE?

Our doctor provides a full range of services including:

- Preventive care
- Urgent and sick care
- Health and wellness coaching
- Care coordination
- Women's health
- Management of many chronic conditions such as diabetes, high blood pressure, and high cholesterol
- Minor in-office procedures
- Onsite lab collections, flu shots, select immunizations, and dispensing of medications (up to a 7 day supply) for acute conditions at no additional cost

DOES MY EMPLOYER HAVE ACCESS TO MY MEDICAL RECORDS OR RECEIVE ANY INFORMATION ABOUT MY CARE AT TRIAD?

No. The TRIAD Health Centre is an onsite practice operated independently by R-Health. All medical records are secure and private, as we adhere to HIPAA regulations for your protection. **Your medical record remains confidential and can only be accessed by the clinical staff of the TRIAD Health Centre.**



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