

FAQs

What is Rock Medical?

Rock Medical is a direct primary care practice that contracts with your employer and will not bill your insurance company or charge you a co-pay. This allows us to spend more time with each individual in person or virtually, at no cost to the member (employee).

How do I become a member?

Memberships are established through a contract with an employer. If your employer does not offer this service but has interest in learning more about it, please ask your benefits administrator to contact Rock Medical.

What happens when I become a member?

Once your membership starts, the Rock Medical or Lancaster General Health Wellness team will identify the best way to collect your biometric measurements (cholesterol, blood sugar level, height, weight, and a blood pressure reading). Once Rock Medical receives your results, we contact you to schedule a time for your annual wellness visit and physical. At this appointment, you and your provider get to know each other, review your medical history and biometric measurements, set some goals to improve your health, and complete a physical exam.

How does this program work with specialists?

Because Rock Medical is part of Lancaster General Health Physicians, our provider works closely with the region's leading medical and surgical specialists. Often we can arrange an electronic consult, allowing you to receive a medical opinion without going to a specialist's office. If an in-person office visit is necessary, we help to coordinate the appointment.

Are you a part of Penn Medicine Lancaster General Health?

Yes, we are proud partners with Penn Medicine Lancaster General Health. This partnership brings together the benefits of the area's health care leader and Penn Medicine's world-class innovation and specialty care, with a unique practice that is small, nimble and personal.

Additionally, Rock Medical is able to access resources which wouldn't be available to a small independent practice. We use the Epic Electronic Health Record (world class, only available to large organizations, and used by Penn Medicine, Mayo Clinic, Cleveland Clinic, Johns Hopkins and others). Epic allows us to keep your health information in one, safe place.

Seeing a specialist at LG Health? We can communicate directly with that doctor in your chart. Receive your yearly mammogram at an LG Health outpatient facility? All of your records will be visible to us at Rock Medical.

What services are provided?

As a part of your membership, you receive unlimited access to primary care and preventive services (management of chronic and acute illnesses and injuries, routine gynecological care, minor skin procedures), same- or next-day appointments (in the office or virtually), flu shots, commonly prescribed medications, lab testing, and electronic tools and applications to better manage your health. Additionally, the practice acts as your navigator, helping you navigate a complex health care system. Our team can direct schedule appointments for select LG Health services, such as mammograms, x-rays and lab, even before you leave the office.

What does it cost me?

Since the contract is between the employer and Rock Medical, the service to you the employee, is FREE. You owe no co-pay or dollar amount for any services provided by Rock Medical staff.

How does it work with my health insurance plan at work?

Rock Medical membership is NOT an insurance product. Employees still need to have health insurance for all services not provided by Rock Medical, such as an inpatient stay, surgical procedure, or diagnostic imaging procedure. Rock Medical is a membership-based primary care and wellness service designed to partner with you to help you stay in the best health possible and navigate if additional health-care services are needed.

Do I need to schedule an appointment?

While you don't have to schedule an office or virtual visit, it is helpful so we can allot the right amount of time to address your questions and concerns. An appointment can be made by calling or emailing the practice.