

Frequently Asked Questions

What is Frisco Employee Wellness Center?

Your wellness center is where you receive care. We use this term rather than “doctor’s office” because we offer so much more than the usual office environment. Our providers focus on personalized and preventive care to support your long-term health.

What is Premise Health?

Premise Health is a provider of in-person and virtual health for the world’s leading organizations. In other words, we partner with City of Frisco to bring you convenient, high-quality healthcare services. We also manage and operate your wellness center.

What is a member?

Members are what we call our patients who are eligible to use a wellness center operated by Premise Health. It’s not a membership that you have to pay for or apply to be a part of. You’re simply considered a member once your employer has partnered with us to provide your health and wellness services.

Where is the center located?

Frisco Employee Wellness Center is conveniently located near your campus at 7589 Preston Road, Suite 400, Frisco, TX 75034.

What services are provided at the center?

- Annual physicals
- Preventive exams
- Chronic condition management
- Biometric screenings
- Lab services
- Allergy and flu shots
- Vaccinations
- Acute and urgent care
- Women’s health
- Pediatric care

Who can use the center?

All full-time employees and medical covered dependents.

What does it cost?

\$0 Co-pay

Frisco Employee Wellness Center

What are the center's hours?

Monday, 8 a.m. – 5 p.m.

Tuesday, 6:30 a.m. – 3:30 p.m.

Wednesday, 8 a.m. – 5 p.m.

Thursday, 6:30 a.m. – 3:30 p.m.

Friday, 8 a.m. – 5 p.m.

Closed 12-1 for lunch

Is the center operated by City of Frisco employees?

No, the center is staffed and operated by Premise Health. It is managed just like any other licensed medical office in the community.

What type of medical staff will work at the center?

Premise Health has recruited a high-quality team of dedicated healthcare professionals to staff and manage your wellness center. The team includes a Physician, Health Center Manager and LPN.

Can my medical records be shared between the center and my primary care provider (PCP)?

You can request that your PCP share your records with Frisco Employee Wellness Center by completing your provider's record sharing process. Additionally, you may request for Premise Health to share your records with your PCP or specialist.

How do I make an appointment?

To schedule an appointment, you can call your center directly at 469-604-0800 or make an appointment on your patient portal, My Premise Health. Download the My Premise Health app, or visit mypremisehealth.com to register for a portal account and schedule an appointment.

What is My Premise Health?

My Premise Health is a secure online and mobile tool that connects you with your healthcare experience by providing easy online appointment scheduling, virtual visits, access to securely message your providers, health records, visit history, test results and more.

