

Inside KKR's in-office health clinic — the latest perk in corporate wellness

By Reed Alexander and Alice Tecotzky

- Private equity giant KKR opened a new 3,500-square-foot wellness center at its New York HQ.
- A range of services is available — including chiropractic care, mental health support, and more.
- Business Insider got an exclusive look inside, from the therapy rooms to high-tech medical tools.



KKR has built a new 3,500-square-foot wellness center at its Manhattan headquarters. Alice Tecotzky

Sixty-nine floors above Manhattan’s Hudson Yards, [KKR has built](#) a 3,500-square-foot enclave devoted to [employee health](#).

From chiropractic care and [cancer screenings](#) to blood tests and [on-site therapists](#), the \$700 billion investment firm is betting the wellness center will help employees stay healthy and focused.

“The newer generations look for this,” [Grace Koo, KKR’s global head of human capital](#), told Business Insider, noting that strong benefits packages are “a fundamental driver of what people look for.”

Business Insider recently toured the space, which feels more like a high-end doctor’s office than a corporate nurse’s station. Ten healthcare professionals from 360 Medical, an external provider, staff the center. Wellness products are available for purchase, and framed photographs of Lake Como line the walls.

KKR’s investment comes as more companies step up employee wellness offerings — from [access to gyms with cryotherapy lounges](#) to [fitness stipends and yoga classes](#). Julie Schweber, the lead specialist for HR knowledge solutions at the Society for Human Resource Management, said what KKR is doing feels “unique” and predicted more companies might seek to follow its lead.

Here’s a look inside the facility.

Reception



KKR partners with 360 Medical for the clinic. [KKR](#)

The firm previously had a small wellness space of about 750 square feet on the 80th floor, but expanded to its new digs — about four times the size — in August.

The facility can accommodate dozens of primary care and [musculoskeletal](#) patients — up to 70 each — every week, Christopher Kim, the firm’s global head of benefits and wellness, said in an interview. About 300 employees who work at the New York City headquarters have utilized the facility since its opening, the firm said.

Services are free for most workers, but some may cost a small copay, depending on the [healthcare plan](#). Kim said that the center operates by the same “compliance and governance” rules as any other healthcare setting, and is HIPAA compliant.

Lockers and changing rooms



KKR provides clothing for certain appointments. Alice Tecotzky

Lockers and changing rooms are available for physical therapy and chiropractic appointments. KKR also provides clothing so employees can change out of their business attire while receiving treatments, a spokesperson said.

Physical therapy



Musculoskeletal services are most in demand. Alice Tecotzky

The wellness center offers a range of physical services, from orthopedic consultations to [physical therapy](#) and chiropractic care. Generally, patients sit for a one-hour intake appointment, followed by roughly eight to 12 sessions, each between 30 and 45 minutes.

Primary care



Employees can go to the center for their routine medical appointments. KKR

Employees can use the wellness center as their primary doctor's office — think annual physical and other routine appointments — or walk in as needed. They book appointments using an encrypted app.

Mental health services



There are two therapy rooms at the clinic. Alice Tecotzky

Among the center's most sought-after offerings is [mental health care](#).

In the firm's previous, smaller space, there was a waitlist for appointments. But here, the on-site therapist can accommodate up to 25 appointments per week, and KKR built a second mental health room in anticipation of growing demand. The company said it may potentially bring on a second provider to address the service's popularity.

"Mental health is a key benefit right now," said Schweber, the HR knowledge specialist.

Normalizing therapy



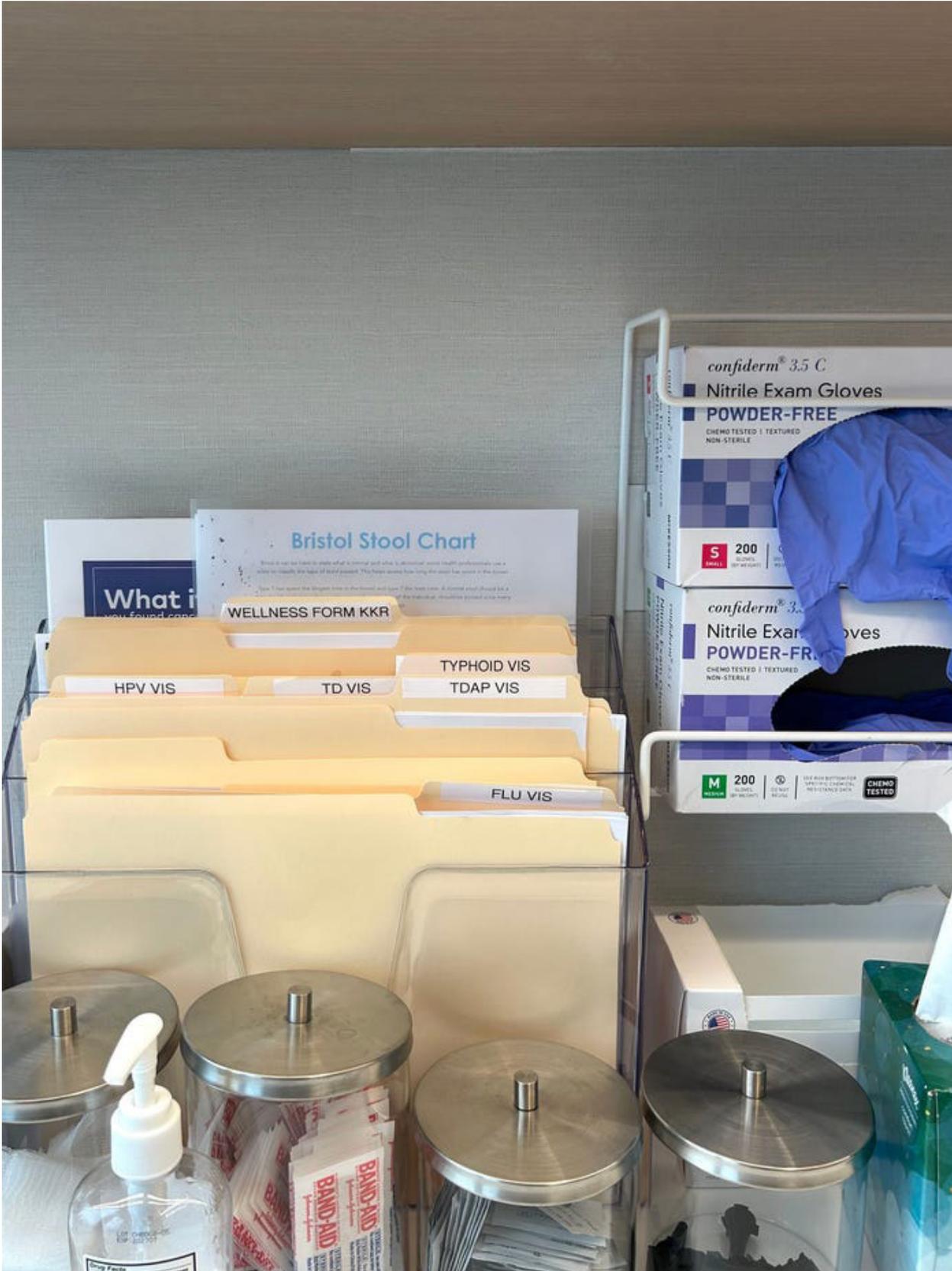
Books and candles line the shelves in the therapy rooms. Alice Tecotzky

For added discretion, the therapist can meet employees at a side door when they arrive for their appointment to avoid the reception area. “Would people feel comfortable coming on site, seeing a therapist, potentially bumping into other people?” Kim said in explaining the firm’s thinking.

Even so, Koo said some of [KKR’s top partners](#) have become vocal proponents for normalizing seeking mental health support.

She pointed to a senior partner who talks regularly about his experience using the service. “He talks openly about it,” Koo said, “and he’s probably one of our most successful investors.”

Pop-ups



The clinic offers pop-ups, vaccines, and blood work. Alice Tecotzky

Last month, the firm offered on-site dental cleanings through Jet Dental, a company that KKR started working with in 2024. Kim and Koo said that their teams routinely assess employees' demands and needs when evaluating new offerings and special, short-term services.

“That mental hurdle of, ‘I’ve got to leave the building, I’ve got to walk or take a subway or take a cab’ — that, often, is a barrier to getting care,” Kim said.

Wellness products for sale



CBD products are among the most popular. Alice Tecotzky

A wall of wellness products is on hand to help those who want to continue the pampering at home. Among the lotions and balms, [CBD](#) creams — all free of tetrahydrocannabinol, or THC, the primary psychoactive compound in the cannabis plant — have proven the most popular items, a 360 Medical employee told Business Insider.

Getting the expansion project off the ground required a “meaningful” investment of capital at the start and on an ongoing basis, Kim said. But he added that the main focus was scaling up access to healthcare services and promoting wellness among the KKR team.

“It’s really important,” he said, “that, more than anything, relative to the value, employees experience it in a really positive way.”