



Employer Wellness Clinic Commonly Asked Questions

HOURS AND APPOINTMENTS

How can I make an appointment to be seen at the clinic?

Patients can make appointments at the clinic by using the on-line scheduling tool or by calling the clinic directly during hours of operation. If you have questions about the scheduling system, or need to speak with someone about an appointment, you can reach a staff member Monday through Friday from 8 a.m. to 5 p.m. at (317) 837-5595.

How far out can I schedule an appointment to be seen at the clinic?

Patients can make appointments 90 days in advance.

How do I cancel my clinic appointment?

Appointments may be cancelled by using the on-line scheduling program and rescheduled for a later date. Patients may also call the clinic and cancel an appointment over the phone. Please be courteous to your fellow co-workers and cancel your appointment as early as possible to open up that time for another individual to utilize if needed.

What should I do if I need to be seen and the clinic is not open?

Our goal is to provide clinic access in the most convenient way we can, but sometimes an illness may strike during a time the clinic is closed. If you feel you or a family member needs to be seen before the next available clinic time, we recommend that you make an appointment with your regular physician or visit an immediate care center.

COVERED SERVICES

May I use clinic services to get labs and other tests ordered by my regular family physician?

Yes, as long as the tests ordered your family physician can be done at the clinic, you will not be charged for the blood tests. Some diagnostic procedures such as x-rays are not available, but many routine blood work tests can be done in the clinic. Remember that you must have been seen by a wellness clinic physician within the past year in order to be able to have the lab work completed at no cost.

I'm retired but still carry insurance benefits through my former employer, can I go to the clinic to get my prescriptions filled?

Yes, as long as you or your dependants are covered by your employer's insurance, you are eligible to receive clinic services at no cost. This includes some prescription medicines.

What happens if I'm injured on the job? Should I go to the clinic?

Injuries on the job should be reported to your human resources/worker's compensation contact. Clinic services will not replace worker's compensation medical services.

How much do I have to pay for clinic services?

Services provided at the clinic are at no-cost to the member. All prescriptions written and filled at the clinic pharmacy are also at no-cost. Only employees that carry insurance benefits

may use clinic services.

Do I have to use clinic services? I like and trust my family doctor.

The purpose of the clinic is to provide convenience, cost savings, and opportunities to improve your overall health and wellness. But clinic services are completely voluntary, and you are not required to participate.

PRESCRIPTION QUESTIONS

I usually get a 90-day supply of my current medications. Can I get that same supply at the clinic?

Yes, in most cases.

May I pick up medications at the clinic for my covered spouse or children?

Members can refill medications that were prescribed during a clinic appointment that occurred within the year. Prescription pick-ups will only be available when the clinic is open. You may request prescription refills using the online scheduling system.

The medication that I take is not on the list of prescriptions carried by the clinic. What should I do?

Bring your prescription to any retail pharmacy of your choice. If you would like to substitute your medicine for a similar medication available in the clinic, you can make an appointment to see the clinic physician or a Hendricks Regional Health pharmacist to discuss the possibility of a medication change.

Clinic Example

Anne Smith teaches at Southview Elementary. She carries benefit insurance through the school corporation. Her nine year old daughter, Sally, wakes up in the middle of the night with a fever and sore throat. Anne gets on her computer at home and makes an appointment at the school clinic by using the on-line scheduling system. At 7:00am, Anne takes Sally in for her appointment at the clinic. Dr. Green sees Sally and diagnoses her with strep throat. Sally is prescribed an antibiotic which is filled at no cost to Anne in the clinic pharmacy. Anne then makes arrangements to have Sally stay at home with her mother-in-law for the day. Anne gets to arrive in time to start her regular school day.

Time Saved:

- no waiting for a physician's office to open up until 8:00am to schedule the appointment
- making an appointment at a time convenient for you & your family members
- no waiting at a retail pharmacy for prescription to be filled

Money Saved:

- no co-pay for the office visit, no co-pay for the prescription