



# Wellness Clinic FAQs

## 1. What is the purpose of having an onsite health clinic at work?

Our mission is to provide quality health and wellness care that is convenient for you. Any care provided at the onsite health clinic is FREE to all eligible participants.

The cost of health care, including insurance premiums and health procedures, has grown exponentially. Also, individuals within society have become overly consumed with daily responsibilities, making it harder to get to the doctor's office. Tri-State Community Clinics brings the doctor's office to you. Tri-State Community Clinics focuses on identifying, preventing, and maintaining chronic diseases and providing "health coaches" for promoting individual accountability and ownership in healthy lifestyle behaviors.

## 2. Who is eligible to use the Clinic and what does it cost for me to use it?

The Clinic is available to all full-time employees, retirees, and family members who are currently enrolled in one of our three Meritain Health / Aetna Plans. Services provided at the Clinic, including any labs and medications, are made available to you at NO COST. If you need to be seen by a specialist or need to go to an independent lab facility, the Clinic providers will give you references for medical providers who participate in our Aetna insurance network, to save you money.

## 3. What services will be available to me and my family at the Clinic?

The Clinic will provide care for acute illnesses (brief illness) and chronic illnesses (long term illness) similar to the services provided by a family practice. In addition, some commonly used prescription medications will be available to the client and basic lab work can be performed. Complex, advanced, or unusual problems may require another specialist to assist in your care, but the Clinic provider can orchestrate your overall care. The following list gives you an idea of the specific areas of care provided at the Clinic:

- Acute care of childhood and adult illnesses and injuries
- Childhood preventive care
- School/sport/camp physicals
- Care of skin disorders (e.g. eczema, removal of moles, biopsy of suspicious lesions, etc.)
- Well woman care (e.g. PAP smears, cardiovascular health, health maintenance)
- Pregnancy screening and diagnosis

- Men's health care (e.g. cardiac risk assessment, PSA testing, etc.)
- Behavioral health problems (e.g. anxiety, depression, relational issues)
- Pulmonary disorders (e.g. emphysema, asthma)
- Endocrine disorders (e.g. diabetes, thyroid, osteoporosis, lipids, etc.)
- Sports/non-sport injuries and joint problems (e.g. arthritis, joint/back pain, etc)
- Headache disorders
- Cardiovascular disorders (e.g. high blood pressure, coronary artery disease, etc.)
- Gastrointestinal disorders (e.g. esophageal reflux, constipation, diverticulosis, etc.)
- Genitourinary disorders (e.g. urinary tract infections and other infections)
- Ear, Nose and Throat disorders (e.g. allergies, sinus problems, ear infections, etc.)
- Routine laboratory services (e.g. blood analysis, cancer screening, Flu and Strep tests, etc.)

#### **4. What services are not provided at the Clinic?**

Following is a list of services that are not provided, but the Clinic providers can refer you to providers associated with our Group Health Plan:

- Prenatal and postnatal care
- Immunizations (infants, children, adults)
- Casting and splinting
- Radiology (X-ray, CT scan, MRI, etc.)

#### **5. How will my relationship to my primary care physician change?**

If you have a primary care physician, that relationship will not change just because you have received services at our Clinic. It is recommended that you maintain your relationship with your primary care physician because our Clinic hours are limited. However, if you do not have a primary care physician, you may select one of our Clinic providers as your primary care physician. With all the changes being made in healthcare, it is good to have several provider relationships.

#### **6. Can I have results of the care I receive at our Clinic shared with my primary care physician?**

Yes. For your convenience, and with your permission, laboratory results and other confidential information regarding your care can be forwarded to your primary care physician or other provider.

#### **7. Do I need to schedule an appointment for a lab test ordered by my primary care physician?**

Yes

## **8. What if I am never sick? What good does the Clinic do?**

Many health conditions have little or no symptoms, including the “Silent Killers” of high cholesterol, high blood pressure, or diabetes. It is important to know your numbers. Also, your provider can do baseline readings of your blood work and have your medical history filed for future reference. For example, if you develop cold or flu-like symptoms, the provider will have a pre-existing relationship with you, making the process of treating and diagnosing your symptoms easier for both parties.

## **9. Will information about the care I receive at our Clinic be confidential?**

Yes. This is one of our top priorities. No individual information is ever shared with your employers. The Clinic is required to operate under strict compliance with all state and federal patient information confidentiality laws.

## **10. Will I be able to get my medications at the Clinic and what will it cost?**

Medications from your Clinic are free to all eligible participants as long as they are prescribed by our Clinic providers. Please bring your medication bottles to your first appointment so the providers can see current prescriptions and over-the-counter medications you are taking. In accordance with Indiana state law, medications available from our Clinic are only available if prescribed by a Tri-State Community Clinics, LLC nurse practitioner or physician. The Clinic is legally unable to dispense medications prescribed by any other nurse practitioner or physician. You will need to schedule an appointment to bring in your medications and become an established patient. This process is completely free to all covered employees and retirees and their covered dependents. After the Clinic receives your medications, the provider can determine if your medication is stocked.

## **11. How do I get a refill on my medications from our Clinic?**

Call **812-492-3434** for medication refills. The physician or nurse practitioner must have the benefit of reviewing your medical record before prescribing any additional medications. A refill only does not require a full 20 minute appointment.

## **12. Can I receive a 90 day supply of my medications from our Clinic?**

After becoming an established patient, you can get up to a 90 day supply. Our providers will want to see you for a follow up appointment at least every six months.

## **13. How do I get the results of my blood work?**

Please schedule a follow up appointment to go over all labs. At this time, you and your Clinic physician or nurse practitioner will discuss possible treatment options if problems present through blood work.

**14. What if I come to work and start feeling sick? Can I go to the Clinic for care?**

Please call the Clinic number, **812-492-3434**, to see if there are openings on that day. Even if an appointment is not available, at that same phone number you will have 24 hour-7 day per week access to a nurse who will instruct you on options for care.

**15. Will I be required to use paid or unpaid leave for my appointment?**

No, if the clinic appointment can be made during your plan time or other available time during your daily schedule. Otherwise, you will need to coordinate with your supervisor to arrange coverage, if needed, before scheduling your appointment.

**16. What are the Clinic hours of operation at each location?**

We will open a temporary Clinic at Hedges Central starting on Wednesday, January 14, 2015. This temporary Clinic will provide as many services as possible, including some medicine and labs, in a confined space. Weekly hours at the temporary Clinic location will be:

Monday 7:00 a.m. – 11:00 a.m. at Hedges Central Door #1

Wednesday 1:00 p.m. – 5:00 p.m. at Hedges Central Door #1

Friday 7:00 a.m. – 11:00 a.m. at TSCC’s North Evansville Clinic  
(For acute care only, located at US 41 and Mt. Pleasant Rd)

Once the new Clinic location at the front entrance to Hedges Central (Room 7, with an outside entrance) opens in April 2015, regular weekly hours at the Clinic are proposed to be:

Monday 7:00 a.m. – 11:00 a.m.

Wednesday 1:00 p.m. – 5:00 p.m.

Thursday 7:00 a.m. – 11:00 a.m.

Friday 7:00 a.m. – 11:00 a.m. at TSCC’s North Evansville Clinic  
(For acute care only, located at US 41 and Mt. Pleasant Rd)

**17. Who are the providers at our Clinic?**

Our Clinic will be staffed with both a nurse and a Family Nurse Practitioner for all of our available Clinic hours. See the attached information for our initial MSD of Mt. Vernon Provider Staff. While these providers could change in the future and substitutes may be needed from time to time, our goal will be to provide a stable team of providers that you can trust to handle your Clinic-based medical needs.

## **18. How do I schedule an appointment?**

Contact the Clinic staff any time at **812-492-3434**, to schedule an appointment. Or, you can schedule appointments on-line at [tscommunityclinics.com](http://tscommunityclinics.com).

## **19. How long will my appointment take?**

Your first visit needs to be scheduled for 40 minutes. After the initial visit, appointments are 20 minutes long with the exception of annual physicals.

## **20. Are family members allowed to come with me to my appointment at the Clinic?**

Relatives and friends may accompany you to the Clinic; however, they may be asked to stay in the reception area during some exams and tests.

## **21. What can I expect at the first appointment?**

- You will be asked about your health history. These questions are the initial part of the examination and provide us with essential information about you and your medical history. Give some thought to your medical history beforehand, such as your history of health conditions, current symptoms, and any allergies. It is helpful if you can remember to bring in a list of all current medications you are taking or the medication bottles, including over-the-counter and herbal supplements. Your address, e-mail, and phone number are needed in case your provider needs to get in touch with you. This information is important because the Clinic does not share information about you with your employer and must rely on its own records if it is necessary to contact you. All information given to the Clinic providers is confidential.
- The nurse will make you comfortable and complete your vital signs in the intake room.
- Then you will be seen by a nurse practitioner or physician in the exam room. The provider will complete an interview and physical exam to complete a correct problem list, medication list, and plan of care. After the visit is complete, a return appointment will be scheduled if necessary.

## **22. What should I do if I cannot make it to my appointment?**

Call to reschedule as far in advance as possible.

## **23. How can I get my medical records when I retire or leave work?**

Request them by calling the Clinic at **812-492-3434**.

# MSD Mt Vernon Provider Staff



Jamie Gross-LPN

Jamie Gross is a graduate of Vincennes University of Jasper Campus as a Licensed Practical Nurse. She began her nursing career in long-term nursing care as well as a physician's office. Jamie has twenty-seven years of health care experience with nine of those years of nursing experience at on-site clinics. She is a volunteer at the Vanderburgh Public Health Department as well as the Red Cross. Jamie enjoys spending time with her grandson as well as hunting and fishing.



Meghann Funk-FNP

Meghann Funk is a graduate of the University of Southern Indiana. Meghann holds a Bachelor's of Science in nursing as a Registered Nurse as well as a Master of Science in nursing with a license as a Family Nurse Practitioner. Meghann has twelve years of nursing experience. She began her nursing career in both PACU and ER. Meghann enjoys spending time with her husband, Joey, and her two children, Hayden and Hallie. She also enjoys shopping, reading, traveling, and spending time with friends and family.



Amie Hillyard-FNP

Amie Hillyard is a graduate of the University of Southern Indiana. Amie holds a Bachelor's of Science in nursing as a Registered Nurse as well as a Master of Science in nursing with a license as a Family Nurse Practitioner. Amie has ten years of nursing experience in both hospital and physician office setting. Amie enjoys spending time with her husband, John, and her newborn boy, Bentley. She also enjoys spending time with friends, family, and traveling to the beach.