

Ascension St. Vincent Employer Care Program frequently asked questions

The Ascension St. Vincent Employer Care Program is a service that delivers convenient, high-quality primary care directly to you and your family members ages 2 years and older. Services include preventive and wellness focused primary care services, care for sudden onset illnesses, chronic condition management such as high blood pressure, diabetes, high cholesterol, anxiety/depression, and allergies. Many labs and medications are also available onsite at all Employer Care Program locations.

What can I expect?

- Convenient access to dedicated phone scheduling
 - 844-284-0410
- Minimal wait times
- Convenient locations and a variety of hours of availability (appointments are required)
- Office visits, designated lab tests, and a number of prescriptions are provided at no cost to you
- At your request, all medical records including lab results can be sent to your personal physician or specialist
- Initial office visits to establish care are scheduled for 30 to 40 minutes.
- Follow up & sick visits are scheduled for 15 to 20 minutes.
- All services received are confidential and protected by law under HIPAA

What services are included?

- Annual physical exams/wellness exams
- Sick visits
- Sports physicals
- Treatment of minor injuries (non-work related)
- Chronic disease management
- Lab services
- Limited medication dispensing
- Strep and flu testing

Is there a cost?

There is no out of pocket cost to you for:

- Office visits
- Lab tests and prescriptions listed on pages 2 and 3
- Flu Vaccinations

You may incur a cost for some clinical services such as labs, immunizations, or medications not listed on pages 2 & 3.

If you require a service that is not covered in this program, you will be informed and have the option to receive the service. For these services, your insurance will be billed and any co-pays, coinsurance, or other costs will be your responsibility.

What sets us apart?

Ascension St. Vincent has adopted a clinical care model that utilizes the strength of a care team that supports patients' needs through seamless care delivery, transitions of care, disease management, and case management. We are committed to providing patients accessible health and wellness resources, which improve the wellbeing of our patients. Our staff provide high quality care to treat, reverse, and prevent disease that matches each individual's needs.

Who is eligible to use Employer Care Program?

Employees and their dependents that participate in Anderson Community Schools health plan are eligible to participate in the Employer Care Program. When you check in for each visit, the clinic staff will verify your eligibility. Please bring a photo ID.

Where can I access Ascension St. Vincent Employer Care Program services?

***See page 5 for Employer Care locations**



About virtual visits

Skip the travel and parking and have your visit at work, home or on the go. You get the same personalized compassionate care that you have come to expect. Call our office to see if a virtual visit is right for you.

What labs are available?

- Basic Metabolic Panel
- Complete Blood Count (CBC)
- Complete Metabolic Panel
- Glucose (blood sugar)
- Hemoglobin A1c
- Hepatic Function Panel
- Lipid Panel
- Pap Smear
- Prostate Specific Antigen (PSA)
- Rapid Flu Test
- Rapid Strep Test
- Renal Function Panel
- Rheumatoid Factor
- Sed Rate
- Thyroid Hormone (TSH)
- Uric Acid
- Urinalysis
- Urine Culture
- Thyroid Tests
- T3 Total, T4, T4 Free
- Lipase
- Mono Testing
- Iron Testing
- Ferritin
- B12
- Antinuclear Antibody
- Creatinine



Can I get my prescriptions at the clinic?

Some acute and maintenance medications will be available at the primary care location for our providers to prescribe and dispense to you. Other medications may have to be filled at a retail pharmacy and may be subject to an out-of-pocket cost depending on your health plan coverage. An Ascension provider must evaluate and determine your treatment for the condition they are prescribing the medication for. If you are requesting refills that our providers have initially prescribed for you, please notify the Ascension office staff at the primary care location you use at least 72 business hours prior to running out.

What medications are available?

Allergy/Asthma

- Cetirizine
- Diphenhydramine
- Montelukast Sodium
- Flonase

Antidepressants

- Citalopram
- Escitalopram
- Fluoxetine
- Sertraline

Diabetes

- Metformin
- Glipizide
- Glimepiride

GERD/Heartburn

- Omeprazole
- Pantoprazole Sodium

High blood pressure/Heart Disease

- Amlodipine Besylate
- Atenolol
- Hydrochlorothiazide
- Lisinopril
- Olmesartan
- Metoprolol Tartrate

High Cholesterol

- Simvastatin
- Atorvastatin

Infections

- Amoxicillin
- Azithromycin
- Cephalexin
- Ciprofloxacin
- Fluconazole
- Levofloxacin
- Sulfa

Musculoskeletal/Pain

- Cyclobenzaprine
- Ibuprofen
- Meloxicam
- Naproxen

Miscellaneous

- Promethazine

Medication refills

Prescription refills are prepared prior to the designated pick up time, so the process is easy. Call the primary care location you use to schedule a time to pick up, grab and go! Please remember to call in your refill 72 hours before running out.

How do I schedule an appointment?

To schedule an appointment at one of our clinic locations, please call our dedicated scheduling line Monday - Friday 8 a.m. - 4:30 p.m.

- **844-284-0410**

If we miss your call, please leave a message and we will return your call.



Can I keep my current doctor?

Yes. If you are satisfied with your current provider, you may continue to see that provider and still utilize our clinic services for acute/sick visit, evaluation and treatment for a specific condition that may require medication including high blood pressure, high cholesterol, diabetes, or anxiety/depression.

Do I need to transfer or request my medical records?

Since providers do not always utilize the same Electronic Medical Record, our providers may request for you to have a copy of your medical records sent to the clinic prior to your visit. Your medical history including current diagnosis, test results and medications is extremely important to how providers manage the care you receive. If you are keeping your current provider and not transferring care and our Ascension provider asks for your records, please make sure to notify your provider's office you are not leaving their office, but you are part of your employer wellness program. In some cases, such as an acute/sick visit, we may not need medical records.

If I am a current patient at one of the Employer Care locations, can I still use the practice at no cost?

Yes, for services listed in this FAQ. For services provided that are not listed in this document, your health insurance will be billed and deductibles and/or copays may apply.

What does it mean to establish care?

Establishing care means that you are choosing one of the clinic providers to be your primary care provider (PCP). When scheduling your appointment let us know if you are establishing care for one of our providers to become your PCP.

If you are satisfied with your current provider, please provide information on the nature of your visit with the clinic. Examples include acute/sick visit, evaluation and treatment for a specific condition that may require medication including high blood pressure, high cholesterol, diabetes, anxiety/depression, or in order to complete your wellness incentive program. Knowing this will help the provider serve you efficiently and effectively.

Can I use the clinic for sick visits only?

Yes. You may use the clinic for acute sick visits only. Please make sure that you let the scheduler know the reason you will need to be seen in order for us to schedule you appropriately.

Employer Care Locations

<p>Michigan Road 10801 N. Michigan Rd., Ste 100 Zionsville, IN 46077</p>	<p>Yorktown 9730 W. Smith St Yorktown, IN 47396</p>
<p>Zionsville West 51 N. Ford Rd Zionsville, IN 46077</p>	<p>Williamsport North 1731 Ringer Ln. Williamsport, IN 47993</p>
<p>Winchester 409 East Greenville Ave. Winchester, IN 47394</p>	<p>Fishers 7199 Easy St. Fishers, IN 46038</p>
<p>Lawrence 5629 Lee Rd. Indianapolis, IN 46216</p>	<p>Carmel/Westfield 14828 Greyhound Ct., Ste. 100 Carmel, IN 46032</p>
<p>Brazil 1214 E., National Ave., Suite 100 Brazil, IN 47834</p>	<p>Pendleton * 75 Village Drive Pendleton, IN 46064</p>

* Labs for the AMG Pendleton location will be drawn at a QUEST Lab location or can be sent to the ACS Employee Health Center.