

# Overview and frequently asked questions



**MYIPS EMPLOYEE & FAMILY CLINIC** at Howe  
Partnering with Ascension St. Vincent



The myIPS Employee & Family Clinic at Howe, partnering with Ascension St. Vincent, provides a convenient, no-cost option for acute, preventive and wellness-focused primary care services. IPS chose Ascension St. Vincent as its clinic partner because of its commitment to a high standard of care.

## How much does it cost to use the clinic?

There is no out-of-pocket cost to you for office visits, laboratory services or medications provided by the clinic.

## Where is the clinic located?

The clinic is conveniently located at Thomas Carr Howe Middle School, 4900 Julian Ave., Indianapolis, IN 46201.

## Who can use the clinic?

All W-2 employees of the school, their spouses, and children, regardless of their participation in the school's health plan offering are eligible to use the clinic. To ensure that you and your dependents can access the clinic services, it is essential that all family members who wish to use the clinic are listed in the benefits enrollment system. This listing process helps to verify eligibility and streamline access to the clinic's services.

## Who staffs the clinic?

Health and wellness services at the clinic are provided by qualified professionals employed by Ascension St. Vincent.

- Family medicine doctor
- Registered nurse
- Health coach
- Advanced practice providers
- Trained medical assistants
- Licensed behavioral health counselor

## The clinic's wide range of health services include:

Offers a wide range of health services. These include:

- Preventive care
- Annual physicals and routine health exams
- Women's health exams (pelvic exams and Pap smears)
- Men's health exams (including prostate exams)
- School and sport physicals
- Preventive screenings (blood pressure, blood sugar, cholesterol)
- Immunizations (seasonal flu, hepatitis B, tetanus boosters)
- Individual health coaching
- Nutrition counseling and wellness education
- Behavioral health counseling



**Ascension  
St. Vincent**

### **Immediate and primary care**

- Diagnostic screenings (influenza, strep throat, vision, etc.)
- Treatment of minor illnesses and injuries (sore throat, flu, seasonal allergies, stomach pain, sinus infection, eye infection, skin infection, rash, etc.)
- Management of chronic illnesses (diabetes, high blood pressure, COPD, high cholesterol, etc.)
- Minor procedures, including skin tag removal, wart removal, ear wax removal, and other routine procedures appropriate in the clinic.

### **Lab services**

- Screening and diagnostic labs as ordered by clinic provider

### **Medications**

- Limited formulary on-site
- Mail order available

### **Can I bring my children to the clinic for care?**

Yes. While we encourage you to maintain a relationship with a pediatrician for ongoing care of young children, the clinic's medical staff will be glad to treat your child, age 2 and older, if immediate care is required and your pediatrician is not available.

### **Are appointments required?**

While appointments are required, same day appointments, if available, can be scheduled. For an appointment, visit **employerwellness.ascension.org/ips** to schedule online or call **317-469-1950**.

### **Are virtual appointments available?**

Yes, virtual visits are available depending on symptoms. Please call the clinic to see if a virtual visit is right for you.

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

Appointment times vary depending on the visit type. A new patient appointment will take approximately 40-60 minutes to complete. If you are coming in for a sick visit, the appointment will take approximately 20 minutes.

### **What should I bring to my first appointment?**

Please bring a photo ID, insurance card, and current medication list including dosages. During your first appointment, you will be asked to complete new patient forms.

### **Can I use the clinic for sick visits only?**

Yes, you may use the clinic for acute sick visits only.

### **What if I need medications? Does the clinic offer medication services?**

Approximately 100 commonly used generic medications are available at no out-of-pocket cost to you. These "in formulary" medications will be provided whenever possible. Prescriptions will be written by the clinic's practitioner for medications that are not on the clinic's formulary.

- You will receive your medication from the practitioner in the clinic whenever possible.
- If you need a medication that is not available on the clinic's formulary, you will receive a prescription to take to your local retail pharmacy.
- Refills of maintenance medications will be available.
- With the clinic practitioners approval, you may receive 90-day supplies of medications for chronic illnesses through the clinic's mail-order services. Only in-formulary prescriptions written by the clinic practitioner are eligible for this service.

**Please note: The clinic will only fill prescriptions written by the clinic's providers.**

### How do I refill my medications?

All patients should be seen in our office at least once per year in order to have medication refilled by the clinic. Certain health conditions require patients to be seen at different intervals. This could require you to have an office visit every three to six months. Certain health conditions also require laboratory testing to be completed.

### Tell me more about the health coaching. What is it and how can it help me?

Personal health coaching can help you make better lifestyle choices that can lead to more healthy life. The healthcare clinic's certified health coach or registered dietitian will support you on your journey and provide accountability to help achieve your health goals. Coaching sessions are scheduled at your convenience. During these one-on-one sessions, your health coach will help you:

- Develop an action plan based on your individual needs
- Build confidence and boost motivation for better health
- Turn your resolutions into reality

### What type of behavioral health is provided at the clinic?

Mental health is an important component to keeping you healthy overall. Our licensed Behavioral Health Counselors have a broad range of experience in a variety of settings. Their experience includes mood disorders, anxiety disorders, behavioral problems, stress management, relationship issues, and chemical dependency/recovery. Our counselors are skilled in working with both children and adults. They provide individual, marital and family counseling. Please contact the clinic by phone to schedule your first visit with the behavioral health counselor. All follow-up visits will be scheduled directly with the counselor.

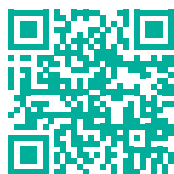
### Will the clinic share my personal medical information with my employer?

Absolutely not. The clinic is a physician practice of Ascension St. Vincent. Your privacy is protected, and the services provided are strictly confidential by law under the Health Insurance Portability and Accountability Act (HIPAA).

### Will the clinic work with my doctor, if necessary?

Yes. If you sign a consent/release form, the healthcare center staff will share appropriate information regarding your visit with your doctor(s).

To schedule an appointment or to learn more, visit [employerwellness.ascension.org/ips](https://employerwellness.ascension.org/ips), or scan the code below.



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