

# Oak Creek-Franklin Health & Wellness Center (HWC)

## Frequently asked questions



### **Where is the Health & Wellness Center (HWC) located?**

The HWC will remain in the same location as it was previously; located inside of the 9th Grade Center (8640 S. Howell Avenue, Door #11) on the Oak Creek High School campus.

### **What services are available at the Health & Wellness Center?**

The services provided at the HWC will remain the same. Employees and their families can continue to use the HWC for the majority of conditions seen in a Family Practice clinic such as sore throats, sinus infections, annual physicals, etc. We will also be offering an expanded list of vaccinations beyond the flu vaccine. We will provide a complete list of vaccinations available in the near future.

### **Can we still get our prescriptions at the HWC?**

Yes. The HWC will continue to prescribe and dispense a variety of medications. Ascension will have a very similar drug formulary to what is currently being offered.

### **Will the cost to use the Health Center and prescriptions remain the same?**

There will continue to be NO COST to use the HWC and to receive prescriptions.

### **Can my family be seen in the onsite Health Center?**

Yes, spouses, dependents (age 2 years and older) of employees and retirees on the insurance plan can be seen in the HWC.

### **Will there be new staff at the HWC?**

No. Your same great staff members will still be providing services at the HWC. We are excited to transition Cynthia and Jeaneen to Ascension. They will continue to be your dedicated staff onsite to provide convenient and quality healthcare.

### How can I schedule an appointment?

You can schedule an appointment the following ways:

- **Online:** [employerwellness.ascension.org/ocfsd](https://employerwellness.ascension.org/ocfsd). Visit the HWC website and click on the link at the top that will take you to online scheduling.
- **Phone: 414-304-8787.** You can call the HWC directly during open hours and the clinic staff will assist you in setting up an appointment.

### What services are available at the HWC?

The HWC staff can see the majority of conditions seen in a Family Practice clinic such as sore throats, sinus infections, annual physicals, etc. The HWC will also provide primary care services such as chronic condition management.

### Does the Health Center accept walk-ins?

The HWC will try to accommodate walk-ins to the best of their ability based on scheduling availability. However, to ensure you are able to be seen at the HWC, we strongly encourage you to call ahead to schedule an appointment. Please note that due to time constraints we cannot accept walk-ins for annual physical exams and well child visits.

### What are the hours of operation of the Employee Health Center?

The HWC will continue to have the same hours of operation. It is open the following days and times to provide convenient access to all employees and their families:

- Mon-Thurs: 7:00 a.m.-5:00 p.m.
- Fri: 7:00-11:00 a.m.

### Can I have labs drawn at the Health Center that were ordered by a different doctor?

Yes, if you have a lab order from another provider, we can perform a blood draw and/or collection and send it to the lab for testing and processing.

### Can I access my medical record online?

As a patient of Ascension Wisconsin, you can securely access personal health information online through Ascension MyChart. MyChart offers patients personalized and secure online access to portions of their medical records through Epic, Ascension's Electronic Medical Record (EMR). It enables you to securely use the Internet to help manage and receive information about your health. With MyChart, you can use the Internet to:

- Request medical appointments
- View your health summary from the MyChart electronic health record
- View test results
- Request prescription renewals
- Access trusted health information resources
- Communicate electronically and securely with your medical care team



### **What if I still want to use my Primary Care Provider (PCP)?**

We encourage patients who are seen in the HWC to choose the onsite provider as their Primary Care Provider (PCP) to maximize health outcomes. However, if a patient already has a PCP in the community, we are happy to collaborate with him/her to ensure continuity of care.

It is important for everyone to have a relationship with a PCP to ensure your ongoing health and wellness. The Health Center will coordinate care and share results with your current PCP to ensure continuity of care, as long as you provide authorization.

You can also use the HWC for lab services and the results can be sent to your PCP prior to your visit.

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

Yes. You can schedule a virtual appointment with the provider for many acute needs. It is fast and convenient.

### **What if I can't make my scheduled appointment?**

Clinic appointments are in HIGH DEMAND. If you can't make your scheduled appointment, PLEASE CANCEL AT LEAST 24 HOURS IN ADVANCE to let someone else take your spot by calling and leaving a message to ensure continued access.

### **What do I do if I have been referred to a specialist?**

If the HWC cannot address your needs, the provider will coordinate a referral based on your preference, plan design, quality of care and geography and in-network. The HWC will evaluate the insurance coverage and refer to the appropriate covered resource. When possible, we will call to set up the referral for you while in the office to prevent any delays in care. Ascension is committed to coordinating care for the best possible patient outcomes and will help manage patient referrals to the next level of care when appropriate.

### **How does the onsite Health Center ensure patient privacy?**

All patient information is strictly confidential. As with all Ascension facilities, patients are protected by HIPAA. The HWC provides each patient with a copy of Ascension's HIPAA privacy notice which informs and ensures each patient that their privacy and confidentiality is guaranteed. Services provided at the HWC will not be shared with your employer.

### **Will my medical records automatically be transferred over to Ascension?**

No. Patients that have used the HWC in the past will need to request their medical records from the previous vendor if they would like that information to be shared with Ascension.



#### **Oak Creek-Franklin Health & Wellness Center**

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