



## School Districts of Cudahy & South Milwaukee Health & Wellness Centers

# Frequently asked questions

### Where are the Health & Wellness Centers located?

Employees and family members of the South Milwaukee School District and Cudahy School District can access healthcare services at two locations:

#### South Milwaukee

You may enter from the outside door (#56) and dedicated parking is located at the southern end of the front of the middle school)  
1001 15th Avenue, Door #56  
South Milwaukee, WI 53172

#### Cudahy

3501 E Ramsey Avenue  
Cudahy, WI 53110

### What services are available at the Health & Wellness Centers?

The Health Center staff can see the majority of conditions seen in a Family Practice clinic such as sore throats, sinus infections, annual physicals, etc. The Health Centers will also provide primary care services such as chronic condition management and wellness/health coaching. For a detailed list of services provided within the Health Centers, please visit the Health Center website at

<https://www.getascensioncare.com/employer-wellness/sdsmwellnesscenter>



### Is there a fee to use the Health Centers?

There is no cost for visits at either Health & Wellness Center location for South Milwaukee employees and families.

### What are the hours of operation of the Health Centers?

The Health Centers are open the following days and times to provide convenient access to all employees and their families:

#### South Milwaukee location:

- Monday 12-5 p.m.
- Tuesday closed
- Wednesday 8 a.m.-12 p.m.
- Thursday 12-5 p.m.
- Friday 7-11 a.m.

#### Cudahy location:

- Monday 7-11 a.m.
- Tuesday 1-5 p.m.
- Wednesday 1-5 p.m.
- Thursday 7-11 a.m.
- Friday 12-2 p.m.

### How can I schedule an appointment?

You can schedule an appointment online through our online scheduling tool or by calling the Health Centers directly to schedule.

- Online: [getascensioncare.com/employer-wellness/sdsmwellnesscenter](https://getascensioncare.com/employer-wellness/sdsmwellnesscenter). Visit the Health Centers website and click on the link at the top that will take you to online scheduling for both locations.
- Phone: 414-766-5878 (South Milwaukee) or 414-486-2233 (Cudahy). You can call the Health Center directly during open hours and the clinic staff will assist you in setting up an appointment.

You can also cancel or reschedule your appointment online or by calling the Health Centers as well.



### Do the Health Centers accept walk-ins?

The Health Centers 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 Health Centers, 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.

### Who is eligible to use the Health & Wellness Centers?

The following individuals may access the Health & Wellness Centers, if they are on the School District of South Milwaukee's group medical insurance plan:

- District employees
- Dependents, including spouses and children (at least 2 years old) of district employees
- Active Retirees



School Districts of  
Cudahy & South Milwaukee  
**Health & Wellness Center**



**Ascension**

Ascension Wisconsin

### **What constitutes an "active retiree?"**

An active retiree is one that is currently receiving District retirement benefits towards the purchase of health insurance. Retirees that receive "direct billing" from UHC are not considered "active retirees."

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

If you are an employee of the School District of South Milwaukee who is enrolled in the health insurance plan, and your family members are currently enrolled in your plan, they (ages 2+) are also eligible to use the Health & Wellness Centers.

### **Can District students also use the Health & Wellness Centers?**

District students would only be eligible to use the Health & Wellness Centers if their parent is an employee of the School District of South Milwaukee, and the child is currently enrolled in the School District of South Milwaukee's group medical insurance plan. The appointment would need to be made only by the child's parent/legal guardian.

### **Can I have labs drawn at the Health Centers 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. There is no cost for any labs drawn at the Health Centers.

### **Can we still get our prescriptions at the Health Centers?**

Yes. The Health Center at the South Milwaukee location will continue to prescribe and dispense a variety of medications. However, the Cudahy location WILL NOT dispense any medications.

Ascension will have a very similar drug formulary to what is currently being offered; however, it will include some minor updates based on previous usage. The list of medications available at the Health & Wellness Center is subject to change based on utilization, need and cost. To inquire if your medication is kept in stock, please call the Health & Wellness Center at 414-766-5878.

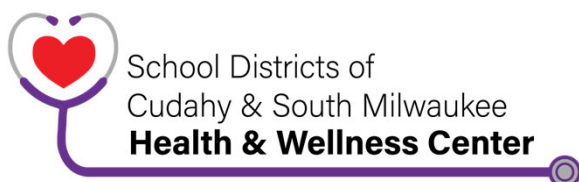
After completing a thorough assessment, the onsite provider can write a prescription and the Health & Wellness Center at South Milwaukee will be able to dispense certain medications during your visit. If the medication prescribed is not available in the clinic, you can still fill your prescription at your preferred pharmacy or through mail order, whichever you prefer. The cost would be based on the prescription benefit rate.

### **Can the onsite staff provide refills for a prescription originally written by another provider?**

The Health & Wellness Center South Milwaukee location cannot fill prescriptions from outside providers like a pharmacy, such as Walgreens, can fill. The list of medications consists of the top utilized medications and the medications used most commonly for diagnoses in a primary care office. No narcotics or controlled substances will be stocked in the Health & Wellness Center.

### **What is the cost of medications dispensed in the Health & Wellness Center?**

There is no cost for medications dispensed in the Health & Wellness Center South Milwaukee location.



### 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



### How do the onsite Health Centers ensure patient privacy?

All patient information is strictly confidential. As with all Ascension facilities, patients are protected by HIPAA. The Health Centers 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 Health Centers will not be shared with the School District.

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

If you have an existing Primary Care Provider, we encourage you to keep that relationship if you are satisfied with your provider. It is important for everyone to have a relationship with a PCP to ensure your continues health and wellness. The Health & Wellness Centers 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 Health & Wellness Centers for lab services and the results can be sent to your PCP prior to your visit. If you wish, you are welcome to use the Health & Wellness Centers as your Primary Care Provider, or if you would prefer, the Health & Wellness Centers can help you establish a Primary Care Provider in the community within your network.

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

If the Health & Wellness Centers 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 Health Centers 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.

**Who can I call if I have any comments or concerns about my experience at the Health & Wellness Centers?**

We encourage feedback on your experience at the Health & Wellness Centers. After each appointment, we would like to hear from you; what did you like, how we can improve, etc. There are flyers located within the Health Centers with a QR code on them. Simply open your camera on your Smartphone and scan the QR code. It will automatically open a short survey for you to fill out that will be sent directly to us with your feedback.

