

## FAQ'S

### Racine County and City Employee Health Center

1. Are my visits to the County City Health Center confidential?

Yes! Your medical information from a visit at the Health Center is a record of Wheaton Franciscan Healthcare, just like a visit to any of our facilities, and is therefore protected under HIPAA (Health Insurance Portability and Accountability Act) law. It is not shared with County or City administration.

2. What are the hours for the Health Center?

The County City Center is open:

Monday	7:00 am – 3:30 pm
Tuesday	8:00 am – 4:30 pm
Wednesday	7:00 am—3:30 pm
Thursday	10:30 am – 7:00 pm
Friday	7:00 am – 3:30 pm

Pediatric appointments are available:

Mondays from 8:00am-10:30am and Thursdays from 2:30pm-5:00pm.

3. Who can use the County City Health Center?

The Health Center is available to all insured employees and their insured dependents, age two and older. Insured retirees may also use the Health Center.

4. Where is the Health Center located?

The Health Center is located on the Wheaton Franciscan Healthcare – All Saints Spring Street campus. It is in the West Professional Building – A, and the address is 3805 Spring Street, Suite 210.

5. Can I take my child to the Health Center? What services can be provided?

You may bring any child over two years of age to the Health Center as long as they are covered under your insurance. Your child should continue to see their primary care physician for their wellness visits, at least every other visit, to maintain that relationship, to adhere to the clinical guidelines, and to assure optimal care. Sports physicals can be completed in the Health Center; however, a similar guideline applies: to see the primary

care physician every other year. Our goal is to assure that your child gets the most appropriate and comprehensive care possible, and the staff in the Health Center will expedite your appointments both in the Health Center and at the physician's office.

6. What is a Nurse Practitioner?

A Nurse Practitioner is a licensed Registered Nurse who has:

- Master of Science degree in nursing and national certification in specialized field of nursing practice.
- Advanced education and clinical experience.
- Practices under the rules and regulations determined by state boards of nursing and has been granted licensure to prescribe medications through state and federal agencies.
- Specializes in areas of practice including but not limited to adult, pediatric, neonatal, gastroenterology, family, geriatric, acute care, cardiovascular, women's health, and mental health.

7. What services are available at the Health Center?

There are a number of services that are offered at the Health Center.

- Diagnose and treat acute health care needs (i.e. sore throat, earache, vaginal and urinary problems, etc., ) while collaborating with your primary care physician
- Manage chronic illness (i.e. diabetes, arthritis, high blood pressure, etc.)
- Write prescriptions
- Make referrals to your network provider for medical appointments
- Administer immunizations
- Conduct adult physicals (every other visit required with primary care physician)
- Work with you to develop an individualized wellness plan based on your risk factors
- Provide consultations on your Health Risk Assessment personal report

8. Do I have to make an appointment to use the Health Center?

Yes. Please call the Health Center at **262.687.8640** to set an appointment. Same day appointments may be available.

9. What do I bring with me to my appointment at the Racine County City Health Center?

Please bring a photo ID and your primary/secondary insurance cards to every appointment. Otherwise, your appointment will need to be rescheduled. Please also bring your medication bottles (at least any information on your medications: name, dose and frequency). Additionally, kindly bring the contact information of any physician you may be seeing so that they can receive copies of your medical record from your Health Center visits.

10. Is there a co-pay when I visit the Racine County City Health Center?

No. You do not have a co-pay for a visit at the Health Center. However, lab work and x-ray services will be billed through your personal health insurance. If you are referred to another physician or specialist, that visit will be billed through your personal health insurance.

11. Can I still see my regular Primary Care Physician (PCP)?

Yes! This does not replace your relationship with your PCP. Your PCP, whether they are with Wheaton Franciscan Healthcare or another organization, will receive copies of your medical records from any Health Center visit as long as you provide the Health Center with their contact information. The Nurse Practitioner at the Health Center collaborates with your health care provider to provide you with the best care.

12. Why is it important to have a Primary Care Physician relationship? How will I know that the Nurse Practitioner and Physician are working together to ensure that I get the best possible care?

It is very important to have an assigned Medical Home clinician, which is also known as your Primary Care Physician, beyond the services of the Racine County City Health Center. Ongoing familiarity in your Medical Home office:

- Assures that you have access to on-call services during evenings and weekends.
- Provides your medical home for procedures, continuity of care, and coordination with specialized care.
- Provides continuity that can span decades of management and prevention.

Physicians and the RCC Nurse Practitioner have different, yet overlapping services.

Physician services offer:

- The management of both your simple and most complex medical scenarios.
- Coordination of care with your inpatient Hospitalist team if you need admission from the office.
- Expert diagnostic and treatment services.

The RCC Nurse Practitioner services offer:

- Timely access and management of simple and moderately complex medical scenarios.
- Focused patient education.
- Coordination of services with your Medical Home clinician.

Preventive services should be obtained at intervals that are age-related (varying from monthly among newborns to one to four years among adults). While preventive services (for patients over two years of age) could be provided at the Health Center, ideally these services should be in the PCP office. The location for this service should balance your preferences with the benefits from PCP involvement, yet always toward best clinical practice. These best practice standards may change over time. At the least,

we believe that every other visit and key preventive visits should reasonably be with the PCP. In an effort to ensure that your care is appropriately managed, and if it is felt that it would be more appropriate for you to be seen by your PCP, the Health Center staff will help you in making that appointment at the physician office and not at the health center. Our goal is to provide you, the patient, with the absolute best comprehensive care that we possibly can.

You will be asked to see your PCP on occasion so that the Health Center Nurse Practitioner can most appropriately address your medical needs. Keep in mind that all of your visits at the Health Center are transcribed into the Medical Group's medical records and copied to your PCP. When there is a need, the two clinicians will discuss your course of care which may require a visit to your Medical Home. This collaboration ensures that you receive excellent care.

13. Can I get refills prescribed by the NPs in the health center?

Yes, the Nurse Practitioners (NPs) have full prescribing capacity. The NPs can evaluate and address the needs of your chronic diseases; this includes both initiating and refilling medications. For those patients with PCPs at Wheaton Franciscan Healthcare, the NPs have ready access to the patient's health record which offers an added layer of continuity with the PCP's plan of care. However, patients should see their primary care physician periodically (usually alternating appointments with the NP) to provide physician-level oversight and involvement. In general, patients should obtain their refills during their appointment, or at least from the clinician last seen. Patients should always bring all medicine bottles to every appointment.