

# FAQ

## EMPLOYER CLINICS

### What is an Employer Clinic?

An employer clinic is a healthcare facility that is specifically established and operated to provide medical services to employees. Employer clinics aim to promote employee health and well-being by offering a range of medical services. These services include primary care, preventive care, health screenings, vaccinations, management of chronic conditions, and minor injury treatment.

The primary benefits of an employer clinic are convenience and accessibility. Employees can receive prompt medical attention, reduce time away from work for healthcare appointments, and access preventive care services conveniently. Employer clinics also focus on proactive healthcare strategies, such as health education, wellness programs, and early intervention, to promote a healthy workforce and improve overall productivity. Employer clinics are staffed with healthcare professionals, such as physicians, nurses, nurse practitioners, and other support staff, who are dedicated to providing healthcare services to employees.

Overall, employer clinics aim to improve employee health outcomes, reduce healthcare costs, and enhance the overall well-being of the workforce by providing convenient and accessible healthcare services to the working population.

### Who can use an Employer Clinic?

Parkview Employer Clinics are reserved solely for employees and their dependents in northeast Indiana and northwest Ohio. Based on your employers contract with Parkview Employer Clinics, you, your spouse/partner, and/or your dependents may all be eligible to use the Employer Clinics. **Please contact your human resources department to verify eligibility.**

### How much does it cost to visit an Employer Clinic?

Employer Clinic services, labs, and medications are available at no cost to you. If you are referred to a specialist or your primary care provider for further medical care, these visits and services will be completed through your personal health insurance plan.

### Do I need to provide my health insurance card when I visit an Employer Clinic?

No. Employer Clinic services are offered to you for free and are not billed through your insurance. You will need your photo ID at your initial visit.

### Will my employer have access to my medical information and/or be notified of my use of the Employer Clinics?

No. Parkview Employer Clinics follow the same privacy practices as Parkview Health. We are required by law to maintain the privacy and security of your health information.

## Why would I visit an Employer Clinic instead of my primary care provider?

Services at our Employer Clinics are offered to you at no cost and are not charged to your health plan. Our Employer Clinic providers partner with your primary care provider to ensure collaborative, comprehensive care. If your primary care provider is a Parkview provider, they will have access to your visit history and medical notes from your Employer Clinic visits. In some instances, your Employer Clinic provider may suggest you follow-up with your primary care provider or refer you to a specialist for further medical care.

## Where are the Parkview Employer Clinics located?

We are building a network of Employer Clinics throughout northeast Indiana and northwest Ohio. For the most up to date list of clinic locations, visit [Parkview.com/EmployerClinicsHub](https://www.parkview.com/EmployerClinicsHub).

## Do I need to visit the same Employer Clinic each time?

No. You can visit any of our Employer Clinic locations that are most convenient for you and expect the same high-quality care.

## What is a “Virtual Visit” at an Employer Clinic?

Patients schedule an appointment and come to the clinic location. Patients will be escorted to a private room by medical staff where the patient will use remote exam technology to conduct an enhanced virtual visit with a Parkview Employer Clinic provider. Medications cannot be dispensed at our virtual clinics, however a prescription can be provided to fill at another employer clinic location or at your pharmacy of choice. Lab testing services are not available on virtual visit days.

## Who are the healthcare providers at the Employer Clinics?

Parkview Employer Clinics are comprised of a care team of physicians, nurse practitioners, and other medical professionals employed by Parkview Health. Details about each provider can be found at [Parkview.com/EmployerClinicsHub](https://www.parkview.com/EmployerClinicsHub).

## What services do the Employer Clinics offer?

- Diagnosis and treatment of most chronic health conditions (hypertension, diabetes, etc.)
- Acute/sick care visits (cold, flu, infections, headache, sprains, eye swelling/irritation, ear pain, minor allergic reactions, etc.)
- Annual exams and physicals (well woman exams, sport physicals, etc.)
- Basic in-office procedures (vaccinations, stitches, skin tag removal, lesions, etc.)
- Limited diagnostic labs and screenings
- Formulary of acute and chronic medications

## Do I need to schedule an appointment to use the Employer Clinics?

Our clinics will ensure appointments are seen on time but will accept walk-ins based on availability. We recommend scheduling an appointment, as same day appointments are often available. Appointments can be scheduled online, through MyChart, or by calling the clinic directly.

Visit [Parkview.com/EmployerClinicsHub](https://www.parkview.com/EmployerClinicsHub) for online scheduling and clinic phone numbers.

## Do the Employer Clinics accept walk-ins?

Walk-ins will be accepted based on availability. We encourage scheduling an appointment, as same day appointments are often available.

## Can I get my lab work done at an Employer Clinic?

Yes. Employer Clinic lab capabilities include:

- Comprehensive Metabolic Panel (sodium, creatinine, calcium, albumin, bilirubin, alkaline phosphatase, AST, ALT, chloride, blood urea nitrogen (BUN), globulin, and protein)
- Complete Blood Count Lipid panel (HDL, LDL, triglycerides, cholesterol/HDL ratio)
- Hemoglobin A1C (used to diagnose diabetes)
- Thyroid Stimulating Hormone (TSH)
- Prostate Specific Antigen (PSA)
- Vitamin and mineral deficiency (B12, D, folate, iron)
- Hormone deficiency (testosterone, estradiol, progesterone)
- C-Reactive Protein
- Throat culture
- Urinalysis
- Hepatic Function Panel (liver function)
- Renal Function Panel (kidney function)

## Can I get my medications from the Employer Clinics?

Yes. Employer Clinics have access to many of the most common prescribed medications in generic form for both acute and chronic conditions. Medications cannot be dispensed during virtual visits; however a prescription will be provided to get the medication(s) at another employer clinic location or the patient's pharmacy of choice. Medications are provided free of charge and are available in the following categories:

- |                                   |                              |                        |
|-----------------------------------|------------------------------|------------------------|
| • Allergy/Asthma/Cold             | • Migraine                   | • Lipid Management     |
| • Antibiotic/Antifungal/Antiviral | • Osteoporosis               | • Eyes                 |
| • Diuretic                        | • Nutrition                  | • Arthritis            |
| • Depression/Anxiety              | • Gastrointestinal           | • Female health        |
| • Diabetes                        | • Hypertension/Heart Disease | • Topicals             |
| • Male health                     | • Thyroid                    | • Musculoskeletal/Pain |

## Do the Employer Clinics offer the medications I take?

Contact your preferred employer clinic to further discuss our acute and chronic medication formulary with a provider.

## Can I visit an Employer Clinic for an emergency?

The Employer Clinics cannot provide emergency care. If you are experiencing a serious injury, severe pain in any body part, chest pain, difficulty breathing, or a mental health crisis, please call 911 or visit an in-network facility.

## Can I access my medical records and notes from my Employer Clinic visits?

Yes. Your visit notes, test results, medications, and upcoming appointments are accessible through MyChart.

## What is MyChart?

MyChart is a secure and confidential web-based system that allows you to communicate with your Parkview Physicians Group (PPG) doctor's office and access many of your healthcare records from any place with an internet connection. MyChart lets you get more from your healthcare when it's convenient for you.

## How do I sign-up for a MyChart account?

If you do not have a MyChart account, you can sign up at [MyChart.Parkview.com](https://MyChart.Parkview.com) or at any of our Employer Clinics. MyChart is accessible via a desktop web browser or through an app on your mobile device.

## Where can I get help with my MyChart account?

Visit [Parkview.com/MyChartHelp](https://Parkview.com/MyChartHelp), call (260) 266-8700, or email [mychart@parkview.com](mailto:mychart@parkview.com).

## Is a MyChart account required to use the Employer Clinics?

No, a MyChart account is not required to utilize the services at the Employer Clinics. Employer Clinic providers use MyChart to ensure streamlined communication with you and your other Parkview Health providers. A MyChart account is not mandatory to utilize Employer Clinics, however it is encouraged.

## Does the clinic see pediatric patients?

Yes, pediatric patients can be seen at the providers discretion. The clinic cannot provide pediatric vaccinations.

## What is a preventive care coordinator?

Preventive care coordinators are members of the Employer Clinic care team. They are available to guide you through appropriately paced care and tailor a personalized healthcare plan that meets your needs and goals. Preventive care coordinators walk beside you, addressing both clinical and social needs.

## What services does a preventive care coordinator provide?

Preventive Care Coordinators can provide:

- Patient education on health condition(s) and medication(s)
- Consult and collaborate with other healthcare providers to set up patient appointments and treatment plans
- Assist with the transition of care
- Health education
- Weight management
- Accountability partner
- Assess patient needs and goals
- Link to community resources box
- Create a proactive care plan to address personal healthcare needs

## How do I connect with a preventive care coordinator?

Preventive care coordinators can be reached at [PreventiveCareCoordinator@parkview.com](mailto:PreventiveCareCoordinator@parkview.com) or (260) 266-0264.

## Do the Employer Clinics offer wellness coaching?

Yes. Our certified wellness coaches can provide personalized support to help you meet your wellness goals. They work one-on-one with you virtually to help set goals, answer questions, and celebrate successes. With the support of a wellness coach, you will build confidence in your well-being while tracking and monitoring progress to help you reach the goals you wish to achieve. Your wellness coach is an expert in facilitating sustainable changes in mindset and behaviors.

## What can a Wellness Coach help me with?

Your certified wellness coach can provide guidance and education on physical activity, weight management, nutrition, stress management, sleep habits, blood pressure, cholesterol, pre-diabetes, and diabetes.

## Will my Employer Clinic provider know that I am also seeing a Wellness Coach?

Yes. Our wellness coaches work directly with your clinic provider and care team so that you have the entire team to provide care and share goals. The provider will be able to share recommendations with the coach and communicate any questions that may arise during a coaching session.

## How do I schedule an appointment with a Wellness Coach?

Wellness coaching sessions are virtual and scheduled at times that best fit your needs. Your clinic care team may refer you directly to a wellness coach, or you can contact [Coaching@parkview.com](mailto:Coaching@parkview.com), provide your name and employer, and request a coach to connect.

## How do I contact Parkview Employer Clinics?

Via email at [ParkviewEmployerClinics@parkview.com](mailto:ParkviewEmployerClinics@parkview.com) or by calling the clinic directly. A complete list of clinic locations and phone numbers can be found at [Parkview.com/EmployerClinicsHub](https://Parkview.com/EmployerClinicsHub).

For information on Parkview Employer Clinic services, providers, appointment scheduling, and more, scan the QR code with your mobile phone camera or visit [Parkview.com/EmployerClinicsHub](https://Parkview.com/EmployerClinicsHub)

