

# Hortonville Area School District Clinic Frequently Asked Questions



## Q. Why did the Hortonville Area School District (HASD) choose to implement the Onsite Clinic?

- A. HASD is committed to providing employees with opportunities to improve their health/quality of life and to reduce healthcare costs over time. HASD has partnered with ThedaCare to promote balanced, healthy lifestyles that encompass the whole person –mentally, physically, and socially.

## SERVICES

### Q. For what can I see the Nurse Practitioner?

- A. The Nurse Practitioner can see you for a variety of services including acute care, care for minor injuries and skin conditions, immunizations, disease prevention, lab tests, and more. Please refer to the **List of Services** for more detailed information. The clinic provider is not intended to replace the care of your primary care provider (PCP). We encourage you to establish and/or maintain a relationship with your PCP for preventive care and chronic disease/medication management

### Q. Is there a charge to use the HASD Clinic?

- A. There is no charge for the health care services provided at the HASD Clinic. However, if other health care services (Physical Therapy, X-rays, etc.) or prescriptions are ordered, the employee's health insurance coverage will apply.

### Q. Will the clinic treat work-related injuries?

- A. At this time, the clinic will not be able to treat work-related injuries and illnesses. These injuries are most appropriately treated by an occupational medicine provider. If you have a work-related injury and need help finding a provider, the clinic can assist you.

### Q. What immunizations are available?

- A. The following immunizations are available at no cost at the clinic: TDAP (Tetanus, Diphtheria, and Pertussis), Shingrix (Shingles) and Influenza (seasonal).

### Q. Can lab tests be done at the clinic?

- A. Yes. The following labs with immediate results can be completed at the clinic at no cost: rapid strep, influenza, pregnancy, and urine testing. Basic labs can also be drawn at the clinic free of charge. If you have questions regarding a lab test, please ask the clinic provider. A list of common labs is included on the last page.

### Q. Can x-ray and other diagnostic tests be done at the HASD Clinic?

- A. No. X-rays, CT scans, MRIs, and other diagnostic services cannot be performed at the clinic, but can be ordered by the clinic provider as necessary. These services will be processed in accordance with the employee's health insurance benefits. If there are additional questions, please ask the provider.

### Q. Can the Nurse Practitioner prescribe medication?

- A. Yes. The Nurse Practitioner can prescribe medications appropriate for the medical condition. Cost of medications will be processed in accordance with the employee's health insurance benefits.

**Q. Am I required to use the HASD Clinic or can I continue to see my primary care provider?**

A. You have a choice where you go for your health care services. The HASD Clinic is a convenient, onsite, no-cost option. If you are in need of care for complex, chronic conditions, we encourage you to continue your care with your PCP. However, the clinic can complement your care by providing additional resources such as: routine lab work, blood pressure checks, nutritional counseling, lifestyle modification, and more.

**Q. Can an employee go to HASD Clinic for an annual physical or preoperative exam?**

A. No. We encourage you to see your PCP for your annual physical, which is completely covered under your health plan. Also, though it may seem like a simple process, the preoperative exam is part of a complex process of ensuring the best possible outcomes and safety for patients undergoing procedures and surgeries. Both of these are best accomplished by one's PCP clinic. If you do not have a PCP, the clinic provider can assist you in finding one at a convenient location.

**Q. Can you provide a record of my visit to my primary care provider?**

A. Yes. ThedaCare uses the EPIC electronic medical record system. Records are available to all ThedaCare providers and many other providers using EPIC. If your PCP does not use EPIC we can provide visit information by request.

## HASD CLINIC STAFF

**Q. Who will be providing the health care services at the HASD Clinic?**

A. Currently there are two board certified Nurse Practitioners on staff at the HASD Clinic. **Gina Rekers**, APNP and **Brent Martin**, APNP. ThedaCare, not HASD, employs the clinic staff.

**Q. What if I need a referral?**

A. The clinic staff will provide referrals based on medical need and patient preference. The provider will assist you in this process regardless of which health care system you prefer.

## ELIGIBILITY

**Q. Who can utilize the HASD Clinic?**

A. Employees, spouses, dependents age 2 through 26, covered by the HASD health plan, are eligible to receive health care services at the clinic. Support staff employees not covered under the health plan are able to receive health care services at the clinic as well. Retirees under the age of 65 and Medicare primary patients are NOT eligible to use the clinic.

## PATIENT RECORDS AND CONFIDENTIALITY

**Q. If seen at the HASD Clinic, will my medical records be kept confidential?**

A. Yes. Anything discussed during your visit with the Nurse Practitioner is CONFIDENTIAL. Your medical records are stored on ThedaCare's electronic medical record system. ThedaCare strictly adheres to health care privacy laws (HIPPA). No one has access to your medical records without your written consent.

## SCHEDULING AN APPOINTMENT

**Q. When is the HASD Clinic available for appointments?**

A.

Wednesday:	8:00am-4:30pm
Friday:	8:00am-2:00pm

**Q. What are the HASD Clinic phone & fax numbers?**

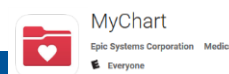
A. The HASD Clinic phone number is: **920-779-7953**. The fax number is: **920-779-7954**

**Q. How do I schedule an appointment at the HASD Clinic?**

A. The best way to schedule an appointment at the HASD Clinic is online through MyThedaCare.org. You may also call the clinic.

**Q. Is there an APP to schedule an appointment at the HASD Clinic for my SmartPhone?**

A. Yes! Download MyChart (EPIC) in the App Store from your mobile device. Choose ThedaCare as your provider.



**Q. Can I schedule an appointment for my spouse or dependent(s) at MyThedaCare.org?**

A. Yes, by using **Proxy Access**. Proxy access allows you to utilize MyThedaCare.org on behalf of a spouse or dependent child when justified and properly authorized. The adult and child Proxy Access Authorization forms are available at the HASD Clinic and online at MyThedaCare.org. Once complete, the clinic staff will grant you the proxy access. (To comply with various state and federal laws and regulations, specifically Wisconsin Statutes Chapter 51, HFS 92, and Chapter 42 of the Code of Federal Regulations (42CFR), child proxy access for reviewing medical records online is limited for children between the ages of 12 and 18).

**Q. Will the HASD Clinic accept walk-in visits?**

A. We ask that all visits be scheduled. We will try to accommodate walk-in appointments, but those who have a scheduled appointment will get preference.

**Q. How long does an appointment take?**

A. The typical appointment takes approximately 30 minutes.

**HASD CLINIC LOCATION**

**Q. Where is the HASD Clinic located?**

A. The HASD Clinic is located at 106 N. Olk St. Hortonville, WI 54944.

**COMMUNICATION**

**Q. May employees email the HASD Clinic Nurse Practitioner?**

A. Please do not use email to send personal medical information. If you have already seen the HASD Clinic’s Nurse Practitioner you can use MyThedaCare.org’s messaging system, “Message Care Team”. This process is secure and confidential.

**COMMON LABS AVAILABLE AT THE CLINIC:**

<p>Complete Blood Count(cbc)  Bmet  Creatinine  HbA1C  Glucose  Lipid Panel(cholesterol)  Liver Panel  TSH(thyroid)  PT/INR  Urinalysis/Urine Culture  CRP  Iron  Ferritin  Rheumatoid Factor  Vitamin B12</p>	<p>ESR  PSA(prostate)  Albumin  Amylase  Prolactin  Wet Prep  Total Protein  Hepatitis B  Hepatitis C</p>
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