



City of Carrollton
Employee Health & Wellness Center

FAQs



What types of treatment are offered at the CareATC Clinic?

- Chronic Disease Management
- Annual Physical Examinations
- Lab Orders and Follow Up
- Medication Prescriptions
- Specialty Referrals as Needed
- Acute/Sick Visits as Needed
- Sports Physicals
- Women's Health
- Personal Health Assessments
- Tobacco Cessation
- Allergies
- Asthma

Can my family use the clinic?

Yes. Eligible spouses and dependents covered on the City health insurance plans over the age of 2 have access to the same resources as employees. Please note, you will need to maintain a relationship with your pediatrician for well-child visits and immunizations; however we will see young children ages 2 and up for acute care needs.

What do I need for my first visit?

- New Patient Paperwork (this can be found at www.careatc.com/patient-forms)
- Valid I.D.
- Medical Insurance Card

Are walk-ins welcome?

Because each appointment scheduled is set aside specifically for that patient, we ask that patients use the Patient Access Center, Patient Portal, or CareATC Mobile App to schedule all appointments. However, the Carrollton Employee Health and Wellness Center location will offer walk-in hours Monday/Wednesday/Friday from 7:00am to 8:00am.

How long will my appointment take? Why am I required to arrive 15 minutes before my appointment time?

Appointment times will vary based on the type of visit that is scheduled. Acute or sick visits could take 15 to 20 minutes, while complex visits, addressing multiple issues could take 30 to 45 minutes. Arriving 15 minutes prior to your appointment allows the clinic staff to update your information, take your vitals and review your medication to prepare for the provider who will see you at your scheduled appointment time. CareATC operates on a strict appointment schedule to ensure patients are seen in a timely manner.

Will my health information or test results be shared without my permission?

Absolutely NOT. In accordance with the amended HIPAA Final Rule (Effective Date: March 26, 2013), CareATC commits to enacting, supporting, and maintaining procedures and activities, as required by HIPAA. Your Personal health information will not be shared with your employer or anyone else, unless you provide permission.

Is there a co-pay or other cost to use the clinic?

There is no co-pay or cost to use the Employee Health and Wellness Center.

Where can I find my login information?

Your login information can be obtained by calling the Patient Access Center at 800-993-8244.

Can the CareATC Clinics provide draws for outside labs?

Yes, if they are in the scope of standard primary care. However, you must schedule an appointment with a CareATC provider for review and determination of the labs to be ordered. You may bring the outside lab order to the clinic at your scheduled appointment time or have the lab order faxed or emailed directly to the clinic by the ordering physician. If the labs may be drawn in the CareATC clinic, your lab results will be faxed to the ordering physician and you will be responsible to follow up with them regarding those test results.

Can the CareATC Clinics share my lab results back with my established Primary Care Physician?

Yes. Patients should request and submit a records request form, to have records faxed to the primary care office of choice.

Do I need an appointment to refill my medications?

This may vary. Please contact the Patient Access Center to notify them that you are in need of a medication refill. The provider will look over your chart and determine if you will need a follow-up appointment or if direct medication refill is suitable. You will then receive a follow-up phone call from the medical staff either notifying you that the prescription refill has been sent to the pharmacy or that you will need to schedule an appointment.

What is a PHA?

The Personal Health Assessment (PHA) is a biometric screening that includes a check of blood pressure, height, weight, waist measurement; and a blood draw to measure blood glucose, triglyceride levels and other key lab values.

Please note: A PHA requires you to fast 8 hours or more prior to the time of the blood draw (does not apply to patients who are pregnant or have diabetes). Black coffee and water are allowed during the time you are fasting.

Three easy ways to schedule an appointment:

Log in at careatc.com/patients or call **800.993.8244** or download the **CareATC App!**