



City of Arlington Wellness Clinics

# FAQs



## What types of treatment are offered at the CareATC Wellness Clinics?

- 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 Assessment's
- Tobacco Cessation
- Allergies
- Asthma

## Can my family use the clinic?

Yes. Covered spouses and dependents 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. There will be a global office visit fee applied for all acute visits for children on the high deductible health plan.

## What do I need for my first visit?

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

\*Please be prepared to have your photo taken

## Are walk-ins welcome?

We ask that patients please use the Patient Access Center, Patient Portal, or CareATC Mobile App to schedule all appointments. If someone walks-in, we will do our best to schedule an appointment on the same day, but would encourage calling or scheduling on-line in advance. The Patient Access Center can be reached at 800-993-8244. Appointments can also be made online by logging in to the patient portal at [careatc.com](http://careatc.com). There is also a CareATC mobile app available for free download for Android and Iphone users. Please Call the Patient Access Center to obtain your log-in information for the patient portal & Mobile App.

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

At this time the clinic staff will 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. CareATC takes all personal health information seriously and is 100% HIPAA Compliant.

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

**PPO Plan Members:** There is never a charge or co-pay to use the CareATC wellness clinics.

**High Deductible Health Plan Participants:** There is no charge for preventive or non-acute visits. A \$40 global office visit fee will apply to all non-preventive or acute (sick) visits. Your HSA debit card or any other credit or debit card may be used for this fee. Should you reach your deductible, there will be no fee to use the wellness clinics for the remainder of the plan year.

## What is the difference between preventive/wellness visits and acute care?

Non-Preventive/Acute Care		Preventive/Wellness Care	
<i>An acute illness is one that starts suddenly, but is short-lived.</i>			
Cold, Flu, Sore Throats	Fevers & Infections	Personal Health Assessment (PHA)	PHA Reviews
Skin Irritations	Bumps & Bruises	Wellness Services	Disease & Health Screenings
Sprains & Strains	Cuts & Lacerations	Sports Physicals	Tobacco Cessation
Allergies	Bladder Infection	Immunizations	Well Woman Exams

## What method of payment do the CareATC Wellness Clinics accept?

We accept credit, debit, and HSA cards. No cash or checks will be accepted.

## Will the patient access center be able to tell me if there is an office visit fee when I schedule my appointment?

No, any fee related questions can be answered directly by the clinic staff at the time of the visit.

## 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 Wellness 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 provider and bring in your lab order for review and determination of the labs to be ordered. 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 Wellness clinics share my lab results back with my established Primary Care Physician?

Yes. You, as the patient, would just need to sign a records request form, and any records can be faxed to your 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 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 that a direct medication refill is suitable. You will then receive a follow up phone call from the medical staff notifying that the prescription refill has been sent to the pharmacy, or that scheduling an appointment will be required.

## 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 be fasting 8 hours or more prior to the time of the blood draw (does not apply to patients with diabetes). Black coffee and water is allowed during the time you are fasting.*

## Will a PHA qualify me for the City of Arlington's Wellness For Life Program?

Yes, the PHA is the biometric screening that will be required to participate in the Wellness For Life program. This can be done at any of the Dallas area CareATC clinics. At the time of your PHA draw, you may also schedule your PHA follow up visit with the CareATC provider of your choice. The provider will review the results of your PHA during this visit. This is also a requirement to participate in the Wellness For Life program.

## When can I complete my PHA & PHA Review?

These appointments can be scheduled in any of the Dallas area CareATC clinics, between January 1, 2018 and September 30, 2018.