

# Racine Employee Health & Wellness Center

## Frequently asked questions



### **Where is the Racine Employee Health & Wellness Center located?**

The Health Center is located at 2333 Northwestern Ave., Suite 114 in Racine.

### **Will there be another location for the Health Center besides the Northwestern Ave location?**

No, the location for the Health Center will remain at the current location on Northwestern Ave.

### **Can employees go to any Ascension walk-in clinic in addition to the Northwestern Ave location?**

Employees will continue to use the dedicated employee onsite Health Center located on Northwestern Ave.

### **What services are available at the Racine Employee Health & Wellness Center?**

The Health Center staff can see the majority of conditions seen in a Family Practice clinic such as sore throats, sinus infections, annual physicals, etc. The Health Center will also provide health coaching and Occupational Health related services. For a detailed list of services provided within the Health Center, please visit the Health Center website at [racinewellnesscenter.com](http://racinewellnesscenter.com).

### **Can we still get our prescriptions at the Health Center?**

Yes. The Health Center will continue to prescribe and dispense a variety of medications. Ascension will have a very similar drug formulary to what is currently being offered; however, it will include some minor updates based on previous usage.

### **Will the cost to use the Health Center and prescriptions remain the same?**

The cost to use the Health Center remain the same. As we update the medications dispensed, there may be a minor change in prescription costs.

### **Can the onsite staff provide refills for a prescription originally written by another provider?**

Each case is different; please contact the Health Center directly during open hours to discuss your needs and to schedule an appointment.

### **How can I schedule an appointment?**

You can schedule an appointment the following ways:

- *Online:* [racinewellnesscenter.com](http://racinewellnesscenter.com). Visit the Health Center website and click on the link at the top that will take you to online scheduling.
- *Phone:* 262-687-5565. You can call the Health Center directly during open hours and the clinic staff will assist you in setting up an appointment.

### **Does the Health Center accept walk-ins?**

Yes, the Health Center will try to accommodate walk-ins to the best of their ability based on scheduling availability. However, to ensure you are able to be seen at the Health Center, we strongly encourage you to call ahead to schedule an appointment. Please note that due to time constraints we cannot accept walk-ins for annual physical exams and well child visits.

### **What are the hours of operation of the Employee Health Center?**

The Health Center is open the following days and times to provide convenient access to all employees and their families:

- Mon & Wed: 7 a.m.-6 p.m.
- Tues & Thurs: 8 a.m.-7 p.m.
- Fri: 7 a.m.-5 p.m.
- Sat: 8 a.m.-Noon

### **Can my family be seen in the onsite Health Center?**

Yes, spouses and dependents (age 2 years and older) of employees on the insurance plan can be seen in the Health Center.

### **Can I have labs drawn at the Health Center that were ordered by a different doctor?**

Yes, if you have a lab order from another provider, we can perform a blood draw and/or collection and send it to the lab for testing and processing. The lab will be billed as usual to your insurance plan.

### **How does the onsite Health Center ensure patient privacy?**

All patient information is strictly confidential. As with all Ascension facilities, patients are protected by HIPAA. The Health Center provides each patient with a copy of Ascension's HIPAA privacy notice which informs and ensures each patient that their privacy and confidentiality is guaranteed. Services provided at the Health Center will not be shared with your employer.

