

# Atrium Health Wake Forest Baptist Employee Wellness Clinic at Arbor Acres

## Frequently Asked Questions

### Where is the Clinic located?

Across the hall from the Resident's Clinic in the Stockton building.

### Who is eligible to use the onsite Clinic?

All employees. You must have your photo ID to be seen in the Clinic. If you have insurance we highly recommend you bring your insurance card.

### What are the hours of operation for the onsite Clinic?

Medical Provider Monday, Wednesday, Thursday, Friday 7 am to Noon  
Counseling Tuesday from 10 am to 2 pm

### How do I make an appointment to be seen at the Clinic?

You can call 336-713-0587 or visit [ArborAcresWellness.com](http://ArborAcresWellness.com) to make an appointment online.

### Does the Clinic take Walk-Ins?

While the Clinic will have a limited number of same day appointments, we HIGHLY recommend that you make an appointment to avoid waiting and to ensure that you are able to be seen.

### What happens if I'm late for my appointment?

Patients arriving later than 15 minutes for their scheduled appointment may be asked to reschedule.

### Am I allowed to use the Clinic during my work shift?

Yes. If you come to work and are feeling ill, you may make an appointment at the Clinic by phone at 336-713-0587 or online at [ArborAcresWellness.com](http://ArborAcresWellness.com). Seek your supervisor's permission before leaving work.

### Am I allowed to come to the Clinic on my day off or when I have called in sick?

YES! Please make an appointment as you would on a day that you were at work.

### Does the Clinic offer video or telephone visits?

YES! You may schedule by calling the Clinic at 336-713-0587.

### If I use the Clinic during my shift, am I required to use sick time?

It depends. If your shift has not ended once your appointment has ended, you are expected to return to work. If you do not return to work, you will be required to use your sick leave for the duration of your shift. If you do not anticipate returning to work, please follow your department's normal call-in procedures.

# Frequently Asked Questions

## What services are available at the Wellness Center?

- **Acute care for adults:**
  - Upper respiratory symptoms, allergies, cough, flu-like symptoms, sinus
  - Ear infections, earache
  - Sore throat, strep throat
  - Mouth/oral conditions
  - Eye drainage, pink eye, styes
  - Fever
  - Headaches
  - Abdominal pain, nausea, vomiting, diarrhea, constipation
  - Skin rashes, poison ivy, acne, warts, bug bites
  - Sprains, strains, joint pain
  - Minor cuts or burns
  - Splinter removal
  - Minor laceration repair, removal of sutures/staples
  - Ear wax removal
  - Gout treatment
  - Heartburn, reflux, indigestion
  - Urinary tract & bladder infections
  - Vaginal infections
  - Skin procedures (I&D abscesses, lesion removal)
- **Chronic condition diagnosis/management for adults:**
  - Diabetes
  - Hypertension
  - Dyslipidemia
  - Asthma
  - Obesity
  - Osteoarthritis
  - Thyroid disorders
  - Depression/Anxiety
- **Wellness services for adults:**
  - Annual wellness exams
  - Pap smears
  - Travel health
  - Smoking cessation
  - Lab screening appropriate for age/family history

In addition to the above, the Wellness Center will provide counseling services for employees only to help with depression, stress, anxiety, grief and loss, trauma, addiction, sexuality and mood disorders.

## Please note that the clinic does NOT provide:

- Treatment for emergencies
- Allergy shots or any other “outside” injections such as testosterone.
- Treatment of broken bones
- IV Fluids
- Chronic pain management

## Will annual flu shots be provided by the Clinic?

No. Flu shots are provided at most medical offices, pharmacies, and health departments.

# Frequently Asked Questions

## **Does the Clinic provide pre-employment drug testing?**

No. The Clinic does not provide pre-employment testing.

## **Do I have to pay a co-pay or deductible to be seen in the Clinic?**

No. The Clinic's services are free, and no co-pay or deductible will apply. The only exception may be some laboratory services. The provider will discuss any charges prior to drawing labs (if applicable). The provider may also order an x-ray for you at an in-network facility if appropriate. You will be responsible for the co-pay or other non-covered fees related to any imaging, just as you would be if an x-ray was ordered from any other medical provider's office.

## **Do I need insurance to be seen at the clinic?**

No. Having medical insurance is not required for you to use the onsite clinic. There are certain services, such as lab work, that will need to be charged to insurance or could have a cash price, but any possible additional charges will be discussed with you before these services are provided to you. For this process, if you have insurance, please bring your card with you. You must have your photo ID to be seen at the clinic.

## **If I am Medicare eligible can I use the Clinic?**

Employees who are Medicare eligible can use the clinic.

## **May I have my prescriptions filled at the Clinic?**

No. At this time Atrium Health Wake Forest Baptist is not offering onsite pharmacy services. Providers at the clinic will send any needed prescriptions to the pharmacy of your choice.

## **Are there any holidays the Clinic will not be open?**

The Clinic will follow the standard Arbor Acres holiday schedule.

## **I have a primary care provider. Can I still use the Clinic?**

YES! The Clinic is not meant to take the place of your Primary Care Physician. If you need a primary care or specialist referral to Atrium Health Wake Forest Baptist or any other local provider, a Clinic staff member can assist you.

## **My Primary Care Doctor is from Novant. Will he/she be able to see the results of my lab work or any other visit information from the Clinic?**

YES. Atrium Health Wake Forest Baptist, Novant and Cone Health all use the EPIC Electronic Medical record allowing providers to provide the best care for patients.

## **Who are the providers at the Clinic?**

Our Clinic is staffed by licensed providers from Atrium Health Wake Forest Baptist.

# Frequently Asked Questions

## What are the credentials of the providers?

The clinic will be staffed with a Family Nurse Practitioner and Registered Nurse.

## Can the Clinic write me out of work for FMLA?

No. The provider at the Clinic can only write employees out of work for up to three days for illness. More serious concerns that may result in longer time away from work will be referred to a primary care physician of the employee's choice.

## Who has access to my medical records located at the onsite clinic?

Only Atrium Health Wake Forest Baptist (AHWFB) medical providers providing your care will have access to your medical records. They utilize an electronic medical records system, so information can also be shared with your primary care physician. Arbor Acres employees do not receive employee information as AHWFB is bound by strict privacy and confidentiality laws governed by the Health Insurance Portability and Accountability Act (HIPAA).

## What are the credentials of the Behavioral Health Counselor?

The Behavioral Health Counselor is part of CareNet, a wholly-owned subsidiary of Atrium Health Wake Forest Baptist. The Counselor holds a North Carolina recognized license that is an equivalent of Licensed Clinical Social Worker (LCSW), Licensed Professional Counselor (LPC), or Licensed Marriage and Family Therapist (LMFT). CareNet provides spiritually integrated counseling. This should not be confused with Christian counseling. It is NOT religiously based and has no religious agenda. Spiritually integrated counseling simply recognizes that people have a physical, emotional and spiritual aspect.

## What services will the Behavioral Counselor provide?

The Behavioral Health Counselor can assist with a range of counseling needs including stress management, marriage and family issues, depression, anxiety, resilience, trauma, grief, and other counseling needs.

**Call 336-713-0587 or visit [ArborAcresWellness.com](https://ArborAcresWellness.com) to make an appointment**

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