

# Union County Employee Health & Wellness Center

## Frequently Asked Questions

### Who is eligible to use the health & wellness center?

The Union County Employee Health & Wellness Center is open to all employees, spouses, dependents and retirees who are enrolled in the Union County health plan. Sick visits are available for patients ages 6 months and older. Well visits are available for patients ages 2 years and older.

### Where and when can I get care at the health & wellness center?

#### Address:

412 E. Franklin St.  
Monroe, NC 28112

#### Hours:

Monday – Friday, 8 a.m. – 5 p.m.  
*Closed noon – 1 p.m.*

In-person and virtual visits are available.



### How can I schedule a visit?

Scan the QR code to schedule a visit online, visit [ucgov.info/employeehealth](https://ucgov.info/employeehealth) or call **980-993-9140**. *Patients arriving later than 15 minutes for their visit may be asked to reschedule.*

### Is there a cost to use the health & wellness center?

No. The center's services are free for eligible patients, and no co-pay or deductible will apply. The provider may 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 office.

### Do I need to schedule a physical to become an established patient at the Health & Wellness Center?

No. You don't need to have a full physical exam to become a patient at the wellness center. You can schedule your annual physical when it's due.

### What should I bring to my visit?

Bring your insurance card, photo ID, employee badge and a list of your current medications and allergies.

### Am I allowed to use the health & wellness center during my work shift?

Yes. If you come to work and are feeling sick, you may make an appointment at the center. Get your supervisor's permission before leaving work and request the use of sick leave like any other doctor's appointment.

### Am I allowed to come to the health center 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.

# Frequently Asked Questions

## What services are available?

- Sick visits for colds, flu, COVID-19, allergies, sinus infections, urinary tract infections and more
- Injury care for minor cuts, burns, sprains, strains and more
- Wellness exams/annual physicals
- Vaccinations for flu, shingles and tetanus
- Care for chronic conditions (e.g., diabetes, high blood pressure and asthma)
- Sports physicals
- On-site testing and labs
- Behavioral health (all day Tuesdays, Wednesday mornings, Thursday afternoons)
- Weight management
- Specialty eConsults (between clinic provider and Atrium Health specialists)
- Pediatric care for dependents age 6 months and older for sick visits
- Pediatric care for dependents age 2 years and older for well visits
- And more

We will provide other occupational medicine services as well, such as law enforcement exams, hearing tests, spirometry, pre-employment exams, DOT exams, workers' compensation and drug testing.

## What will appointments be like?

Standard appointment times will be 30 minutes to provide a concierge medicine experience. There will also be 15 minute slots on the nurse schedule for labs, injections, etc.

## Who has access to my medical records?

Only Atrium Health medical professionals who are providing your care will have access to your medical records. We use an electronic medical records system, so information can also be shared with your primary care physician as needed/requested.

## Will my primary care doctor from another medical group be able to see my lab results or other visit information from the center?

Yes. Atrium Health works with other local practices to ensure records are shared. This allows our providers to deliver the best care for our patients.

## Behavioral Health Services *(short-term needs)*

### What concerns can behavioral health services address?

- Relationship and parenting issues
- Overcoming feelings of being stuck
- Developing coping strategies
- Goal setting and making action plans
- Anger, grief and stress
- Anxiety and depressed mood
- Substance use and addictions
- Managing life's changes



### How do I schedule a visit with the behavioral health provider?

Scan the QR code to schedule an appointment online, visit [ucgov.info/employeehealth](https://ucgov.info/employeehealth) or leave a message for the licensed behavioral health provider at **980-993-9140**. Be sure to include your name, department and a personal phone number where you can be reached.

### Am I allowed to use behavioral health services during my work shift?

Yes. You may schedule a behavioral health visit that takes place during your work shift. Get your supervisor's permission before leaving work and request the use of sick leave for this appointment.