

# Healthcare Center – Frequently Asked Questions

## What is Workplace Health Partners?

Workplace Health Partners is a physician office managed by Indiana University Health. Three partners—the City of Muncie, Delaware County and Muncie Community Schools—have contracted with IU Health to provide this dedicated healthcare center to serve the partners' employees, qualified retirees and their family members. Healthcare center services are available to anyone who participates in a health plan offered by one of the three partners.

## How much does it cost to use the healthcare center?

There is **no out-of-pocket cost** to you for office visits, laboratory services or medications provided by the center.

## Where is the healthcare center located?

Workplace Health Partners is conveniently located south of IU Health Ball Memorial Hospital in Muncie. **The address is 120 N. Tillotson Ave.**

## Who staffs the healthcare center?

Health and wellness services at the center are provided by qualified professionals employed by IU Health. Workplace Health Partners' staff includes:

- Primary care physician
- Licensed family nurse practitioner
- Registered nurse
- Trained medical assistants
- Certified health coach



## What services does the center provide?

Workplace Health Partners offers a wide range of health services. These include:

### Preventive Care

- Annual physicals and routine health exams
- Women's health exams (pelvic exams and pap smears)
- Men's health exams (including prostate exams)
- School, sports and CDL physicals
- Preventive screenings (blood pressure, blood sugar, cholesterol)
- Immunizations (seasonal flu, hepatitis B, tetanus boosters)
- Individual health coaching
- Nutrition counseling and wellness education

### Immediate and Primary Care

- Diagnostic screenings (influenza, strep throat, vision, etc.)
- Treatment of minor illnesses and injuries (sore throat, flu, seasonal allergies, stomach pain, sinus infection, eye infection, skin infection, rash, etc.)
- Management of chronic illnesses (diabetes, high blood pressure, COPD, high cholesterol, etc.)

### Lab Services

- Screening and diagnostic labs as ordered by your doctor

**Pharmacy** – The healthcare center will send your prescription to Young at Heart pharmacy, and your medication will be mailed to your home.

## Are appointments required?

While appointments are required at the healthcare center, same-day appointments, if available, can be scheduled. For an appointment, visit [muncie.k12.in.us/HumanResources/WorkplaceHealthPartners](http://muncie.k12.in.us/HumanResources/WorkplaceHealthPartners) to schedule online or call **765.747.3888**.

## What should I bring to my appointment?

Please bring a photo ID and your insurance card.

*(See next page for more information.)*



Strengthened by



Indiana University Health

# Healthcare Center – Frequently Asked Questions

## What if I need medications? Does the healthcare center offer pharmacy services?

Approximately 100 commonly used generic medications are available from Workplace Health Partners at **no out-of-pocket cost to you**. These “in-formulary” medications will be provided whenever possible. Prescriptions will be written by the healthcare center practitioner for medications that are not on the center’s formulary.

- You will receive your medications from the practitioner in the healthcare center whenever possible.
- If you need a medication that is not available on the healthcare center’s formulary, you will receive a written prescription to take to your local retail pharmacy.
- Refills of maintenance medications will be available.
- With the healthcare center practitioner’s approval, you may receive 90-day supplies of medications for chronic illnesses through the center’s mail-order service. Only in-formulary prescriptions written by the healthcare center practitioner are eligible for this service.
- Common over-the-counter (OTC) medications, such as allergy remedies, vitamins and pain relievers, will be provided for seven days (no refills). For continued use of OTC medications, you will be given a prescription for your records, which may allow you to access your personal insurance account funds for these medications.

**Please note:** Workplace Health Partners will only fill prescriptions written by the center’s providers.

## Tell me more about the health coaching. What is it and how can it help me?

Personal health coaching can help you make better lifestyle choices that can lead to a more healthy life. The healthcare center’s certified health coach will support you on your journey and provide accountability to help achieve your health goals. Coaching sessions are scheduled at your convenience. During these one-on-one sessions, your health coach will help you:

- Develop an action plan based on your individual needs
- Build confidence and boost motivation for better health
- Turn your resolutions into reality



## Who can use Workplace Health Partners?

If you are an employee or qualified retiree of one of the three sponsoring healthcare center partners (City of Muncie, Delaware County, Muncie Community Schools) and participate in the partner’s health plan, you are eligible to use Workplace Health Partners. Your family members enrolled in the health plan may also use healthcare center services.

## Can I bring my children to Workplace Health Partners for care?

Yes. If your children are included in your health plan, they are eligible to visit the center for services. While we encourage you to maintain a relationship with a pediatrician for ongoing care of young children, the healthcare center’s medical staff will be glad to treat your child if immediate care is required and your pediatrician is not available.

## Will the healthcare center share my personal medical information with my employer?

**Absolutely not.** Workplace Health Partners is a physician practice of IU Health. Your privacy is protected, and the services provided are strictly confidential by law under the Health Insurance Portability and Accountability Act (HIPAA).

## Will Workplace Health Partners work with my doctor, if necessary?

Yes. If you sign a consent/release form, the healthcare center staff will share appropriate information regarding your visit with your doctor(s).

## What if I need to see someone when the healthcare center is closed?

If you have a medical emergency, dial **911** or go to the nearest emergency room.



Indiana University Health