



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 Assessments
- Tobacco Cessation
- Allergies
- Asthma

## Can my family use the clinic?

Yes. Eligible spouses and dependents covered on the City health insurance plans 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 spouses & 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

## Are walk-ins welcome?

Because each appointment scheduled is set aside for that patient specifically, we ask that patients use the Patient Access Center, Patient Portal, or CareATC Mobile App to schedule all appointments. The Patient Access Center can be reached at 800-993-8244. Appointments can also be made on-line by logging in to the Patient Portal at [www.careatc.com](http://www.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 login 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?

Appointment times will vary based on the type of visit that is scheduled. Acute or sick visits could take 15 to 20 minutes, while complex visits, addressing multiple issues could take 30 to 45 minutes. Arriving 15 minutes prior to your appointment allows the clinic staff to 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. In accordance with the amended HIPAA Final Rule (Effective Date: March 26, 2013), CareATC commits to enacting, supporting, and maintaining procedures and activities, as required by HIPAA. Your Personal health information will not be shared with your employer or anyone else, unless permission is given by you, as the patient.

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

**EPO Plan Members:** There is no charge or co-pay to use the CareATC wellness clinics.

**High Deductible Health Plan Members:** There is no charge for preventive or preventive follow-up 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 Non-Preventive/Acute Care and Preventive/Wellness Care?

Non-Preventive/Acute Care	
<i>An acute illness is one that starts suddenly, but is short-lived.</i>	
Cold, Flu, Sore Throats	Fevers & Infections
Skin Irritations	Bumps & Bruises
Sprains & Strains	Cuts & Lacerations
Allergies	Bladder Infection

Preventive/Wellness Care	
Personal Health Assessment (PHA)	PHA Reviews/Follow-Up Visit
Wellness Services	Disease & Health Screenings
Immunizations	Tobacco Cessation
	Well Woman Exams

## What methods 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 CareATC provider for review and determination of the labs to be ordered. You may bring the outside lab order to the clinic at your scheduled appointment time, or have the lab order faxed or emailed directly to the clinic by the ordering physician. If the labs may be drawn in the CareATC clinic, 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 the 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 that 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 who are pregnant or have diabetes). Black coffee and water are allowed during the time you are fasting.*

## Will a PHA be required as part of the City of Arlington's Wellness For Life Program?

The City and CareATC are in continuous discussions regarding administration of the City's Wellness for Life program and the inclusion of CareATC's PHA. Members can expect further communication regarding this in January prior to the opening of the new clinic.