

# Wake Forest Baptist Health Employee Health & Wellness Clinic - Forsyth County Government

## Frequently Asked Questions

### **Where is the clinic located?**

In the Annex 1 Building (formerly known as Behavioral Health) at 725 Highland Avenue Winston-Salem, NC 27101

### **Who is eligible to use the on-site clinic?**

The clinic is open only to full-time employees, retirees and dependents 2 years old and older enrolled in the Forsyth County Government medical insurance plan. You must have your insurance card and photo ID to be seen in the clinic.

### **What are the hours of operation for the on-site clinic?**

7:00 am – 3:30 pm - Monday-Friday. The clinic will be closed for lunch from 11 am – 12 noon. The last appointment will be at 3:00 pm.

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

You can call 336-716-4715 or visit [FCGWellness.com](http://FCGWellness.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 336-716-4715 or online at [FCGWellness.com](http://FCGWellness.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 336-716-4715.

# Frequently Asked Questions

## 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.

## What services are available at the clinic?

- Acute care for adults and children over 2 years old
  - 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, burns
  - Splinter removal
  - Minor laceration repair, removal of sutures/staples
  - Ear wax removal
  - Camp, sports & college physicals (complete immunization records must be provided)

## Services for adults only (18+ years old)

- Acute care for adults
  - 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 clinic 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.
- Kindergarten physicals
- Services for children under the age of 2
- Treatment of broken bones
- IV Fluids
- Immunizations
- Drug Testing or workers compensation injury treatment or evaluation
- Chronic pain management

# Frequently Asked Questions

## **Will annual flu shots be provided by the on-site clinic?**

No, flu shots for employees are provided by the Public Health Department.

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

No. The clinic does not provide pre-employment or random drug testing

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

Yes. Having the County's medical insurance is required for you to use the on-site clinic. While having the county's medical insurance is an eligibility requirement, services and claims will not be reported or submitted to Blue Cross Blue Shield (with the exception of some laboratory services). You must have your insurance card and photo ID to be seen at the clinic.

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

Employees and their dependents who are Medicare eligible can use the clinic. Retirees and their dependents who are Medicare eligible cannot.

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

No. The clinic's services are free to the employee, and no co-pay or deductible will apply. The only exception may be some laboratory services. The medical 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 office.

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

The on-site clinic will follow the standard Forsyth County Government Holiday schedule.

## **Who has access to my medical records located at the on-site clinic?**

Only Wake Forest Baptist Health (WFBH) 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. Forsyth County Government employees do not receive employee information as WFBH is bound by strict privacy and confidentiality laws governed by the Health Insurance Portability and Accountability Act (HIPAA).

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

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

## **What are the credentials of the providers?**

The clinic will be staffed with a Nurse Practitioner or Physician Assistant, Medical Assistant, Registered Nurse Health Coach and licensed Behavioral Health Counselor.

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

Will Eads is a NC Fee Based Professional Pastoral Counselor (NCFBPPC). The state of NC recognizes this credential as equivalent to a Licensed Clinical Social Worker (LCSW), Licensed Professional Counselor (LPC) and Licensed Marriage and Family Therapist (LMFT). He is part of CareNet, a wholly-owned subsidiary of Wake Forest Baptist Health. 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 that are different than the on-site Chaplains we currently have at FCG?**

The chaplains assist the staff and community in crisis and trauma situations – often at the site of an incident. The behavioral health counselor may work with staff who have experienced trauma and met with our chaplains, but he will also assist all county employees with a range of counseling needs including stress management, marriage and family issues, depression, anxiety, resilience and other counseling needs.

## **May I have my prescriptions filled at the on-site clinic?**

At this time Wake Forest Baptist Health is not offering on-site pharmacy services. Providers at the clinic will send any needed prescriptions to the pharmacy of your choice. Select drugs will be offered free at the Public Health Pharmacy.

## **Can the provider at the on-site clinic write me out of work for FMLA?**

No. The provider at the on-site clinic can only write employees out of work for 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.

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

**Call 336-716-4715 or visit [FCGWellness.com](http://FCGWellness.com) to make an appointment**

Hours: Monday to Friday 7 am to 3:30 pm - Closed for lunch from 11 am to 12 noon