



# FREQUENTLY ASKED QUESTIONS

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**What is the GCS Health & Wellness Center?** A Physician, certified Nurse Practitioner and a Registered Nurse dedicated to helping you achieve your health improvement goals through medical care, personal consultations, health education and outreach. A center that offers well visits, immunizations, treats minor injuries, illnesses and conditions and offers medications when the practitioner writes you a prescription.

**Who is eligible to use the new GCS Health & Wellness Center?** What determines eligibility? The GCS Health & Wellness Center is available for any employee or dependent covered by one of our GCS health plans. The Center is an extension of the health plan and is part of the overall insurance package that is available through the school health plans. The Center will not bill Medicare so employees using Medicare will need to continue to use their current medical provider. Use of the clinic is a win-win for GCS and the employees. The employee or covered dependent receives services in the Center with **No Co-Pay**, and all of us save on the cost of services provided in the clinic over what is typically paid through the insurance plan. Our self-insurance money pays for these services.

**How much does it cost per visit at the GCS Health & Wellness Center?** There is **No Co-Pay** for visits, labs or medications within the Center. The services are covered by our self-insurance money.

**Where is the facility located?** Your Health & Wellness Center is conveniently located at **601 E. Purl St** across the parking lot from the GCS Administrative Building. There is a private entrance at the north end of the parking lot with dedicated parking spots.

**What is the phone number?** The phone number for your Health & Wellness Center is **(574) 533-8883**. **Someone will be available by phone once the Health & Wellness Center opens on January 17th, 2012.**

**How far in advance do I need to schedule an appointment?** Appointments are always needed. You can schedule same day appointments if available, either by calling or by using the online appointment system link located on the schools website [www.goshenschools.org](http://www.goshenschools.org). **The Center will not take walk-in patients.**

**When is the Center open?** The GCS Health & Wellness Center hours are:

\*indicates Physician, all other hours covered by the Nurse Practitioner

Monday	Tuesday	Wednesday	Thursday	Friday
6:30am - 11:00am	1:00pm - 6:00pm	CLOSED	7:00am - 11:00am* 1:00pm - 6:00pm	6:30am - 11:00am

**My Spouse is not on our health plan, can they use the facility?** No, the GCS Health & Wellness Center is only available to those who participate in the GCS Health Plans.

**Can I bring my children to the Center for care?** Yes, your dependent children who are covered under the GCS Health Plans are eligible to use services. For very young children (under age 2) and for childhood immunizations, we encourage you to seek care through your pediatrician.



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**Will the provider share my medical information with the school? NO!** Absolutely not! Your privacy is 100% protected. Services provided are strictly confidential and protected under law by HIPAA.

**Will the Center work with my existing doctors if necessary?** Yes, if you receive services in the Center and want your health care information shared with the doctor or doctors you currently see, with a signed consent/release, the Center will make sure your doctor receives all information about your visits.

**This seems too good to be true. How is it possible?** We understand that **No Co-Pay** medical care is a new concept. It is lower cost care than an emergency room or urgent care center. In addition, faster access will help you stay healthier and the wellness programs we are offering could help you and the school corporation, avoid higher cost care for more serious illness. It holds the potential to lessen increases in future insurance costs. It is wise use of our self-insurance money.

**What if I need someone when the Health & Wellness Center is closed?** Go online to schedule with the Center if possible for the next available appointment. Otherwise, we encourage you to seek care with your existing primary care provider. If you do not have one, please work with the Center to get a referral.

**Does the GCS Health & Wellness Center offer quality medical care?** Yes. The Health & Wellness Center is fully staffed by a Physician, certified Nurse Practitioner and a Registered Nurse employed through IU Health Workplace Services, our onsite provider.

**Can I get medication at the Center?** Yes, there are more than 100 generic medications available at the Practitioner Dispensary. If you are on a medication available at the Center, make an appointment to see the Nurse Practitioner. We will fill the prescription written by the Center's Practitioner at no charge. We can fill only prescriptions that are written by the Center's Practitioner.

**If I have regular labs done (every month or quarter), can I get those done at the Center?** Possibly, please contact the Center to let the staff know what labs you need to have administered. They can tell you if they are able to do the labs now or if supplies need to be ordered prior to your visit.

**As we prepare to open our doors in mid January, we invite you to take advantage of this exclusive employee health benefit. Watch your mail for an open house invitation and more information on screenings, services and events at the GCS Health & Wellness Center.**

If you have further questions, please contact Susan Stiffney, RN at [sstiffney@goshenschools.org](mailto:sstiffney@goshenschools.org) or 533-8651 ext 2413.



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Workplace Services