

# Health and Wellness Center – Frequently Asked Questions

## What is the Health and Wellness Center at Washington Township?

The center, managed by Indiana University Health, offers high-quality, comprehensive primary care and wellness services to MSD Washington Township employees and their families participating in the MSD Washington Township Health Plan.

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

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

## Where is the health and wellness center located?

The Health and Wellness Center at Washington Township is conveniently located at Northview Middle School (Door 19A South), 8401 Westfield Blvd.

## What services does the center provide?

The Health and Wellness Center at Washington Township 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** – Short-term supplies of common generic medications are provided by the center at no charge.

## Who staffs the health and wellness center?

The Health and Wellness Center at Washington Township is staffed by a board certified family practice physician and a medical assistant dedicated to helping you achieve your health improvement goals through medical care, personal consultations, health education and outreach.

## 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 health and wellness 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

## How do I schedule an appointment at the Health and Wellness Center at Washington Township?

To schedule an appointment, visit [msdwt.k12.in.us](http://msdwt.k12.in.us). You may also call **317.205.3332, ext. 22222**.



*(See next page for more information.)*



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## How far in advance do I need to schedule an appointment?

While appointments are needed, you can schedule a same-day appointment, if they are available. Call or visit the website to schedule. In most instances, we can see patients either the same day or within 24 hours.

## What if I need to cancel an appointment?

Please advise us in advance if you need to cancel or reschedule an appointment so others can reserve these appointment times. You can cancel or reschedule appointments online at [msdwt.k12.in.us](http://msdwt.k12.in.us) or call the center at 317.205.3332, ext. 22222.

## What should I bring to my appointment?

Please bring a photo ID and your insurance card.

## Will the doctor share my medical information with the school corporation?

**Absolutely not.** Your privacy is 100 percent protected. Services provided are strictly confidential by law under HIPAA. IU Health manages the health records in the same way they are managed in IU Health hospitals and affiliated practices.



## My spouse is not on the plan; can he/she use the center?

No, the Health and Wellness Center at Washington Township is only available to those who participate in the MSD Washington Township Health Plan.

## Can I bring my children to the center for care?

Yes, your dependent children covered under the MSD Washington Township Health Plan are eligible to use health and wellness center services. For very young children (under age 2) and for childhood immunizations, we encourage you to seek care through your pediatrician.

## Will the center work with my existing doctors, if necessary?

Yes, if you receive services in the center and want your healthcare 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 visit.

## What if I need to see someone when the health and wellness center is closed?

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. If your need is an emergency or urgent matter, seek care through a local urgent care or emergency room facility.

## Can I get my medications at the center? Is there a cost for medications?

Approximately 100 commonly used generic medications are available from the Health and Wellness Center at Washington Township. These “in-formulary” medications will be provided whenever possible. If you require medication after visiting the center, your first supply will be provided free of charge. If refills are required, or if you need to take medication for a chronic condition, such as high blood pressure or diabetes, these refills must be filled at your regular pharmacy and are subject to your pharmacy copay.

If you have any questions about your medications, feel free to call the center or stop in to speak with a member of our staff.



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