EACS – Near Site Clinic

Frequently Asked Questions

For EACS insured employees and dependents

Q: What is a near site clinic?

A: The EACS near site clinic is a partnership between EACS and Parkview FirstCare Walk-In Clinics to provide treatment for acute (recent on-set) illnesses and injuries. The Near Site Clinic locations are staffed by Parkview Physician Group providers (physicians, nurse practitioners, and physician assistants), with four locations in Allen County and one in Huntington County, located near to your work or homes.

Q: Who can be seen in this clinic?

A: EACS employees, and their dependents, who are covered by EACS insurance can be seen at these clinics.

Q: Where are the clinic locations?

A: There are five Parkview FirstCare Walk-In locations at which you can be seen: Dupont Road Fort Wayne, Hobson Road Fort Wayne, Illinois Road Fort Wayne, Minnich Road New Haven, and Guilford Street in Huntington. Please see the attached list for exact addresses and phone numbers.

Q: What kinds of services can we get at the Near Site Clinic?

A: The clinic is intended to be used for acute (recent on-set) illnesses and injuries. The clinics are also used to obtain medication refills on a select variety of long-term medications. The clinics are offered to you as a convenience around your work and family schedules; because we understand finding time for a visit to your doctor’s office isn’t always feasible. Refer to the EACS “Near Site Clinic Services” sheet for a detailed list of services.

Q: What if we want to be seen for something that is not listed on the scope of services?

A: The scope of services includes the most common acute illnesses and injuries which can effectively be taken care of in a walk-in clinic. If an illness or injury is not listed on the scope of practice, it is either because it is a more in-depth issue that should really be addressed (and followed) by your primary care physician or it is a more severe illness or injury, for which a hospital emergency room is better equipped to handle. If you are not sure where you should go, you can call Parkview’s Patient Services Center, at 260-373-9719 or 1-800-PPG-TODAY, and the staff will provide guidance on what type of care is most appropriate for your health concern.
**Q: Are all Near Site Clinic services offered during the hours of 8am – 8pm?**

A: The New Vision Drive location in Fort Wayne does offer lab services from 8am – 8pm, 7 days per week. Lab services at the other locations are typically available 8 am – 4:30 pm. Please see the specific site listing for lab and hours. Otherwise, all services listed on the EACS “Near Site Clinic Services” are available during the hours of 8am – 8pm.

**Q: How do I choose which clinic to go to?**

A: Any of the five clinics will be able to treat you for the illnesses or injuries listed on the scope of services. However, a quick call to Parkview’s Patient Services Center, at 260-373-9719 or 1-800-PPG-TODAY, will allow you to find out the number of current patients at each of the five clinics in order to choose the one that best meets the needs of your valuable time.

**Q: Are X-ray services included in my EACS Near Site Clinic benefits or covered under my insurance plan?**

A: X-rays are NOT included in your EACS walk-in clinic benefit but are covered under your health plan. If an x-ray is needed you will be given an order for the x-ray if the site does not have x-ray available. You can take this to the x-ray facility of your choice and your health plan benefits for that facility will apply. Calling Parkview’s Patient Services Center, at 260-373-9719 or 1-800-PPG-TODAY, will allow you to quickly find out which walk-in clinics have x-ray.

**Q: What do I need to bring with me to the clinic?**

A: You will need a photo I.D. and your EACS insurance card.

**Q: Do I have to pay anything for a visit to the clinic?**

A:

- **Traditional plan** members will not have a fee to pay. The lab services and medications included in the scope of services for EACS are included in your visit at no additional cost to you.

- **HDHP/HSA plan** members are responsible for a $35 fee that will be collected at the time of service. The lab services and medications included in the scope of services for EACS are included in your visit at no additional cost to you.

**Q: Can my regular doctor get the notes about my visit to the Near Site Clinic?**

A: Yes, just request your visit notes be shared with your physician when you are checking in at the front desk. You will need to provide the check-in staff with your physician’s name and approximate location (e.g. Fort Wayne). Your physician can also call at any time to obtain the notes of your visit. **Or, if your physician is a Parkview Physicians’ Group doctor, they will be able to access your visit notes right on their computer!**
Q: *What if I want to refill my long-term medication at the clinic, but the clinic does not carry my brand or exact medication?*

A: The clinic only carries certain generic long-term maintenance medications. If your particular situation allows, the clinic provider will evaluate you for a change in medication and will contact your primary care physician to approve this change. If your situation does not allow for a change, the clinic provider will write you a script to fill at the pharmacy of your choice; at which time, your health plan cost applies.

Q: *What if I need a medication the clinic does not carry?*

A: The clinic cannot carry all medications, as the selection of medications is too great. The provider will, however, write you a script for any medication they deem appropriate for your illness or injury. Any medications filled at a pharmacy after having received a prescription from the Near Site Clinic is covered by your health plan and your health plan cost will apply. (The clinic staff **will not** write prescriptions for narcotics.)