EACS Near Site Clinic: What should I expect?

- **Choosing the location:** An easy, convenient way to start the selection process is by calling Parkview’s Patient Services Center, at 260-373-9719 or 1-800-PPG-TODAY, to find out the current number of patients at the walk-in clinic.

- **Upon arrival:** Similar to a visit with your family physician, you will check in with the receptionist at the front desk. Adults will be asked to present a photo I.D. and everyone will be expected to present their EACS insurance card. You will be asked to sign a few papers which provide us with your consent to treat you (or your dependent(s)). Your information will be entered into Parkview’s electronic health record system.

  - **Traditional plan members:**
    - will *not* pay a fee for the visit
    - Lab tests and medications provided at the clinic will be billed.
    - **X-rays will be submitted to your insurance and applicable plan fees will be the responsibility of the patient**

  - **HDHP/HSA plan member**
    - will pay a $35 fee at the time of service
    - Lab tests, and medications provided at the clinic will not be charged to the patient
    - You should request a receipt for your visit so you can submit this to plan services – the $35 fee will be applied to your deductible and can be submitted to:

    Employee Plans, LLC at 1111 Chestnut Hills Parkway  
    Fort Wayne, IN 46814 or fax to: (260) 625-7530

    - **X-rays will be submitted to your insurance and applicable plan fees will be the responsibility of the patient**

- **After check-in:**
  - You will be called back to a clinic room based upon a first-come, first-serve system
  - The clinic staff will ask basic questions regarding your historical health and the reason for your visit that day
  - The clinic staff will enter the data into Parkview’s electronic health record system
  - The Parkview provider (who may be a physician, nurse practitioner, or physician assistant) will come into the room to examine you

    - **Medication:**
      - If the provider determines you need medication which we carry on-site, they will provide you with that at the time of service in pre-packaged dosage.
• If the provider determines you need medication which is not carried on-site, they will write you a prescription which you may pick up at the pharmacy of your choice. This can be sent to your pharmacy electronically or you can be given a paper script. **Applicable health plan fees will be the responsibility of the patient.**

  ▪ **X-rays: (Not included in Near Site Clinic Benefit)** All X-rays are billed to insurance.
    • If the provider determines your injury requires a plain-film x-ray and it is available on-site, they will order this for you to be done at the visit.
    • If the provider determines your injury requires a plain-film x-ray and it is **not available on-site** (either at the Hobson Road location or after normal x-ray hours for the location), they will write you an order to have the x-ray completed at the facility of your choice.
    • If the provider determines your illness or injury requires advanced radiology testing, they will provide you with an order to go to the facility of your choice.