

# Sheboygan County InHealth Clinic

GENERAL INFORMATION & FAQ

# SHEBOYGAN COUNTY INHEALTH CLINIC

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The contents of this document provide employees, spouses, and dependent children enrolled in their employer's medical plan, information about services available to them through the Sheboygan InHealth Clinic. The Clinic is at no cost to the County and SASD employees, spouses, and dependent children. There is a copay for any City employees, spouses, and dependent children who use the clinic.

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# SHEBOYGAN COUNTY INHEALTH CLINIC & WELLNESS CENTER

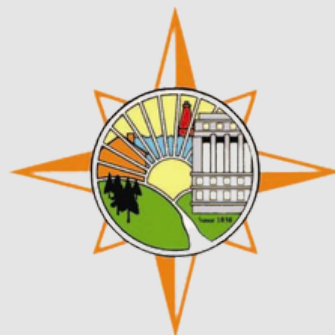
The Sheboygan County InHealth Clinic & Wellness Center is a joint partnership between the City of Sheboygan, Sheboygan Area School District, and Sheboygan County to enhance the level of healthcare provided to employees and their family members. Our partner in providing health and wellness services is Healics™.

The InHealth Clinic & Wellness Center is available to any City of Sheboygan, Sheboygan Area School District, and Sheboygan County employees, spouses, and dependent children, aged 24 months and up, enrolled in the medical plan.

In this document you will learn about the provider care team and the services available along with frequently asked questions surrounding the health and wellness benefits available to you.

**615 Pennsylvania Ave  
Sheboygan, WI 53081**

**P: (920) 547-4210  
F: (800) 671-5786**



**Sheboygan County  
InHealth Clinic**

# MEET YOUR PROVIDERS



## Laurie Benkley, Nurse Practitioner

Laurie is passionate about health and wellness. She enjoys working with patients to help them achieve their personal health goals they set, as well as setting new goals for the future. Laurie believes in holistic care and also helps patients manage their urgent care needs, as well as chronic illnesses.



## Karen Bonner, Nurse Practitioner

Karen is committed to providing personal and professional care to her patients. She partners with them to promote health through education, lifestyle changes and medications. She has been providing care for patients at the Sheboygan County InHealth Clinic since 2008.



## Brad Wiegand, Chiropractor

Dr. Brad enjoys using a wide variety of treatments including spinal and adjustment, soft tissue mobilization, various taping techniques, prescription exercises, and others to treat many conditions. His primary goal is to help patients and athletes reach their optimum health and maximum performance.



## Carrie Berger, Certified Wellness Health Coach

Carrie's passion for health and wellness is evident in her personal lifestyle and in her professional goals. She is committed to healthy living and continues to pursue opportunities for personal and professional growth. Carrie has received recognition from the Blood Center of Wisconsin as a top recruiter for blood donations. Healics is confident that Carrie can motivate your employees to make positive lifestyle changes and lead happier, healthier lives.

# CLINIC BENEFITS AND SERVICES

We want the Sheboygan County InHealth Clinic & Wellness Center to be the top choice for you and your family's primary, preventative, and acute care needs. Our high quality providers can offer you the time and attention your health deserves. They can help manage your general primary care plus many urgent care needs. Additionally, the Clinic providers can offer support and manage for a variety of chronic conditions. While we are not a walk-in clinic, we will do our best to accommodate same day or next day appointments whenever possible.



## Convenience

- One Stop Medical Care
- No Copayments or Deductible
- Centrally Located
- Convenient Hours
- Easy Scheduling
- Online Patient Portal
- Select Medications at No Cost to You



## Primary Care

- Disease Management
  - Hypertension
  - Type 2 Diabetes
  - Hyperlipidemia
- Blood Pressure Monitoring
- Blood Glucose Monitoring
- Routine Lab Work
- Care for Injuries (lumps, bumps, etc.)
- Allergies
- Athlete's Foot
- Cold Sores
- Impetigo
- Insect Bites
- Mononucleosis
- Pharyngitis
- Poison Ivy
- Ringworm
- Styes
- Swimmer's Ear
- Wart Treatment



## Acute Care

- Bladder Infections
- Rashes & Minor Burns
- Ear infections
- Upper Respiratory Infections
- Sinus Infections
- Laryngitis
- Sore Throat & Strep Throat



## Preventative Care

- Routine Physicals
- Well Child Visits (24 months and up)
- Routine Gynecological Visits
- Immunizations & Screenings
- Labs & Screenings
- Camp & Sports Physicals

### Services NOT performed by the Nurse Practitioner:

- Specialty Care - management of chronic pain, insulin therapy, eye & hearing exams
- Procedures - excision of moles or skin lesions, suturing
- Diagnostic Testing - EKG, x-ray, mammogram
- Emergency Care - acute chest/abdominal pain, anaphylactic reactions, difficulty breathing, etc.
- Work Related Injuries
- Care for Children Under 24 Months

# HEALTH COACHING

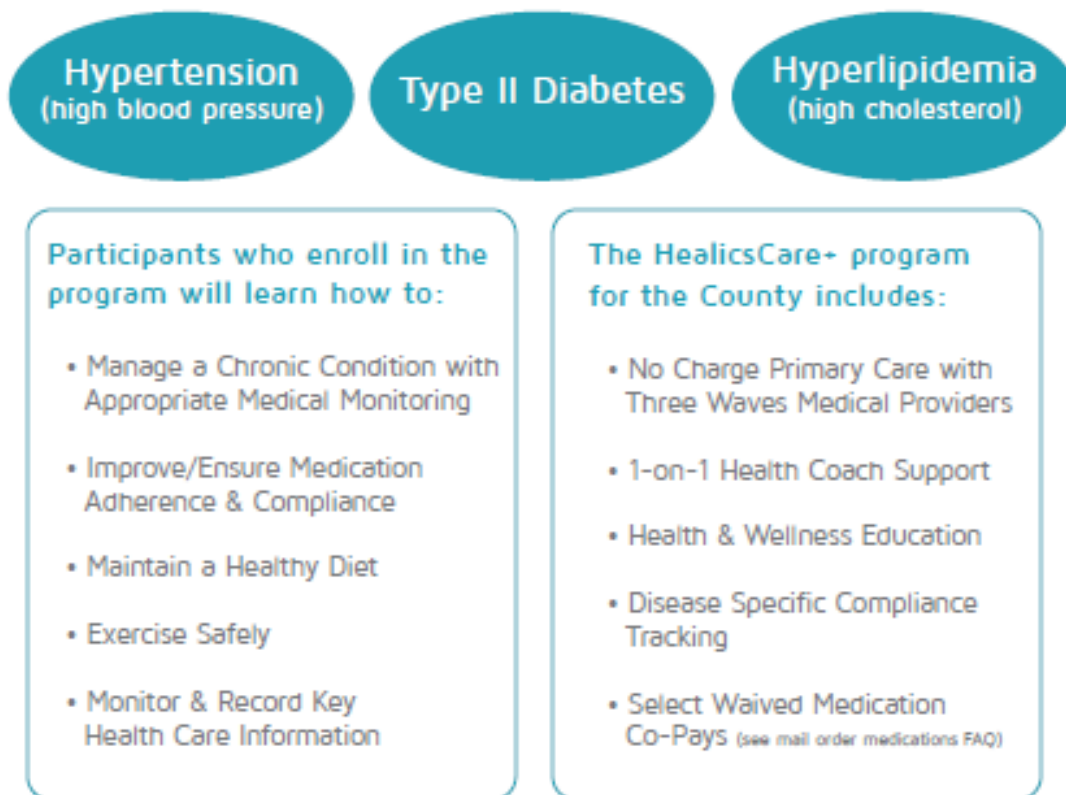
Coaching conversations inspire and challenge you to go beyond what you can do alone. Coaching is a **FREE** resource for all **County** and **SASD** plan member employees, spouses, and dependents. The Sheboygan InHealth Clinic Health Coach can be a guide, ally and accountability partner by helping you to create new healthy habits, let go of unhealthy behaviors, and in general, work with you to transform health goals into realities. Your first session will be a general introduction to coaching and an opportunity for you and the coach to discuss what health and wellness issues are important to you. Here are a few ideas to get the conversation started:



Sessions are held at your pace and are approximately 15 minutes in length. Your Health Coach is available for telephonic or virtual sessions. To schedule an appointment simply call the Clinic at 920-547-4210.

# HEALICS CARE+ DISEASE MANAGEMENT PROGRAM

Sheboygan County is pleased to announce a FREE program developed to provide additional support to plan member employees, spouses, and dependents (>18), with chronic conditions, or those at risk for one. The program, HealicsCare+, is designed to help eligible participants take an active role in their health by providing the education, medical care and support needed to manage chronic health conditions. Our goal is to help you enjoy a healthier future. Participants who enroll will receive a personalized, disease specific, care plan to help self-manage health conditions including:



If you have a chronic condition, or could be at risk, call the Sheboygan InHealth Clinic at 920-547-4210 and ask about enrollment in the HealicsCare+ Disease Management Program.

## EARN INCENTIVES FOR PARTICIPATING

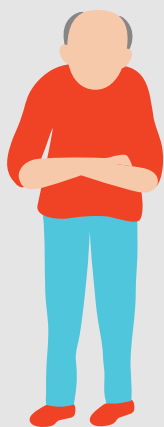
Sheboygan County active plan member employees enrolled and compliant in the HealicsCare+ Disease Management program will receive a discount on some medications.

# WHAT PATIENTS ARE SAYING ABOUT YOUR SHEBOYGAN COUNTY INHEALTH CLINIC

"I RECENTLY HAD TO ESTABLISH CARE ELSEWHERE DUE TO MY WIFE'S RETIREMENT. I APPRECIATE YOUR CLINIC NOW MORE THAN EVER! YOU KNOW ME BY NAME AND TREAT ME LIKE YOUR FAMILY MEMBER THAT YOU ACTUALLY CARE ABOUT. I WISH I COULD STILL COME HERE AFTER THE END OF THIS MONTH. YOU ARE ALL SO FRIENDLY AND CARING I WILL MISS THIS WONDERFUL CLINIC DEEPLY. WHEN YOU'VE HAD THE BEST CARE IT IS HARD TO SETTLE FOR LESS . KEEP UP THE GREAT WORK!"

"THE PROVIDERS ARE ALWAYS VERY GOOD AT LISTENING AND ADDRESSING CONCERNS."

"THE CLINIC TEAM IS EXTREMELY HELPFUL AND KNOWLEDGEABLE. ALL AROUND A GREAT RESOURCE AND OUTSTANDING CLINIC!"



# GENERAL CLINIC FAQ

## **Q. What is an employer-sponsored clinic?**

A. An employer-sponsored clinic exclusively serves the employees, spouses and dependents of a specified company or organization for their primary and preventative health care needs. Clinic services are available at no cost to the health plan members of the City of Sheboygan, Sheboygan County, and the Sheboygan Area School District. By visiting the InHealth Clinic, employees have access to primary and preventative care services that are both cost-effective and convenient.

## **Q. What types of services are available at the clinic?**

A. The Clinic is available for primary, preventative health and acute care needs including, but not limited to:

- Annual physicals
- Well-child exams (ages 2 and up)
- Management of chronic conditions
  - diabetes
  - hyperlipidemia
  - hypertension
  - asthma
- Sick visits
- Strep throat
- Upper respiratory infections
- Sinus and ear infections
- Minor injuries
- Sprains/strains
- Rashes
- Minor burns
- Immunizations and lab work

The Clinic providers will evaluate and treat based on the reason for the visit. The Inhealth Clinic & Wellness Center treats most conditions that community Primary Care Providers typically manage.

## **Q. Does the clinic offer health coaching services?**

A. Yes, the Clinic offers a variety of health coaching services such as 1-on-1, virtual, and telephonic coaching including: nutrition, weight loss, exercise, stress management, disease management, nicotine cessation and small group coaching.

# GENERAL CLINIC FAQ

**Q. How do I make an appointment?**

A. Appointments can be made by calling the Clinic at 920-547-4210. Online booking is also available by logging into Healics' Patient Portal & via the Healow app on a mobile phone. To gain access to the online portal, contact the Clinic and they will assist you with the process. The staff will do their best to offer same day appointments, but it is always best to call ahead.

**Q. What is the cost of a visit to the clinic?**

A. There is no cost to the patient for any treatment given by the provider during a visit including the office visit, lab work, immunizations, and any other services.

**Q. Can I come to the clinic for an emergency?**

A. No. In the event of an emergency, call 911 immediately. The Clinic is not structured to treat emergency situations.

**Q. What if I need to see a specialist?**

A. The providers will work with each patient to refer them to the appropriate specialist based on needs, preference, insurance plan and location. Like all services at the Clinic, this is at no cost to the patient. Fees, when visiting the specialist outside of the Clinic, will be subject to the terms of your health insurance plan.

**Q. Are there x-ray services onsite?**

A. No, x-ray services are not available at the Clinic. Patients are referred to a local imaging provider for this service. Fees for x-ray services are subject to the terms of your health insurance plan.

**Q. Is there a lab onsite?**

A. Yes, a full service laboratory and point of care testing is available within the Clinic for acute care, primary care and prevention visits. Examples may include: strep and pregnancy testing, chemistry panels, CBC, lipid panel, glucose, PSA, TSH, etc.

# GENERAL CLINIC FAQ

**Q. If I have a standing order to have labs drawn with my Primary Care Physician(PCP), can I complete these labs at the Clinic?**

A. After an establish-care visit with the InHealth Clinic & Wellness Center, we are happy to draw and process labs for outside providers. However, because of the potentially critical or unique nature of some results, there may be certain lab work that is still best if drawn and processed at a specialty facility. We invite you to call ahead to discuss any questions about your needs.

**Q. What happens if my child develops an ear infection in the middle of the night?**

A. The Clinic opens at 7:00 a.m. Staff will make every effort to accommodate same day appointments for urgent care needs. If booking online after hours, please note the appointment will not be seen or approved until the Clinic opens. Until you receive official confirmation, any appointment requests remain pending.

**Q. What are the advantages for plan members using the Clinic?**

A. Advantages to patients who utilize the near-site Clinic include no-cost quality healthcare, increased patient time and rapport with providers individualized care plans, lower no-wait time to see the provider, convenient clinic location and access, and same day appointments, when available.

**Q. Do I need to make an appointment?**

A. Yes, patients are always asked to schedule appointments. However, same-day appointments are typically available for urgent care needs.

**Q. Is there a minimum age for clinic patients?**

A. Yes, we are happy to see patients age two years and older at the InHealth Clinic & Wellness Center.

**Q. If I am a current patient of the Clinic and working with a provider, can I call to obtain a prescription without scheduling an appointment?**

A. Yes, we maybe able to refill prescriptions for ongoing or chronic issues without a visit, but would require a visit for acute or new complaints. The Clinic staff will handle each request on a case-by-case basis.

# GENERAL CLINIC FAQ

**Q. How do you share records with a person's primary care physician?**

A. With the appropriate authorization from the patient, providers may collaborate with other care providers and share medical records electronically, via paper or secure fax. In addition, you are able to download your medical records from the Patient Portal and share with your PCP at any time.

**Q. How much does it cost for services at the InHealth Clinic?**

A. For Sheboygan County and SASD, all services are paid for by your employer. For City employees, there is a small copay per visit. Call the Clinic for more details.

**Q. Is my medical information obtained at the Clinic shared with my employer or any other third party?**

A. No. The InHealth Clinic is required by law to be HIPAA compliant and cannot share your medical/personal health information with anyone without your written consent.

## *A Message from your Clinic Staff....*

**"PUT YOUR TRUST IN US FOR YOUR HEALTHCARE NEEDS. WE ARE AN EXPERIENCED STAFF THAT LOOK FORWARD TO MEETING YOU WHERE YOU ARE AT TO HELP YOU BECOME THE HEALTHIEST VERSION OF YOU. CHECK US OUT!" -MARCIA CMA**

**"THANK YOU FOR VISITING OUR CLINIC AND ENTRUSTING US WITH YOUR HEALTH CARE NEEDS. I LOOK FORWARD TO GREETING YOU AND HELPING YOU GET STARTED ON YOUR WELLNESS JOURNEY!" - JENNIFER KUCERA**

**"ONE OF MY FAVORITE QUOTES IS FROM C.S LEWIS "YOU CAN'T GO BACK AND CHANGE THE BEGINNING, BUT YOU CAN START WHERE YOU ARE AND CHANGE THE END. COME VISIT US AND LET US HELP YOU WITH THOSE CHANGES WITH ALL YOUR HEALTH AND WELLNESS NEEDS." KIMBERLY MCKAY CMA**