



HEALTH & WELLNESS CENTERS



FREQUENTLY ASKED QUESTIONS

What are the QuadMed Health and Wellness Centers?

QuadMed Health and Wellness Centers are full-service health centers that provide employees, spouses and dependents with exclusive access to convenient, high-quality, affordable health care.

QuadMed is a nationwide leader in employer-sponsored, onsite healthcare with nearly 30 years of experience in providing superior care for employees at or near their workplace.

Where are the QuadMed Health and Wellness Centers?

Employees and their dependents can visit any of the following locations across Indiana:

- > **Alexandria**
112 S. Harrison St. Alexandria, IN 46001
- > **Cambridge City**
Golay Center, 1005 E. Main St. Cambridge City, IN 47327
- > **East Muncie**
2900 E. McGalliard Road Muncie, IN 47303
- > **Liberty**
400 E. State Road 44 Liberty, IN 47353
- > **Peru**
19 Park Drive Peru, IN 46970
- > **Winchester**
123 W. Franklin St., Suite 301 Winchester, IN 47394
- > **Yorktown**
2005 S. Tiger Drive Suite 2 Yorktown, IN 47396

Who can use the the QuadMed Health and Wellness Centers?

The health centers are open to all North Central employees, spouses and dependents on the employer health plan.

How can I schedule an appointment?

You can schedule an appointment by calling 888.417.1001.

Do I have to schedule an appointment?

The goal of the center is to provide every patient with a positive experience. One of the keys to achieving this goal is making sure there is little to no wait time for anyone, by maintaining scheduled appointment times.

We prefer you make an appointment ahead of time, however we know that illness is never predictable. We will always attempt to honor your urgent needs when possible.

How long will my appointment take?

Appointment times vary depending on symptoms. We have appointments available in 15-, 30-, 45- and 60-minute time frames to accommodate your needs.

What are the advantages of using the QuadMed Health & Wellness Centers?

There are many advantages, including full primary care services at multiple health center locations and same-day appointments for last-minute health.

If I use the QuadMed Health & Wellness Centers, does that mean I will need to stop seeing my current Primary Care Provider (PCP)?

The provider you visit is completely your choice. You have options:

- You can make the center your primary source of health care and make the QuadMed provider your PCP; or
- You can continue to see your current PCP and use the center whenever it is convenient for you

Is there a fee for QuadMed Health & Wellness Centers?

No. QuadMed Health & Wellness Centers offer the same primary and acute care services you'd find at large health care clinics in the community, though appointments are no cost and exclusively for you and your dependents.

What is the difference between a sick/acute care visit and a preventive visit?

An acute care visit provides immediate attention for symptoms such as a sore throat, fever or cough. A preventive visit is meant to avoid a future illness by methods such as an annual physical.

Do I have to use the QuadMed Health & Wellness Centers?

No. Use of the center is completely voluntary and confidential.

What types of labs can I have drawn?

The center offers a range of basic lab services, including urinalysis, strep throat screening, pregnancy testing, and cholesterol, glucose, potassium and thyroid checks. You can also bring in orders from outside providers and have that lab work done at the center.

FREQUENTLY ASKED QUESTIONS

Will I be able to get prescriptions at the QuadMed Health & Wellness Centers?

Selected medications will be available in the center. Your QuadMed provider can also prescribe medications to be filled at your local pharmacy.

How does QuadMed handle specialist referrals?

When additional expertise is needed for your care, your QuadMed health care provider will work with you and your health plan to determine the best specialist referral. Your QuadMed provider will make a referral to the specialist. Then, after you see the specialist for your care, your QuadMed provider and the specialist will work together to enhance your care.

What if I have an emergency?

Please follow standard emergency procedures and contact 911 as appropriate.

Health information is personal. How do I know my information will remain confidential?

Confidentiality is vital in a health care setting, and health care providers are held to strict patient confidentiality rules. All patient medical information will be maintained in the strictest confidence and is not accessible to your employer. Your health information is also protected by the federal law restricting release of medical information.

Who can I contact for more information?

To learn more about the QuadMed Health & Wellness Centers call 888.417.1001 or visit www.quadmedical.com.

What types of services are offered?

QuadMed Health & Wellness Centers offer a wide range of primary care, acute care and preventive care services for patients of all ages. Visit the centers for any of the following:

- Abdominal pain
- Allergic reaction
- Allergies
- Annual physical exams and well-woman exams (including pap smears)
- Anxiety/stress
- Asthma/breathing difficulty
- Athlete's foot
- Blood pressure check
- Body aches/pains
- Cholesterol management
- Cough/upper respiratory infection
- Diabetes screening
- Diabetes management
- Diarrhea
- EAP referrals
- Ear infection, pain and ear wax removal
- Eye infections (including pink eye)
- Flu or cold symptoms
- Foot pain
- Glucose checks
- Headaches/migraines
- Hypertension management
- Lab draws
- Minor procedures including skin tag, cyst, mole and wart removal, suturing and suture removal
- Muscle strains/sprains
- Pregnancy testing
- Screenings including strep throat, influenza, urinary tract infection, bladder infection and prostate
- Shortness of breath
- Sinus infection
- Skin conditions including eczema, scabies, ringworm, rashes, hives and shingles
- Stomach pain including nausea, vomiting, indigestion and constipation
- Thyroid checks
- Weight management

Call 888.417.1001 to schedule an appointment.

THE BEST THINGS IN LIFE ARE FREE



**Get confidential, no-cost family health care at
the QuadMed Health & Wellness Center**

We offer primary and acute care similar to health care clinics in the community, but all services are **FREE** to employees and their families enrolled in the employer health plan.

Make us your first stop for health care. Visit us for:

- Primary care and pediatrics
- TDap and flu vaccines
- Diabetes and condition management
- Anxiety, depression and stress
- Physicals and preventive screenings
- Lab work, including orders from outside providers
- Minor illnesses and injuries

All patient medical information is kept confidential and is never shared with your employer.

Schedule a no-cost visit today!
myquadmed.com/indiana
888.417.1001

Visit our
website to see
a complete list
of services!



HEALTH & WELLNESS CENTER

The health centers are open to all North Central Indiana School employees, spouses and dependents ages 2 and up on the employer health plan.



QuadMed Health & Wellness Centers

QuadMed Health & Wellness Centers offer the same primary and acute care services you'd find at large health care clinics in the community, though appointments are no cost and exclusively for you.

SERVICES

- Physicals such as preventive, school, sports and well-child exams
- Tdap and flu vaccinations
- Lab testing including orders from outside providers
- Minor procedures such as removals of skin tags, moles and warts
- Comprehensive well-woman exams
- Treatment for illnesses and injuries such as sore throats, ear/eye infections, headaches, minor burns, coughs, cuts and bruises
- DOT physicals
- Weight and blood pressure checks
- Care for chronic conditions such as diabetes, high blood pressure, asthma and thyroid problems

HEALTH & WELLNESS CENTER LOCATIONS AND HOURS

Location	Address	Hours
Alexandria	112 S. Harrison St. Alexandria, IN 46001	MON: 6 a.m. – 4 p.m. WED: 11 a.m. – 7 p.m.
Cambridge City	Golay Center, 1005 E. Main St. Cambridge City, IN 47327	TUE: 8 a.m. – 7 p.m. WED: 7:30 – 11:30 a.m. FRI: 6 a.m. – 4 p.m.
East Muncie	2900 E. McGalliard Road Muncie, IN 47303	MON: 6 a.m. – 4 p.m. WED: 8 a.m. – 6 p.m.
Liberty	400 E. State Road 44 Liberty, IN 47353	MON: 6:30 a.m. – 12:30 p.m. WED: 12:30 – 6:30 p.m.
Peru	19 Park Drive Peru, IN 46970	MON: Noon – 7 p.m. TUE: 6 a.m. – 1 p.m. WED: Noon – 7 p.m. THU: 6 a.m. – 2 p.m.
Winchester	123 W. Franklin St., Suite 301 Winchester, IN 47394	TUE: 8 a.m. – 6 p.m. THU: 6 a.m. – 4 p.m.
Yorktown	2005 S. Tiger Drive Suite 2 Yorktown, IN 47396	TUE: 6 a.m. – 4 p.m. THU: 8 a.m. – 6 p.m.

ELIGIBLE PATIENTS

The health centers are open to all North Central employees, spouses and dependents on the employer health plan.

TO SCHEDULE AN APPOINTMENT

Visit myquadmed.com/indiana or call 888.417.1001.