

# HEALTH HUB'S FREQUENTLY ASKED QUESTIONS

## WHERE IS THE HEALTH HUB LOCATED?

Roughly four blocks south of City Hall. The physical address is: **960 Liberty Street SE.**

## WHAT HOURS IS IT OPEN?

Mondays: 7:00 a.m. - 4:00 p.m.

Tuesdays: 8:00 a.m. - 5:00 p.m.

Wednesdays: 9:00 a.m. - 6:00 p.m.

Thursdays: 8:00 a.m. - 5:00 p.m.

Fridays: 7:00 a.m. - 4:00 p.m.

*\*The clinic has limited services daily 1:30pm-2:30pm*



## WHAT SERVICES ARE OFFERED?

### DIAGNOSE AND TREAT INJURIES, ILLNESSES, AND CONDITIONS:

- Colds, coughs, congestion and flu
- Ear aches and sore throats
- Seasonal allergies
- Bladder Infection
- Strains and sprains
- Cuts, abrasions, burns, and bruises
- Skin problems such as acne, rashes, poison ivy and shingles

### PHYSICALS AND WELLNESS VISITS

- Routine well woman and well man exams
- Sports and camp physicals
- Blood pressure screening and counseling
- Diabetes screening and counseling
- Cholesterol screening and counseling
- DOT Physical
- Audiogram

### ROUTINE LAB TESTS INCLUDING INSTANT RESULTS FOR:

- Strep throat
- Influenza
- Mono
- Blood sugar

### MANAGEMENT OF CHRONIC CONDITIONS INCLUDING:

- Diabetes
- High blood pressure
- High cholesterol
- Asthma

### IMMUNIZATIONS (FLU, TETANUS)

### MEDICATION MANAGEMENT AND EDUCATION

## HOW CAN I SCHEDULE APPOINTMENTS?

Simply call the clinic to schedule your appointment. Phone Number: (815) 578-6109

## CAN MY FAMILY MEMBERS USE THE HEALTH HUB?

Yes, your spouse/ partner and children (over the age of 2) can be seen at the Health Hub.

**Have questions? Want to make an appointment?**

**Call (815) 578-6109**

## HOW MUCH DOES IT COST TO USE THE HEALTH HUB?

Participants over the age of two, may be seen at the Health Hub. There is no office fee for City PPO and Kaiser Permanente participants. A no call, no show fee may apply for those who miss their scheduled appointments.

Employees who are insured under the High Deductible Health Plan or who opt out of the City's health plan coverage will incur a charge of \$75 per visit. The Health Hub does not bill other insurance. Contact Carrie Wagner in Employee Benefits at (503) 589-2085 or email [cwagner@cityofsalem.net](mailto:cwagner@cityofsalem.net) if you have questions about your health plan coverage.

### PER VISIT FEES:

- City PPO: \$0.00
- Kaiser Permanente: \$0.00
- City HDHP: \$75.00
- Opt-Out: \$75.00



## HOW DOES THE CLINIC STAFF COMMUNICATE WITH "MY" PRIMARY CARE PROVIDER OR A NEEDED SPECIALIST?

With your written permission, our clinic staff will call your primary care provider or preferred specialist, directly. This ensures that your private medical information is safely communicated when discussing any of our findings.

## CAN I GET A PRESCRIPTION AT THE CLINIC?

Yes, our provider will make sure you get the medication you need. We can prescribe refill medication (e.g. blood pressure medication) but will not do so if you have not seen your primary care provider in over a year. The Health Hub does not dispense narcotics. Prescriptions dispensed through an outside pharmacy will continue to be subject to the applicable copays. The Health Hub has a limited number of prescription medications available in the clinic at no cost. Basic antibiotics, prescription-strength cold and flu symptom relievers, topical skin treatments, as well as medicated eye and ear drops.