

# BCSC Health Center Information

Welcome Packet



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## **BCSC Health Center**

1950 Doctors Park Drive  
Suite C

Columbus, IN 47203

Phone: 812.375.8810

Email: [BCSCNurse@crh.org](mailto:BCSCNurse@crh.org)

Fax: 812.375.8879

Website: [www.bcsc.k12.in.us/BCSCHealthCenter](http://www.bcsc.k12.in.us/BCSCHealthCenter)

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# Frequently Asked Questions

## **What is the BCSC Health Center?**

The BCSC Health Center is a physician's office managed through a collaborative relationship with Columbus Regional Health. BCSC has contracted for this dedicated employee healthcare solution to exclusively serve our employees and family members.

## **Who is eligible to use the new BCSC Health Center? What determines eligibility?**

The BCSC Health Center is available for use by any employee or dependent covered under BCSC health insurance (SIHO). Use of the clinic is a win-win for BCSC and employees. You receive healthcare services in the center with no co-pay, and the school corporation saves on healthcare costs through this dedicated, lower-cost service.

## **How much does it cost per visit at the BCSC Health Center?**

There is NO CO-PAY for visits, labs or medications provided within the center. Services in the center are paid for by BCSC at a discounted cost, allowing both you and our school corporation to save money on healthcare costs.

## **How far in advance do I need to schedule an appointment?**

Appointments are needed; you can schedule same day appointments if available, either by calling 375-8810 or by using the online appointment system link at: [www.bcsc.k12.in.us/BCSCHealth Center](http://www.bcsc.k12.in.us/BCSCHealthCenter) or [www.crh.org/mychart](http://www.crh.org/mychart).

## **My spouse does not use our health insurance; can they use the health center?**

No, the BCSC Health Center is only available to those who participate in the BCSC Health Insurance Plan.

## **Can I bring my children to the center for care?**

Yes, your dependent children who are covered under the BCSC health plan are eligible to use services. We encourage you to maintain a regular relationship with a pediatrician for ongoing care of young children, but for immediate care needs and for a consultation, please feel free to bring children to see our provider.

## **Will the doctor share my medical information with the school?**

No! Absolutely not! Your privacy is 100% protected. Services provided are strictly confidential by law under HIPAA and Columbus Regional Health maintains strict confidentiality of patient records and information.

## **Will the center work with my existing doctors if necessary?**

Yes, if you receive services in the center and want your healthcare information shared with the doctor or doctors you currently see, with a signed consent/release, the center staff will make sure your doctor receives all information from your visits. Our provider may also want to speak with your other doctors to make sure they are working together on the best possible care plan for you.



# Frequently Asked Questions

## **This seems too good to be true. How is it possible?**

The program offered costs less than similar care paid for through our insurance. Our goal is to offer you convenient access to high quality care with no co-pay or co-insurance required. Our hope is that by using the Health Center services, you will stay well and feel great. Lower cost and faster access makes it easy for you to stay healthy. The wellness programs we offer could potentially help you and BCSC avoid higher cost care for more serious illness. This health and wellness offering also holds the potential to lessen increases in future insurance costs.

## **What if I need to see someone when the Health Center is closed?**

Go online to schedule with the center if possible for the next available appointment. Otherwise, we encourage you to seek care with your existing primary care provider. If you do not have one, please work with the center to evaluate your options.

## **If I have a work-related illness or injury, will I use the center for treatment?**

No, the center will not see work-related illnesses or injuries, as the center is not able to accommodate walk-in patients as well as scheduled patients. If you do have a work-related illness or injury, your supervisor will direct you to PromptMed for your initial visit and treatment. Except in an emergency situation, always see your supervisor for instructions on where to go for treatment for work-related illnesses or injuries.

## **Does the BCSC Health Center offer quality medical care?**

Yes. The Health Center is fully staffed by a Board Certified Physician and Certified Assistants employed through Columbus Regional Health.

## **Services available at the BCSC Health Center**

**Primary Care:** Primary level care to treat and manage acute and chronic health conditions.

**Wellness:** Health consultation to address any health related concerns or questions.

**Labs:** Lab services to collect blood and other specimens for analysis and diagnostic needs (including outside lab orders).

**Medications:** While medications may be available in the clinic; prescriptions will be written to meet medical needs and referred to the lowest cost vendor.

- \$4 & \$10 retail outlets or other local pharmacy
- In clinic medications as available
- 90-day maintenance program through the BCSC Insurance Plan

**Preventive:** Wellness services include routine annual screenings and physical exams, PAP (well-women) visit, nutrition counseling, health education, and more.

**Education:** Disease education and routine monitoring of chronic health conditions.

**Chronic Care:** Management of chronic health conditions and disease management.



# Appointment Scheduling

Appointment scheduling is done through MyChart.

## To Make an Appointment

- Have you seen Dr. Kline at the BCSC clinic since November 1, 2017?
  - If yes, you are all set and just need to setup a MyChart account, if you haven't already, at [www.crh.org/mychart](http://www.crh.org/mychart).
- If you have seen Dr. Kline at the BCSC Clinic between November 1, 2016-October 31, 2017, then create a MyChart account to schedule your next appointment. The clinic may need to call you to verify some information.
- If you have not used the clinic since November 1, 2016, we encourage you to set up a MyChart account to speed up your visit and registration, but you will need to call the clinic to set up your appointment. Please call the BCSC clinic directly at 812-375-8810 to schedule an appointment.
- Need to schedule a child? To protect all patients under the age of 18, you must create their profile in the clinic. Once you and your child have a MyChart account, you will be able to schedule all future appointments online.

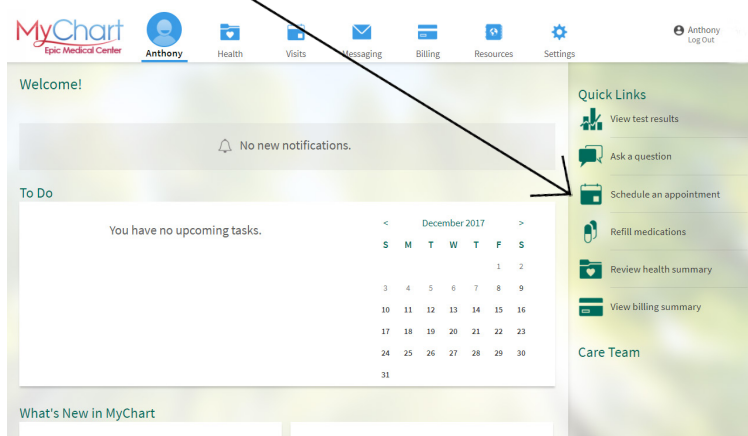
All are encouraged to sign up on MyChart before your visit to simplify and speed up your clinic visit. Please bring your BCSC insurance card to your clinic visit.

## What is MyChart?

The MyChart application is a platform you can use to access your medical record, keep track of healthcare services and appointments, schedule appointments, view test results, and even communicate with your physician.

MyChart is available via the Internet and as a smartphone application. Although patient medical records will automatically be housed on the new Epic platform, each patient must sign up to use the MyChart application. Please visit [www.crh.org/mychart](http://www.crh.org/mychart) or your BCSC intranet for further details on how to sign up.

Once logged in please click - Schedule an appointment



If you have been to the clinic since 11/1/17, please select your desired appointment type, and schedule the open time slot that suits your schedule best.

If you have been to the clinic between 11/1/16 and 10/31/17, then you will only have one appointment type available.



# Health Center Hours

Day	Hours
Monday	8 am - 6 pm
Tuesday	9 am - 5 pm
Wednesday	8 am - 12 pm
Thursday	9 am - 5 pm
Friday	8 am - 4 pm
Saturday	7 am - 12 pm
Sunday	Closed

**We are closed for lunch Monday - Friday from 1 pm - 2 pm.**

