



On behalf of CareHere, we would like to provide you with FREQUENTLY ASKED QUESTIONS and ANSWERS to assist you with information on accessing care at the Galveston County Government Employees Healthcare Centers. CareHere is pleased to provide free primary care services to Galveston County Retirees, Employees, Spouses and Dependents covered by the Health Plan. We hope you will find this information useful. Here's to your health!

### Where are the Galveston County Government Employee Healthcare Centers?

Galveston Island location -- 1701 23<sup>rd</sup> Street Convenient parking is available.

La Marque location – 2600 FM 1764 Ste 140A Convenient parking is available.

### Who provides medical care at the Healthcare Centers?

#### Galveston Island:

**Donna Weaver, MD** – sees all patients age 2 and up and provides Well Woman Exams

**Debra Kimmey, PA-C** – works under the supervision of Dr. Weaver, sees all patients age 2 and up, and provides Well Woman Exams

**Jane Montgomery, APN** – works under the supervision of Dr. Weaver, sees all patients age 14 and older, and provides Well Woman Exams

#### La Marque:

**Martha Armstrong, MD** – sees all patients age 2 and up and provides Well Woman Exams

**Fan Li, MD** – sees all patients age 2 and up and provides Well Woman Exams

**Roberto Bissonni, MD** -- sees all patients age 2 and provides Well Woman Exams

**Debra Kimmey, PA-C** – works under the supervision of Dr. Weaver, sees all patients age 2 and up, and provides Well Woman Exams

### What medical care is provided at the Healthcare Center?

Primary Care/Family Practice Services are provided through the Healthcare Center. Preventive care like Health Risk Assessments (HRA), annual physicals, sports physicals and Well Woman Exams, and acute care like colds, flu, and respiratory infections are treated. In addition, chronic conditions, like high blood pressure, high cholesterol, diabetes, and asthma can all be cared for and monitored by Healthcare Center staff. We offer flu shots and other limited adult immunizations as ordered by the Healthcare Center providers.

### What is an annual Health Risk Assessment (HRA)?

The CareHere annual Health Risk Assessment (HRA) is an in-depth analysis of more than 28 key lab results plus other health measures indicating high cholesterol, diabetes, liver functions, chemistry levels, nutrition, prostate cancer, hypertension and more. From a simple blood draw and health questionnaire, you will receive a detailed report that explains your results through color-coded graphs to help you better understand your scores.

Armed with this powerful tool, you can review your health risks with a doctor in detail; prepare a plan of action, and track trends that are essential to healthy living.

### How Can You Get Your Annual HRA?

1. Schedule an appointment during an **HRAs/Bloodwork Only** time slot.
2. Fast: Do not eat for at least 12 hours before your appointment. **(Please drink water to stay hydrated.)**
3. After the quick blood draw, you will be scheduled for a follow up with one of the Healthcare Center providers.
4. Within two weeks you will receive your choice of an email report or paper report.

### What are the Healthcare Centers' Hours of Operation?

#### Galveston Island:

HRAs/Bloodwork Mondays and Fridays 8 – 10 am & Wednesdays 7-8 am

#### Patient Appointments

Mondays	8 am – 12 pm & 1 pm – 5 pm
Tuesdays	8 am – noon & 1 pm – 5 pm
Wednesdays	8 am – noon & 1 pm – 5 pm plus 1 pm – 4 pm – Well Woman Exams
Thursdays	8 am – noon & 1 pm – 5 pm
Fridays	8 am – noon & 1 pm – 5 pm

#### La Marque:

HRAs/Bloodwork Tuesdays and Thursdays 7 – 8 am

#### Patient Appointments

Mondays & Wednesdays	8 am – noon & 1 pm – 5 pm
Tuesdays & Thursdays	8 am – noon & 1 pm – 5 pm
Fridays & Saturdays	8 am – noon

### **How much do I pay for services at the Healthcare Centers?**

There are no charges – no co-pays, no deductibles. All services that are provided at the Healthcare Centers, including offered lab work and injections, are free.

### **Are services at the Healthcare Centers confidential?**

Yes, all services at the Healthcare Centers are confidential. The Galveston County Government Employee Healthcare Centers will follow all HIPAA compliance guidelines. No information will be shared with your employer or anyone without written consent from you, the patient. We would be happy to provide a return to work or school note for patients.

### **How do I register as a patient?**

You will need to register yourself and each covered family member. Everyone must have his or her own electronic patient chart. If you have access to the Internet, please log on to [www.carehere.com](http://www.carehere.com), click Member Login and I need to register for the first time with my Access Code. Please use code. The screens will lead you through the rest of the process. If you don't have computer access, please call 1-877-423-1330 to register.

### **How do I schedule or cancel an appointment at the Healthcare Center?**

Once you have registered as a patient and created your chart, you can schedule an appointment. If you have access to the Internet, please log on to [www.carehere.com](http://www.carehere.com) with your username and password, click the day on the calendar you'd like to schedule, and select your time! If you don't have Internet access, please call 1- 877-423-1330 to schedule an appointment. Please be considerate and cancel appointments, even if it's close to the scheduled time of your visit! Please log on to [www.carehere.com](http://www.carehere.com) or call 1-877-423-1330 to cancel or reschedule your appointment. Remember, appointments that are not canceled block your fellow employees from accessing care at the Healthcare Center during that time slot.

### **Can I stop by the Healthcare Center to schedule an appointment or ask a quick question?**

Our nursing staff works diligently to stay on time. **We do not have a receptionist** at the Healthcare Center to schedule appointments or answer questions. Instead, please take advantage of calling our toll-free number -- 1-877-423-1330. Registered Nurses are available to answer medical questions anytime – day or night.

### **Can I be seen at the Healthcare Center if I already have a primary care physician?**

Yes, and we can provide copies of your Healthcare Center records to your current physician with your written consent.

### **Do you see children at the Healthcare Center?**

Yes, we see dependents of covered employees, age 2 and up. However, no childhood immunizations are offered at the Healthcare Center, and baby/young child well visits are not provided.

### **Can I seek care at the Healthcare Center if I am injured on the job?**

Work Injuries are not treated at the Healthcare Centers.

### **Do you have a pharmacy on site at the Wellness Center?**

Yes. Please see the Galveston Pharmacy flier for more information

### **Do I have to be seen at the Healthcare Center to get a prescription refill?**

Please plan ahead as it is necessary to make an appointment for a prescription refill.

### **What if I need specialty care?**

When specialty care is needed, patients will be referred within the County's health plan network. This includes but is not limited to x-rays, mammography, and non-primary care services.

### **Are urgent care services provided?**

Yes, but by appointment only. Emergency services, including casting broken bones and major suturing, are not provided. If you think you are in need of emergency care, please report to the nearest ER.

### **I have quarterly blood work drawn at my doctor's office. Can I have that blood work completed at the Healthcare Center and save myself a co-pay?**

Yes, we accept other provider's blood work orders, however an **HRAs/Bloodwork Only** appointment must be scheduled. The results of the tests will be sent to the ordering provider.

### **How can I get in touch with Healthcare Center Staff?**

Please call our toll-free number – 1-877-423-1330. The Help Desk staff will get in touch with Healthcare Center staff. In addition, you are welcome to email CareHere at [medical@carehere.com](mailto:medical@carehere.com), and questions will be addressed within the business day. Finally, please use the comments section when you book an appointment to communicate with staff.

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