



City of Asheboro On-site Employee Health Clinic

Frequently Asked Questions

What is an on-site employee health clinic?

On-site employee health clinics place health care providers close to employees to provide convenience and cost savings. Your clinic provides many of the same services as your local primary care doctor. Because we are close and convenient we can see you more often and spend the time to get to know you. We are here to treat you when you are sick and to increase your overall health. We can help you manage your chronic condition, lose weight, stop smoking or just track your health from year to year.

Who is North Carolina Wellness Consultants (NCWC)?

NCWC is an independent company based in Asheboro. We are experienced in staffing and operating on-site clinics for private employers and local governments. We were selected by the City of Asheboro for our experience, quality service, and flexible offerings.

Why is the City of Asheboro offering this service?

The purpose of the clinic is to offer you free, convenient, high-quality health care close to where you are. With a convenient location, short wait times, professional staff and no co-pays, NCWC strives to provide a pleasant experience without the hassle and expense of traditional health care providers. Our mission is to treat, manage, and educate with the goal of helping you live a healthier life. NCWC also helps the city control the rising cost of health care in two ways: 1) by offering this service directly to you without going through insurance and outside providers and 2) helping you manage your health to avoid costly long-term conditions and health complications.

Who can use the City of Asheboro Employee Health Clinic and how much does it cost?

Any employee, dependent (**over 18 months of age**) or retiree enrolled in the city's health insurance plan can use the clinic for **free with no co-pay**.

Where is the clinic?

The employee health clinic is located in the city's **Public Works Building** at **1312 N Fayetteville St** in Asheboro.



What are the clinic hours?

Monday - Friday: 8:00 a.m. - 5:00 p.m.

Full services are offered when the **Nurse Practitioner** is on-site **Monday, Tuesday, Wednesday and Friday**. **City Nurse-only** visits are offered on **Thursday**. Call anytime during the week if you have questions or want to schedule an appointment with the Nurse Practitioner.

How do I make an appointment?

Appointments are easy and you can often schedule an appointment the same day. Please call for your next non-emergency healthcare concern.

The clinic phone number is: (336) 626-1234 x 2509

If we are with other patients when you call, please leave a voice mail and we will call you back immediately to find a convenient time for you to come in. Appointments are preferred to better manage wait times but we do accept walk-in patients.

Will I have to sit in a waiting room full of sick people when I come to the clinic?

Usually we will see you immediately if you have an appointment or if you called and we told you to come right over. The clinic is only open to City of Asheboro employees and their dependents so you will never be waiting with the general public to see a health care provider. We also keep our wait times short so you can get treatment and get back to your day.

Am I required to use the on-site employee clinic for my health care?

No. The clinic is provided as a convenient, cost-effective benefit that offers high-quality healthcare while providing cost savings to you and your employer. We encourage everyone to maintain a relationship with a primary care physician but we hope you will choose to utilize the on-site clinic for the majority of your healthcare needs. If you request it, we will even share your visit records with your primary care physician.

What if I need a prescription, will I have to go to my doctor for that?

Nurse practitioners operate under the supervision of a licensed medical doctor and can perform many of the same functions as a physician such as writing prescriptions. If your condition necessitates a prescription, we can usually take care of that in the clinic.



I don't want my co-workers and managers to know about my health issues and lifestyle choices. Will my data be kept private?

The clinic is operated by an independent company (NCWC) that is legally required to keep your visit information and health-related data private. Your data or personal health information will never be shared with your employer or other outside agencies without your written consent. NCWC takes the responsibility for privacy very seriously.

What services does the clinic provide? Is it just for when if I'm feeling sick?

Your on-site clinic offers many services for your convenience and improved health. Some examples are:

- Wake up not feeling well? Give the clinic a call and let's check your condition so we stay in-front of your ailment and get you healthy as quickly as possible.
- Need some bloodwork that your primary care doctor ordered? Give the clinic a call. We work with LabCorp and can fulfill the blood work order more conveniently than visiting a collection facility and in most cases it will be less expensive for both you and the city.
- Have a chronic condition like diabetes that you sometimes don't manage as well as you should? Let us help. The on-site clinic makes it convenient for you to receive maintenance visits. You won't be sitting in a waiting room full of sick people just to manage your condition.
- Wanting to lose weight or quit smoking but not sure where to start? Our providers are available and trained to partner with you as you attack these lifetime struggles. Our providers offer compassionate, non-judgmental assistance. We are there for you and are passionate about your long-term health and well-being. Call us and schedule a consultation today.
- Have a minor injury or some other health issue but you aren't sure if the on-site clinic is the right place to start? Give us a call and let us see if we can help. We always have your best interest in-mind and will refer you to the appropriate external provider when it is the best thing for you. When we can offer you the convenience and cost savings of the on-site clinic, we want to be there for you.



Great news for City of Asheboro Employees who suffer from Musculoskeletal Aches and Pains!



Joe Mullins, M.Ed., LAT, ATC is a nationally certified and state licensed athletic trainer treating City of Asheboro employees at the Employee Wellness Clinic by appointment only Tuesdays, 10:30 am – 2:00pm and Thursdays, 8:00 am – 4:30 pm.

City of Asheboro employees with musculoskeletal (muscles, tendons, joints) aches and pains can schedule an appointment by calling City Nurse, Janet Williams at (336) 626-1234 x 2509.

Athletic Trainers are licensed health care providers trained in the care and management of musculoskeletal injuries and pain. For more information about Joe please visit www.joemullinsatc.com or www.athletictrainingandconditioning.com.



What other things should I know about this benefit?

- NCWC partners with Five Points Medical Center to offer even greater convenience. You can visit FPMC Asheboro location at 300 Mack Rd. Hours of operations are Mon-Th 8:00 am-5:00 pm; Fri 8:00am – 12:30pm and Sat 8:00am-12:30pm. Visits to FPMC qualify for a reduced co-pay of only \$5. For an appointment, please call FPMC Asheboro at (336) 625-1172. You can also visit their website at www.fpmedical.com.

