

# EMPLOYEE CARE CLINIC (ECC) Frequently Asked Questions

## 1. When does the ECC open?

The ECC opens on Monday, July 29, 2019 at 8:00 am.

## 2. Where is the ECC located?

1215 Poplar Avenue, Memphis, TN 38104.

## 3. Where do I park?

The parking lot is located on the west side of the building.

## 4. How do I schedule an appointment?

There are several ways to schedule an appointment at the ECC after your first visit. Your initial appointment is made by calling **(901) 472-4190**. Scheduling is done Monday, Tuesday, Thursday 8:00 am – 4:00 pm, Wednesday 9:00 am – 6:00 pm, and Friday 8:00 am – 12:00 pm. After your initial visit, you have the option to schedule future appointments online.

## 5. Will the ECC be open on weekends?

The ECC will not be open on weekends.

## 6. Do employees submit a sick leave request for an appointment at the ECC?

Yes, employees must use their accumulated sick leave time for visits to the ECC, as with other medical provider appointments. Employees must also receive prior approval from Supervision/Management to visit the clinic.

## 7. What types of services are offered?

See listings on the previous page.

## 8. Is my spouse or child permitted to use the ECC?

The ECC is open to Active employees and Pre-65 retirees of Shelby County Government with Cigna Medical coverage. Services are not available for spouses and dependent children at this time.

## 9. Can retirees use the ECC?

The ECC is available to Pre-65 retirees with Cigna medical coverage through Shelby County Government. Please contact Shelby County Government Employee Benefits Office at (901) 222-2346 or [hrbenefits@shelbycountyttn.gov](mailto:hrbenefits@shelbycountyttn.gov) if you have questions about your status.

## 10. Can employees go to the ECC to meet the annual wellness program requirements?

The Shelby County Government Wellness Program encourages employees to complete a Biometric Health Screening Form (blood pressure, glucose, cholesterol, waist circumference and BMI) and Cigna Online Health Risk Assessment at [www.myCigna.com](http://www.myCigna.com). Biometric Health Screening Services will be available at the ECC during the month of August.

## 11. Will the ECC submit my completed Biometric Health Screening Form to Cigna?

The clinic staff will complete the Biometric Health Screening Form; however, the employee is responsible for submitting the form to Cigna.

## 12. Is the ECC managed by a Primary Care Physician (PCP) or a Nurse Practitioner (NP)?

The ECC is managed by a Nurse Practitioner with Medical Director oversight.

## 13. Will the Nurse Practitioner be able to refer me to a specialist if needed?

If necessary, the Nurse Practitioner will recommend that employees and Pre-65 retirees follow up with their Primary Care Physician, Internal Medicine Physician or Specialist. The Nurse Practitioner will not refer or make appointments to Specialists.

## 14. Are there x-rays, CT scans, and MRI services available?

NO.

## 15. Will the ECC offer flu shots?

Yes, flu shots will be available in October, November and December. The exact dates will be announced.

## 16. Will there be a co-pay?

The clinic is **FREE** to Active employees and Pre-65 retirees of Shelby County Government enrolled in Cigna medical coverage. There is **NO COPAY**.

## 17. What do I need to provide to receive treatment?

Employees should bring their work ID badge and their current Cigna medical card showing medical coverage with Shelby County Government. Pre-65 retirees should bring their current Cigna medical card showing medical coverage with Shelby County Government. Without this information, treatment may be delayed until the medical staff confirms status and coverage.

## 18. Can I schedule an appointment online?

Employees and Pre-65 Retirees who have registered to use the ECC Patient Portal (after their initial visit) will be able to schedule an appointment online; those who have not, will need to continue to schedule by phone. The ECC does accept walk-ins.

## 19. Will Shelby County Government receive any of my Private Health Information (PHI)?

The ECC is a Cigna-contracted provider and will follow the PHI guidelines for all contracted providers; no PHI is received by Shelby County Government.

**20. Can I fill a prescription at the ECC?** The ECC will not dispense medication. When necessary a prescription for a limited number of days with no refills will be provided along with instruction to follow-up with a Primary Care Physician, Internal Medicine Physician or Specialist.



## SHELBY COUNTY GOVERNMENT EMPLOYEE CARE CLINIC (ECC)

A no-cost clinic for Shelby County Employees and Pre-65 Retirees enrolled in Cigna medical coverage!

Your initial clinic appointment is made by calling **(901) 472-4190**. The clinic is located at 1215 Poplar Avenue, Memphis, TN 38104. Scheduled hours are Monday, Tuesday and Thursday 8am - 4pm, Wednesday 9am - 6pm and Friday 8am - 12pm.

After your visit to the clinic you have the option to schedule future appointments online. Instructions for accessing the online patient portal will be provided after your initial visit.



### Services include, but are not limited to:

#### Diagnosis & Treatment for Minor Illnesses

- Allergy Symptoms
- Ear Aches
- Flu Symptoms
- Cough & Cold
- Heartburn
- Nausea, vomiting & diarrhea
- Sinus pain & congestion
- Headaches
- Body aches and pains
- Fever
- Other minor (non-emergency) symptoms

#### Diagnosis & Treatment for Minor Injuries

- Minor cuts, scrapes and burns
- Blisters, bug bites, skin irritation, skin rash
- Joint and muscle pain
- Joint swelling

