

Atrium Health Wake Forest Baptist Employee Health & Wellness Clinic at Forsyth County Government

Frequently Asked Questions

Where is the clinic located?

In the Annex 1 Building (formerly known as Behavioral Health) at 725 Highland Avenue Winston-Salem, NC 27101

Who is eligible to use the on-site clinic?

The Clinic is open to all full-time employees, as well as retirees and dependents ages 2 and above who are enrolled in the Forsyth County Government medical insurance plan. Effective 7/1/2023 all full-time employees are eligible to use clinic services regardless of enrollment in Forsyth County Government medical insurance plan.

What are the hours of operation for the on-site clinic?

7:00 a.m. to 3:30 p.m. - Monday to Friday. The clinic will be closed for lunch from 11:30 a.m. to Noon. The last appointment will be at 3:00 p.m.

How do I make an appointment to be seen at the clinic?

You can call 336-716-7979 or visit [FCGWellness.com](https://www.fcgwellness.com) to make an appointment online.

Does the clinic take walk-ins?

While the clinic will have a limited number of same day appointments, we HIGHLY recommend that you make an appointment to avoid waiting and to ensure that you are able to be seen.

What happens if I'm late for my appointment?

Patients arriving later than 15 minutes for their scheduled appointment may be asked to reschedule.

Am I allowed to use the clinic during my work shift?

Yes. If you come to work and are feeling ill, you may make an appointment at the clinic by phone at 336-716-7979 or online at [FCGWellness.com](https://www.fcgwellness.com). Seek your supervisor's permission before leaving work.

Am I allowed to come to the clinic on my day off or when I have called in sick?

Yes. Please make an appointment as you would on a day that you were at work.

Does the clinic offer video or telephone visits?

Yes. You may schedule by calling the clinic at 336-716-7979.

If I use the clinic during my shift, am I required to use sick time?

It depends. If your shift has not ended once your appointment has ended, you are expected to return to work. If you do not return to work, you will be required to use your sick leave for the duration of your shift. If you do not anticipate returning to work, please follow your department's normal call-in procedures.

Frequently Asked Questions

What services are available at the clinic?

- Acute care for adults and children over 2 years old:
 - Upper respiratory symptoms, allergies, cough, flu-like symptoms, sinus
 - Ear infections, earache
 - Sore throat, strep throat
 - Mouth/oral conditions
 - Eye drainage, pink eye, styes
 - Fever
 - Headaches
 - Abdominal pain, nausea, vomiting, diarrhea, constipation
 - Skin rashes, poison ivy, acne, warts, bug bites
 - Sprains, strains, joint pain
 - Minor cuts or burns
 - Splinter removal
 - Minor laceration repair, removal of sutures/staples
 - Ear wax removal
 - Camp, sports & college physicals (complete immunization records must be provided)
- Services for adults only (18+ years old):
 - Acute care for adults:
 - Gout treatment
 - Heartburn, reflux, indigestion
 - Urinary tract & bladder infections
 - Vaginal infections
 - Skin procedures (I&D abscesses, lesion removal)
 - Chronic condition diagnosis/management for adults:
 - Diabetes
 - Hypertension
 - Dyslipidemia
 - Asthma
 - Obesity
 - Osteoarthritis
 - Thyroid disorders
 - Depression/Anxiety
 - Wellness services for adults:
 - Annual wellness exams
 - Pap smears
 - Travel health
 - Smoking cessation
 - Lab screening appropriate for age/family history

In addition to the above, the clinic will provide behavioral health services for employees to help with depression, stress, anxiety, grief and loss, trauma, addiction, sexuality and mood disorders.

Please note that the clinic does NOT provide:

- Treatment for emergencies
- Allergy shots or any other “outside” injections such as testosterone.
- Kindergarten physicals
- Services for children under the age of 2
- Treatment of broken bones
- IV Fluids
- Immunizations
- Drug Testing or workers compensation injury treatment or evaluation
- Chronic pain management

Frequently Asked Questions

Will annual flu shots be provided by the on-site clinic?

No. Flu shots for employees are provided by the Public Health Department.

Does the clinic provide pre-employment drug testing?

No. The clinic does not provide pre-employment or random drug testing.

Do I need insurance to be seen at the clinic?

It depends. All full-time employees are able to use the clinic, regardless of insurance. If you are a dependent or retiree you are required to be enrolled in the Forsyth County Government medical insurance plan. You must have your insurance card and photo ID to be seen at the clinic.

Do I have to pay a co-pay or deductible to be seen in the on-site clinic?

No. The clinic's services are free to the employee, and no co-pay or deductible will apply. The provider may order an x-ray for you at an in-network facility if appropriate. You will be responsible for the co-pay or other non-covered fees related to any imaging, just as you would be if an x-ray was ordered from any other medical provider office.

Are there any holidays the clinic will not be open?

The on-site clinic will follow the standard Forsyth County Government holiday schedule.

Who has access to my medical records located at the on-site clinic?

Only Atrium Health Wake Forest Baptist (AHWFB) medical providers providing your care will have access to your medical records. They utilize an electronic medical records system, so information can also be shared with your primary care physician. Forsyth County Government employees do not receive employee information as AHWFB is bound by strict privacy and confidentiality laws governed by the Health Insurance Portability and Accountability Act (HIPAA).

Who are the providers at the clinic?

Our clinic is staffed by licensed providers from Atrium Health Wake Forest Baptist.

What are the credentials of the providers?

The clinic will be staffed with a Nurse Practitioner or Physician Assistant, Medical Assistant, and licensed Behavioral Health Provider.

Frequently Asked Questions

What are the credentials of the Behavioral Health Providers?

Will Eads is a NC Fee Based Professional Pastoral Counselor (NCFBPPC). The state of NC recognizes this credential as equivalent to a Licensed Clinical Social Worker (LCSW), Licensed Professional Counselor (LPC) and Licensed Marriage and Family Therapist (LMFT). Emily Hamby is a Licensed Clinical Mental Health Counselor Associate (LCMHCA). Both are part of CareNet, a wholly-owned subsidiary of Atrium Health Wake Forest Baptist. CareNet provides spiritually integrated behavioral health services. This should not be confused with Christian behavioral health services. It is NOT religiously based and has no religious agenda. Spiritually integrated behavioral health services simply recognizes that people have a physical, emotional and spiritual aspect.

What services will the Behavioral Health Providers provide that are different than the on-site chaplains we currently have at FCG?

The chaplains assist the staff and community in crisis and trauma situations – often at the site of an incident. The behavioral health providers may work with staff who have experienced trauma and met with our chaplains, but they will also assist all county employees with a range of needs including stress management, marriage and family issues, depression, anxiety, resilience and more.

May I have my prescriptions filled at the on-site clinic?

At this time Atrium Health Wake Forest Baptist is not offering on-site pharmacy services. Providers at the clinic will send any needed prescriptions to the pharmacy of your choice. Select drugs will be offered free at the Public Health Pharmacy next to the clinic.

Can the provider at the on-site clinic write me out of work for FMLA?

No. The provider at the on-site clinic can only write employees out of work for three days for illness. More serious concerns that may result in longer time away from work will be referred to a primary care physician of the employee's choice.

I have a primary care provider. Can I still use the clinic?

Yes. The clinic is not meant to take the place of your primary care provider. If you need a primary care or specialist referral, a clinic staff member can assist you.

My primary care provider is from Novant. Will he/she be able to see the results of my lab work or any other visit information from the clinic?

Yes. Atrium Health Wake Forest Baptist, Novant and Cone Health all use the EPIC Electronic Medical record allowing providers to provide the best care for patients.

Call the clinic at 336-716-7979

Call or text the behavioral health providers at 336-842-0009

Visit [FCGwellness.com](https://www.fcgwellness.com) to make an appointment

Monday to Friday 7 a.m. - 3:30 p.m. - Closed for lunch from 11:30 a.m. - Noon