

Frequently Asked Questions & Answers

Where is the RISD Health Center?

The Health Center is located at 1193 T. L. Townsend, next to the Athletic Department, across from the Maintenance Department at Herman E. Utley Middle School campus. Convenient parking is available.

How much do I pay for services at the Health Center?

There is no charge – no co-pays, no deductibles. All services that are provided at the Health Center, including offered lab work and injections, are free.

What medical care is provided at the Health Center?

Primary Care/Family Practice Services are provided through the Health Center. Preventive care like annual 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 Health Center staff. Finally, we offer flu shots and other limited adult immunizations as ordered by the Health Center providers.

Do you see children at the Health Center?

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

Do you have a pharmacy on site at the Health Center?

No, however Health Center providers can prescribe medications that can be filled at pharmacies within the Health Plan network. Your normal co-pays/deductibles apply when filling these prescriptions.

What if I need specialty care?

When specialty care is needed, patients will be referred within the United HealthCare 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 Health Center and save myself a co-pay?

Yes, we accept other provider's blood work orders, however a Thursday morning appointment must be scheduled. The results of the tests will be sent to the ordering provider.

What are the Health Center's Hours of Operation?

Until our final staff and schedules are finalized, find the hours of operation when you visit the site.

Who provides medical care at the Health Center?

Robert Contreras, MD

Jonette Albright, Nurse Practitioner

Are walk in appointments available?

No, we regret we cannot accept walk-in appointments. Please log into www.carehere.com or call 1-877-423-1330 to check availability. Our goal is to ensure that patients are seen on a timely, scheduled basis.

How do I register as a patient?

You will need to register yourself and each covered family member. Everyone must have her or her own patient chart. If you have access to the Internet, please log on to www.carehere.com and follow these simple instructions. If you don't have computer access, please call 1-877-423-1330 to register.

- Click **Member Login** and then **I need to register for the first time with my Access Code**.
- Beside **First time registration** enter *Access code: RWSD3* and Click **Go**
- **Consent** page - Please review the consent form. If you agree, check **I agree**.
- Identification – Please enter the following:
 - Your Social Security number
 - Your Birth date
 - Create a Username for yourself (The system will check to make certain no one else has the same username or password.)
 - Create a password for yourself
 - Your email address (a home email address is best since a confirmation email will be sent with login instructions containing your username and password.)
- **Contact** page – Review all the fields and enter or update the appropriate information.
- **Health** page – Skip any field for which you do not know the answer.
- **Email Confirmation** – A confirmation email will be sent to the email address you provided.

How do I register for an appointment at the Health Center?

One 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 and follow these simple instructions. If you don't have computer access, please call 1-877-423-1330 to schedule an appointment.

- Click **Member Login**
- Enter your **username** and **password**.
- Your Home Page will appear with your name in the upper left side of the screen.
- Click **Appointments** to schedule or change appointments.
- Standard clinic days and hours will be displayed.
- A Calendar will appear.
- Click a valid clinic day on the calendar.
- All appointment "slots" will appear (*available and not available slots*).
- Click **Make Appointment** to schedule an appointment on your preferred time slot.
- A pop-up screen will appear. (Make sure your computer permits "pop-ups." You may need to adjust the size of the pop-up by clicking on the lower right corner and "dragging" the corner to change the pop-up window size.)
 - If you desire, enter Symptoms, reason for appointment, or comments.
 - Click **Print** if you want a printed reminder copy of the appointment.
- Click **Submit** to save. (The pop-up window will close automatically.)
- The Calendar will automatically update and show your scheduled appointment.
- You can edit or delete your appointment at any time.
- You can only view details about your own appointment. No one else can see that you have a scheduled appointment.

Can I stop by the Health 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 Health Center to schedule appointments or answer questions. Instead, please take advantage of calling our toll-free number -- 1-877-423-1330.

How can I get in touch with Health Care Staff?

Please call our toll-free number – 1-877-423-1330. The Help Desk staff will get in touch with Health Center staff. In addition, you are welcome to email CareHere at 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.

What if I have a medical question after normal clinic hours?

All Rockwall ISD covered employees and dependents are encouraged to call our 24-hour a day, seven days a week NurseLine at 1-877-423-1330. Registered Nurses are available to answer medical questions anytime – day or night.

How to I cancel an appointment or reschedule?

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 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 Health Center during that time slot.

Do I have to be seen at the Health Center to get a prescription refill?

Please plan ahead and make an appointment. We allow very few exceptions and only when medically necessary, will be an exception be made to this policy.

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 HRA time slot on Thursday mornings.
 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 Health Center providers.
 4. Within two weeks you will receive your choice of an email report or paper report.
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