Why did Appvion build a workplace clinic?
Appvion is committed to providing employees with opportunities to improve health and quality of life, and help reduce healthcare and related costs over time. By focusing on wellness and disease management, the clinic will help keep healthcare affordable for both Appvion and our employees.

Services & Fees

What services are offered through the clinic and how much do services cost?
Lifestyle medicine and wellness consults for chronic disease management such as diabetes, high blood pressure, weight, heart disease and others, as well as acute care for illness and non-work related injuries and immunizations are provided at no charge. Advanced testing and other more complicated diagnoses treated and limited procedures performed within the clinic require a $45 fee. Please refer to the list of clinic services.

What immunizations are available at the clinic?
The following immunizations are available at no cost at the clinic: Hepatitis B, Hepatitis A, TDAP (Tetanus, Diphtheria, Pertussis), Tetanus, Pneumonia, and Influenza.

Can I get my allergy shots and immunizations at the clinic?
Yes. For allergy injections, please bring your serum to the workplace clinic.

Will I need to pay additional fees for lab work, x-rays, or supplies?
Diagnostic lab tests and x-rays will not be performed at the workplace clinic, however these services can be ordered by the workplace clinic provider to be performed at your primary care provider’s clinic or another ThedaCare location. These services would be processed in accordance with your health plan benefits. There will be no charge for basic supplies and rapid resulting lab tests, such as a strep test. If you have questions, please ask the workplace clinic provider.

I had blood drawn at the clinic. I thought it was supposed to be “free” but I got a bill for laboratory charges?
There is no charge to have your blood drawn at the clinic, however, the diagnostic lab fees to test your blood require a fee by the lab that did that testing and will be processed in accordance with your health plan benefits.

Can the workplace clinic prescribe medication?
Yes, the clinic provider can prescribe medications that are appropriate for the condition.

Am I required to use the workplace clinic or can I continue to see my primary care provider?
It is your choice where you go for healthcare, but we’ll encourage you to try the new clinic. The clinic is a convenient option and it provides greater access (little to no wait times) than other healthcare providers. In addition, there is little to no cost for services provided by the clinic. The onsite clinic is an extension of your Primary Care Provider (PCP), not a replacement. Please maintain or establish a relationship with your PCP for preventive care and chronic disease & medication management.
What is disease management?
Most chronic diseases such as type II diabetes, heart disease, sleep apnea, obesity, heartburn and musculoskeletal pain can be managed with proper self-care and medical care. Complications of these diseases may be avoided and some diseases even reversed. The clinic will provide new and different ways to treat some chronic diseases including group visits with a physician, lifestyle management and other medical interventions. Continue to work with your primary care provider for medication management.

Why is the clinic focused on wellness and disease management?
According to the Centers for Disease Control, 75% of healthcare spending is due to chronic disease conditions. They also found 4 modifiable health risks which are responsible for most chronic conditions. These are: (1) tobacco use; (2) poor nutrition; (3) lack of physical activity; and (4) excessive alcohol consumption. Therefore, the best way to improve health and quality of life is to focus on these disease areas and related underlying behaviors.

Will the clinic offer support groups for things like weight loss, stress management, etc?
Yes. Watch for more information on group classes and events.

I have specialized healthcare needs and sometimes I don’t know where to go for healthcare or how it will be covered under my UHC plan. Will someone at the clinic help me figure this out?
Yes. The clinic will be a great resource to help educate employees on their medical benefits, maximize care options, and navigate the healthcare system. The clinic can also provide referrals to healthcare providers.

Can an employee go to the workplace clinic for Appvion’s random drug tests?
No, random drug screens will continue to be performed by Appvion’s Occupational Health Nurse. Per the collective bargaining agreement, hourly union employees will continue to have the option to go to Appvion’s Occupational Health Nurse or ThedaCare’s Occupational Health Clinic located at 2809 N. Park Drive Lane, Appleton, WI, which is off Northland Ave between Meade Street and Ballard Road.

Can an employee go to the workplace clinic for an annual physical?
No, the clinic does not provide annual physicals. The clinic is an extension of your Primary Care Provider (PCP), not a replacement. It is important to maintain a relationship with your PCP; that is why we encourage you to see your PCP for your annual physical, which is covered 100% under your health plan.

Do I go to the Wellness Center or the workplace clinic for my Health Risk Assessment?
Health Risk Assessments and report delivery sessions will be conducted at the workplace clinic.

I did NOT enroll in Appvion’s medical benefits. If I use the clinic and incur a fee, will the clinic submit the claim to my insurance?
No, Appvion’s workplace clinic will not bill your insurance. You will pay the clinic the $45 fee at the end of your visit and the clinic will provide you with a claim form that you can submit to your insurance provider.

What forms of payment will the clinic accept?
The clinic will accept cash, check, and credit card (including HSAs or Flexible Spending credit cards). If using your HSA or flexible spending card, be sure to retain a copy of the claim form. This document can be used as an eligible receipt for IRS purposes.

I DID enroll in Appvion’s medical benefits. If I use the clinic and incur a fee, will the clinic submit the claim to my insurance?
Yes, the clinic is able to submit your claim to UHC.
Clinic Staff

**What type of healthcare providers work at the clinic?**
The clinic has a primary care physician (20 hrs per week), nurse practitioner (8 hrs per week), registered nurse (40 hrs per week), practice associate (20 hrs per week) and two health coaches (16 hrs per week).

**Are the healthcare providers employees of Appvion?**
No. ThedaCare will staff and manage the clinic. Therefore, the healthcare providers are employed by ThedaCare, not Appvion.

**Why did Appvion choose to partner with ThedaCare?**
ThedaCare is a five hospital integrated delivery system committed to improving the health of the community. Recently, ThedaCare physicians were ranked #1 in the state for quality. In addition, ThedaCare has been recognized nationally for its waste reduction/Lean efforts.

**Will Peggy Wardecke and Dr. Harrison become providers at the workplace clinic?**
No. Dr. Harrison, Corporate Medical Director employed by Affinity, and Peggy Wardecke, Appvion Occupational Health Nurse, will continue in their current roles. Their offices will remain within the Appleton Plant and will not be moved to the workplace clinic.

**Is a clinic provider available Monday through Friday?**
Between the physician and nurse practitioner, a provider is available daily during the work week.

**What if I need to go to the clinic and neither the physician nor nurse practitioner is available?**
When you call to make an appointment, the clinic staff will ask you questions to determine which clinic healthcare provider (physician, nurse practitioner, RN, practice associate or health coach) is the most appropriate professional to treat you. Based on this medical protocol, if it is determined that the most appropriate healthcare provider is currently not available at the clinic then, you will have two options: (1) schedule an appointment with a clinic providers at the next earliest appointment; or (2) work with the workplace clinic staff to schedule an appointment with your Primary Care Provider at the earliest opportunity.

Eligibility

**Can my spouse or dependent(s) use the clinic?**
Yes, spouses and adult dependents age 18 up to age 26 are eligible to receive services at the clinic.

**Can my children under age 18 yrs receive care at the clinic?**
No. The clinic will not be equipped to treat children.

**I did NOT enroll in Appvion’s medical benefits. Are the clinic services available to me?**
Yes, clinic services are available regardless of whether you, your spouse or domestic partner, or adult dependent are enrolled in Appvion’s medical benefits.

**Can retirees use the clinic?**
Yes, retirees not yet Medicare eligible (typically under the age of 65) can receive care at the workplace clinic.

**Are temporary employees eligible to use the clinic?**
No, temporary employees are not eligible to use the workplace clinic. However, temporary employees may use the Wellness Center and participate in wellness programs. If a temporary employee becomes ill at work, he or she should contact the Appvion nurse.
I have medical insurance through my spouse’s employer, can I use the clinic?
Yes. The clinic is an extension of wellness at Appvion and therefore available to all part-time and full-time employees and their spouses regardless of whether or not they are enrolled in one of Appvion’s sponsored medical plans.

**Patient Records & Confidentiality**

If I am seen at the clinic, will my medical records be kept confidential?
Your individual medical records will be kept on ThedaCare’s medical record system. ThedaCare strictly adheres to healthcare privacy laws. No one at Appvion has access to your ThedaCare individual medical records. However, if you are treated by other providers within the ThedaCare group, those providers will have access to your medical records entered from the workplace clinic.

If I go to the workplace clinic for care, do I need to bring a copy of my medical records with me?
ThedaCare uses the same technology platform (EPIC) for all of its patient medical records; therefore you do not need to bring copies of your medical records if your past care was provided by ThedaCare.

**Scheduling an Appointment**

Does the clinic accept walk-in appointments?
Out of respect for your time, please call the clinic for an appointment. If you walk in without an appointment, there is no guarantee that a clinic staff member will be able to meet with you.

How do I schedule an appointment at the clinic?
To make an appointment with the Registered Nurse, Nurse Practitioner, Physician, or Health Coaches, call the main clinic phone number: **920-750-7060.** This will allow the staff to gather information and determine if services are best provided by the clinic or another medical facility.

Can I use the clinic during work hours?
Yes, anytime the clinic is open you are free to use the clinic. Remember to call (750-7060) to make an appointment. While you are not required to “punch out” or code as “paid personal”, you are required to follow the normal procedure in your area for coordinating coverage for your job. Although it is important to coordinate coverage and to let someone know where you are, you do not need to share the reason for the clinic visit as this is confidential.

How long does an office visit take?
The typical office visit takes less than 30 minutes. Wellness or disease management visits may take longer. If this is a problem for your workload or coverage for your job, try scheduling an office visit and a follow up visit on separate days.

**Other Questions**

Where is the clinic located?
The clinic is located in the former ProTeam building (north side of the Wisconsin Ave. parking lot).
Am I required to use the workplace clinic or can I continue to see my primary care provider?
It is your choice where you go for healthcare, but we’ll encourage you to try the new clinic. The clinic is a convenient option and it provides greater access (little to no wait times) than other healthcare providers. In addition, there is little to no cost for services provided by the clinic. The onsite clinic is an extension of your Primary Care Provider (PCP), not a replacement. Please maintain or establish a relationship with your PCP for preventive care and chronic disease & medication management.

Will Appvion be opening workplace clinics at its other facilities?
There are no plans at this time to clone this approach in other locations, but other solutions may be explored. The Appleton, WI campus was the logical starting point because there are about 900 employees and retirees between HQ and the Appleton Plant and DC. That number gives us a large enough population to work with and improve the chances of receiving a return on the investment that both Appvion and ThedaCare are making. The Appleton, WI site has been getting strong traction with wellness as evidenced by the high level of Health Risk Assessment (HRA) participation.

Do other employers have Workplace clinics?
National survey data tells us that approximately 30% of mid to large sized employers have workplace medical clinics. That number is likely lower in the Fox Valley area.