

# FREQUENTLY ASKED QUESTIONS



Below are answers to a few of the most commonly asked questions about the City of Clearwater & City of Dunedin Employee Health Center.

**Q:** What is the City of Clearwater & City of Dunedin Employee Health Center and how can it help me?

**A:** The City of Clearwater & City of Dunedin Employee Health Center is another example of our continued investment in our employees' health and wellness.

The Employee Health Center will provide you with a variety of services and resources that will help you lead a healthier life! To put it simply, it is an excellent (and convenient) option if you experience a minor illness or injury such as a cold, earache, sinus infection, and bladder or kidney infection; or would like to schedule preventive care such as a wellness exam or a blood pressure and cholesterol screening. These are just a few examples of the services that will be available to you.

**Q:** What are the hours of operation and contact information for the Employee Health Center?

**A:** Appointments are required; however, walk-ins may be accommodated based on availability and/or the severity of the issue. Otherwise, the hours of operation are:

- Monday – Friday
- 7:00 am – 5:00 pm
- Phone Number: 727.298.1788
- Fax Number: 727.298.1723
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[clearwater-dunedinemployeehealthcenter@cigna.com](mailto:clearwater-dunedinemployeehealthcenter@cigna.com)

*Note: Email should only be used for general questions. It should not be used for personal health questions.*

**Q:** What is the cost to visit the City of Clearwater & City of Dunedin Employee Health Center?

**A:** For all City of Clearwater employees, spouses and dependents age 2 years and older, and retirees, covered under Cigna Insurance, there will be no cost for coming to the Employee Health Center.

For all City of Dunedin employees, spouses and dependents age 2 years and older, and retirees,

covered under the Dunedin Benefit Plan, there will be no cost for coming to the Employee Health Center.

**Q:** Will I be able to obtain prescription medications at the Employee Health Center?

**A:** The Employee Health center is a primary care clinic staffed by licensed clinicians and medications are prescribed at their discretion. The clinic does not function as a Pharmacy but as a dispensing facility where the clinicians are able to prescribe and dispense medication that is stocked in the onsite pharmacy. We are only able to dispense medications that are prescribed by the clinicians on site here at the clinic. Additionally, medication refills may require an appointment at the clinician's discretion.

**Q:** How do I know that my information will be confidential? I don't want my co-worker or manager to know I visited the Employee Health Center?

**A:** Cigna uses the latest in Electronic Medical Technology and all of your medical information will be protected and secured. In addition, HIPAA (Health Insurance Portability and Accountability Act) laws protect all of your Personal Health Information (PHI) and only those who are involved in your health care will have access to any of this information. What does this mean to you? It means that your manager and/or co-worker will not have access to any of your personal health information.

**Q:** What is the City of Clearwater & City of Dunedin Employee Health Center FollowMyHealth Patient Portal and how do I access it?

**A:** The FollowMyHealth Patient Portal is a safe, secure,

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easy and convenient way to manage your personal medical records, communicate with your clinicians and make more informed decisions about your health. It can be accessed 24/7 from any computer, smartphone or tablet. You are able to request appointments, view test and lab results, and receive email reminders. When you are first seen by the Employee Health Center staff, you will receive an email with an invitation to register for the FollowMyHealth Portal.

If you have questions about signing up or accessing the FollowMyHealth patient portal, please reach out to your Employee Health Center staff.

**Q:** If I come to the Employee Health Center and it is determined that I need to see a specialist, will I receive a referral?

**A:** Yes, our clinicians are able to provide referrals to highly-qualified specialists. Additionally, referrals can be provided to other programs available to you through your City of Clearwater and City of Dunedin benefits.

**Q:** Do I go to the Employee Health Center if I'm hurt on

the job?

**A:** No, if you are hurt at work you need to report the injury to your supervisor immediately.

**Q:** What do I do in case of an emergency? Do I go to the Employee Health Center?

**A:** If it is an emergency, please call 911. If it is not an emergency and you need care outside of the Employee Health Center hours, go to the closest urgent care facility.

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