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# Fort Bend County Podcasts

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## Podcast Episode 5- Employee Clinic

June 20, 2024

**Gina:** Welcome to this week's Benefit Detective Podcast. I'm Gina.

**Wendy:** And I'm Wendy. And we have a guest today, Bethany Hubenak. She is the PA with our Fort Bend County Employee Clinic.

**Gina:** Hi, Bethany.

**Bethany:** Hello. I'm happy to be here.

**Gina:** Thanks for joining us today.

**Wendy:** And, we're going to discuss our employee clinic. Let's start off with what services are provided in our employee clinic.

**Bethany:** Of course. So one of the main things we do is primary care. So that would be management of things like blood pressure, diabetes, high cholesterol, depression, sleep apnea, things like that. We do also a lot of urgent care visits, so that would be things like, a cold, a urinary tract infection, a rash, a laceration. We can do simple laceration repairs, any sort of injuries, joint pains. We do have an x-ray on-site. Those would be probably the majority of what we see. We also obviously have availability for physicals, so wellness exams, where we can go over cancer screenings, make sure you're up to date on blood work. We do have immunizations that we carry in clinic. And sports physicals is another one, especially with the summertime right now.

**Gina:** Oh, yeah. Definitely. Definitely. Now, Bethany, who can be seen in our clinic? Like, what ages do you start?

**Bethany:** 5 and up. So, they have to be at least 5, and, they have to carry or be on a plan with their parent.

**Gina:** Yes. So thank you for bringing that. So, yes, of course. In order to access the employee benefits with the clinic, you have to be on the either medical plan A or medical plan B with Fort Bend County Insurance.

**Wendy:** And that's for employee, dependents, and retirees?

**Gina:** And retirees. Yeah. Anybody who's on the plan A or plan B can access the clinic for free. So, Bethany, what are usually your hours of operation there?

**Bethany:** So we are Monday through Friday, 7 AM to 5 PM. We are appointment based. So we prefer that the patients contact us, with our phone number we can give that. That is 281-633-7750. So you can contact them to make an appointment or we do have an app. So, you can download the Next Level app.



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And in the right corner, there's like a little hamburger. You should be able to click on on-site, find our clinic, and schedule yourself on the app.

**Gina:** Awesome. And I know that I've done that before where I went to the app and I've seen not just you, but other people who are available on certain days. So that actually works.

**Bethany:** Yes. So we have a doctor in clinic 2 days a week. Currently, she's there on Mondays Wednesdays. And then, I'm there. And then also another PA, who comes in on the days that I'm not there. Her name is Chelsea.

**Gina:** Oh, nice.

**Wendy:** Nice. And, one of the benefits with our employee clinic is your deductible and co pays are waived.

**Bethany:** Yes. So you're seen completely free at the clinic, which is a huge benefit to you guys. Yes. The other thing is we do a lot of blood work for free too. So, there are certain labs that are going to be included for free. If there's anything that we need to run that is not included in one of the free labs, we will always tell you upfront that this is going to be a charge for you. Also, x-ray is also free. Anything that we do in the clinic will be free to you.

**Gina:** Now, I know that sometimes people ask if I see another specialist or something, they want blood work done. Can we get it there or what do you all not do?

**Bethany:** So we do, we will draw labs if we can. There's certain things that we do have to send you to Quest for if we don't have the correct tubes for. But we will have to see you as an office visit, so we can make sure that we can draw those things. But, yes, if you bring us an order from another specialist office, we can review that and see if we can draw that for you. And a lot of times we can.

**Gina:** Awesome. And vaccinations, do we carry a lot of the commonly state regulated?

**Bethany:** So the only ones we carry are the hepatitis b and the tetanus vaccine. So, other vaccines, like, for example, meningitis, for school age kids will need to be done at a pharmacy. Or like a pneumonia vaccine for 65 and up, those do have to be done at a pharmacy.

**Gina:** Okay. So, like, if we get the shingles, heaven forbid, or something?

**Bethany:** Correct. That has to be done at a pharmacy. We do not have that.

**Wendy:** So most of the children's vaccines, they refer out?

**Bethany:** Correct. So most of the vaccines that which are age related, so under 5, we don't carry those as we don't see that population. The only ones would be the tetanus, which is, one that we do carry.

**Gina:** Awesome. And I know that we are getting already into our fantastic HRA's and biometric screenings.



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**Bethany:** Oh, yes. Uh-huh.

**Gina:** And I know that those are going to be starting here pretty soon. The locations after once all the on-site locations are said and done, how does one go about getting an HRA and biometric done with you all?

**Bethany:** Yeah. So once you guys finish the off-site locations, they bring all the testing supplies to us, and then we're able to do them in the clinic. Generally, we do take those on a walk in basis for a certain amount per day. We usually have a tech that just runs those throughout the day, whenever that time comes. So I know you have a certain time period. I don't remember the exact end date.

**Gina:** Yeah. So I actually have it here.

**Bethany:** Okay, good.

**Gina:** It's my little cheat sheet here. So, on sites, again, start on June 25th and will run through August 16th.

**Bethany:** Okay.

**Gina:** Then after that, it's going to be you're on your own, kind of make your appointment with you guys.

**Bethany:** Yeah. So, that would be a nurse visit. So one of our techs would be able to get the finger stick for that, and get the results, and get that to you so they can put that in the system. And then after that, anything that is abnormal on your biometrics, we do review those and call all those patients to come back in so they can discuss their abnormal results with the provider.

**Wendy:** Oh, that's good.

**Gina:** That is a really good thing. Very good. Because some people are like, what do we do with this information?

**Bethany:** Yeah. It does get reviewed, and then we do I think they contact them a couple times. If we don't get a hold of you by 2 or 3 times and then at that point, they don't. But, we do try to contact all those people to bring them in for an appointment to discuss that with us.

**Gina:** And I know that it's been very proactive for people instead of being a reactive thing, which is a good thing because I know for a fact that there's been some people that saw things with the new info and they were able to get cured, like, with through you all, help regulate whatever it was.

**Bethany:** Yeah. And that's the good thing is that since we do primary care management, those are things that patients may not know that they had, you know, high blood sugar or high blood pressure. Sometimes these things don't cause symptoms, so they don't know they have them until it's picked up



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on, you know, a blood test or a blood pressure check. So, I think it's great that you guys are doing that, to try to get people in the clinic and get help before, you know, something, some bad outcome happens.

**Gina:** Absolutely.

**Wendy:** Definitely. Yeah. Definitely.

**Gina:** What other programs do you all do?

**Bethany:** So, we do a nicotine cessation program. It is, 12 weeks. So, we have 4 of them a year. And, that is for any patient who needs help quitting nicotine, so whether that be smoking or dipping.

**Gina:** Oh, wow. That's so good.

**Wendy:** And I know Elexis sends out emails letting employees know when the next session is going to begin and, I guess, how to sign up for it.

**Bethany:** Yeah. So mainly, you just call the clinic or schedule on the app like we talked about, and just schedule for a nicotine appointment and we know exactly what that means and we will get you started on, getting you the help you need for them.

**Gina:** Oh, wow. Because I know that we already completed 1 quarter, right? So we're the second going into the second?

**Bethany:** Yes. It should be I think we're about to complete the second. I think we're getting close.

**Wendy:** Yeah. Oh, the third one will be starting soon.

**Bethany:** Yes.

**Gina:** Okay. Yeah.

**Bethany:** Should be in July, I think.

**Gina:** Awesome. So should they, go ahead and call you all now?

**Bethany:** Yes.

**Gina:** To get in for the 3rd?

**Bethany:** Yes, so we don't accept people after a couple weeks into that quarter because we don't want it to be for them to run late, because these visits are weekly visits for 12 weeks. So, it does need to kind of fit in that time frame. So, yeah. If we're about to be starting the next quarter, so would be good to go ahead and get on the schedule for that.

**Gina:** Also keep in mind, once you complete the nicotine sensation, you will qualify for the non-nicotine discount rate during annual enrollment for the upcoming year.



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**Wendy:** And what about the post-accident treatment?

**Bethany:** Yeah. So if a patient, or an employee were to get injured, on the job, we do what's called post-accident treatment or post-accident testing. So there is some testing that is required after an injury. We do those in the clinic, and then you will be seen by a provider to evaluate any injuries, see if any treatment is necessary, any work restrictions are necessary, and you'll have regular follow ups with us until, you are healed.

**Wendy:** So let's recap. To be eligible to use the employee clinic, anyone over the age of 5 on the Fort Bend County medical plan A or B, as well as our retirees over the age of 65 on the Fort Bend County Medicare supplement plan can utilize the Fort Bend County employee clinic.

**Gina:** That's right. And the clinic here is located in the Travis building at 301 Jackson Street and you have to enter it from the outside in. So it is on the corner of highway 90 and I don't know what that little street is in front of us there.

**Bethany:** It's 3rd.

**Gina:** And 3rd. Thank you, Bethany.

**Gina:** Alright.

**Wendy:** Well, thank you, Bethany, for joining us today.

**Bethany:** Yes. Thank you for having me and I'm happy to see you guys in the clinic.

**Gina:** Awesome. Well, that'll conclude this week's Benefit Detective podcast. I'm Gina.

**Wendy:** And I'm Wendy. And remember to listen every Thursday for our podcast and don't forget please email us any topics or questions that you may have.

**Gina:** And remember the Benefit Detectives are here to help.