



Burke County Employee Health and Wellness Clinic

Frequently Asked Questions

Operated by:	Carolinas HealthCare System Blue Ridge
Location:	Burke County Health Department: 700 Parker Road, Morganton, NC 28655
Hours of Operation:	Monday – Friday, 8 a.m. – 12:00pm
Telephone:	828-764-9290

General Information

The Burke County Employee Health and Wellness Clinic delivers convenient, quality and cost-effective health services. The model aims to keep employees, retirees and their family members on the Burke County medical plan, healthy while providing a place for employees to get treatment should they get sick during the workday.

The medical provider at the on-site clinic treats cold and flu symptoms, ear and sinus infections, seasonal allergies and illnesses.

Medical Providers

What type of provider will be available at the on-site clinic?

While visiting the clinic, you will be seen by a physician assistant or nurse practitioner, also known as an advanced clinical practitioner. The advanced clinical practitioner is supervised by a licensed physician in the state of North Carolina and can practice independently according to state law. The advanced clinical practitioner can diagnose and treat injuries and illnesses and write certain levels of prescriptions, as needed.

Services

The on-site clinic provides a convenient option for employees, retirees and their family members on the Burke County medical plan who experience sudden illness and symptoms that are expected to last for a short time. Common illnesses treated at the clinic include:

- Cold, cough, bronchitis and flu
- Ear, sinus and upper respiratory infections
- Seasonal allergies

We do not have X-ray services or EKG equipment on-site, but can refer those services as necessary.

Can I get my routine prescription refills from the clinic?

No. Although the provider can write certain levels of prescriptions for your acute episodic needs, routine prescription refills should be handled by your primary care provider. The on-site clinic provider may assist you with prescription refills on a case by case basis.

Can I get my routine labs at the clinic?

Yes. Routine labs may be ordered during your wellness exam completed at the clinic.

Can I get immunizations at the clinic?

Yes. Hepatitis B&C, Tetanus, Influenza/Pneumonia and Allergies. *(Flu shots will be administered during the Employee Benefits Fair on Thursday, October 22, 2015 10:00M-2:00PM at the Foothills Higher Education Conference Center)*

Eligibility

Can my dependents use the clinic?

Burke County employees, retirees and dependents (e.g., spouses, children) who are on the county medical plan are able to use the clinic.

If I do not have a primary care provider, will I still be able to go to the clinic?

Yes, however you will be encouraged to select a primary care provider if you do not have one.

Making an Appointment

How do I make an appointment?

Call the on-site clinic at 828-764-9290 during business hours.

Can I just walk in?

Appointments are highly recommended to ensure that an employee can be seen in a timely fashion. Employees are strongly encouraged to schedule an appointment calling the on-site clinic prior to coming in.

What to Bring to Your Appointment

What will I need when I visit the on-site clinic?

You will need to present your Blue Cross Blue Shield insurance card at the time of service.

Costs and Insurance

How much will a visit to the on-site clinic cost?

The cost for clinic services is free for employees, retirees and dependents who are on the Burke County medical plan.

Privacy and Confidentiality

Will any information from my visit be shared with my employer?

No, all discussions with Carolinas HealthCare System Blue Ridge are completely confidential and will not be shared with your employer.