



Telehealth FAQ

If you or your family can't make it to the BAC Cares Health Clinic, your trusted BAC Cares provider, Claire Lubbers, is available during normal clinic hours for virtual visits. Many common health care needs can be addressed virtually such as:

- Wellness discussions
- Medication discussions
- Cold and flu symptoms such as sinus congestion, fever, runny nose, sore throat and cough without shortness of breath
- Allergies
- Sinus infection
- Dysuria (painful urination) and urinary frequency
- Minor aches/pains
- Insect bites
- Rashes
- Minor burns (without blisters)
- Itching
- Pre-screening for COVID-19-like illnesses (fever, body aches, cough, etc.)
- Routine management and follow-up for chronic disease management



Services available during normal clinic hours:

Tuesday and Thursday:
9:00 a.m. – 6:00 p.m.

the 1st and 3rd Mondays:
9:00 a.m. – 6:00 p.m.



Frequently Asked Questions:



Appointments

How do I schedule an appointment?

You can schedule by either calling our office at 317-872-1472, scanning our scheduling QR code (see below) or by going to <https://optumin.co/p5sstm> to schedule either an in-office or virtual telehealth appointment. If you are scheduling a virtual visit within 24 hours, we ask that you call the clinic to confirm your appointment.

How do I use a QR code?

On many of our handouts and signs, you may see the scannable image shown below. This QR code is used to instantly take you to our scheduling site by scanning it with your smart device's camera.



Here's how to activate the QR code:

- Open the camera app on your smartphone and make sure that you are connected to the internet.
- Center the QR code (visible on a separate device or printed document) that you want to scan and hold your phone steady momentarily.
- Once the QR code registers on your device, you will be auto-directed to the web page or a pop-up banner will appear on your screen. Click on the banner to take you to the web page.

Which appointment type should I use?

For virtual visits, choose "Secure Online Video Appointment." For all in-person visits, see your options below:

- Annual physical - I would like to schedule my annual physical.
- Exam - I am an existing patient and would like to be seen for a procedure, sick visit or follow up care.
- Flu vaccination visit - I would like to schedule a flu shot visit.
- Injection/Vaccination - I need to receive a vaccination or injection.
- Wellness visit - I would like to complete a biometric visit.
- New patient - I am a new patient and I would like to schedule my first visit.



Virtual visits

Does the BAC clinic offer virtual visits?

Yes, we offer same day and scheduled virtual visits from your smartphone or computer during our normal clinic hours of Tuesday and Thursday: 9:00 a.m. - 6:00 p.m. and the 1st and 3rd Mondays from 9:00 a.m. - 6:00 p.m.

A virtual visit is much easier than waiting hours at an urgent care or an Emergency Room, while also offering more cost-savings. We offer general medical advice through our virtual visits. We can also order preventative labs, as well as help you with issues such as rashes, sinus infections, animal bites and much more.

If you are scheduling a secure online video appointment online, please call 317-872-1472 to confirm your appointment within 24 hours.

Where do I go if I need to be seen in-person?

The BAC Cares Health Clinic is conveniently located in the Local 4 IN/KY Union Hall 8455 Moller Road, Indianapolis, IN 46268.

Who is eligible to use BAC Cares virtual/telehealth appointments?

All BAC members and their family members ages 2 and up are eligible to use this service.



Frequently Asked Questions:



Availability

What are the hours of operation?

Both in-person and virtual visits are available during the following times:

Tuesday and Thursday: 9:00 a.m. – 6:00 p.m.

1st and 3rd Mondays from 9:00 a.m. – 6:00 p.m.



Cost

What is the cost of services?

All health care services are free of charge for all BAC members and their family members ages 2 and up.



Additional services

Does the BAC Health clinic offer lab work?

Yes, we can perform both screening and diagnostic lab work. We offer blood draws at no cost to BAC members and their families here at the clinic. In order to help manage your health and live your best life, it is important to stay up to date on your recommended screening lab work and recommended health screenings. Depending on your age and risk factors, as well as underlying health conditions, screening lab work may be recommended between every 1-5 years. If you're not sure what you need, you can schedule a virtual visit to discuss or come in for an appointment. We can order these for you and perform them at the clinic.

In addition to blood draws and screening lab work, we can perform the following quick tests to diagnose illnesses, including:

- Strep tests
- Flu tests
- Monospot
- Urinalysis
- Fingerstick glucose

Ask your BAC Cares provider about:

- Wellness check-ups and routine visits
- Diagnostic procedures and evaluations
- Treatment of common illnesses
- Prescription medications or treatment plans
- Management of chronic conditions
- Ordering lab work or blood tests for diagnostic purposes
- Referring you to specialty care as needed