

FOND DU LAC COUNTY CARE CLINIC

Come see what you are missing!



WHO WE ARE



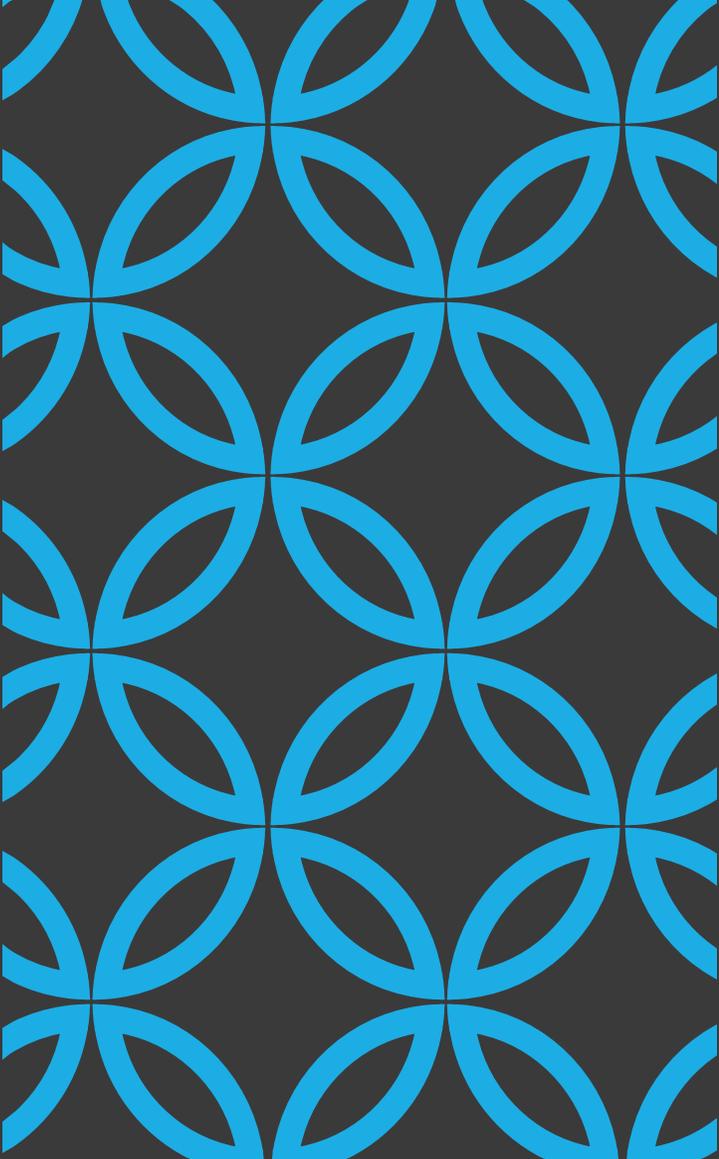
Cynthia Liethen APNP – a Family Nurse Practitioner that has been with the County Care Clinic for 5 years. I earned my BSN from UW-Madison, my MSN from Concordia University.



Dorothy McCullough-Pepper CCMA – a Certified Clinical Medical Assistant that has been with the County Care Clinic for 9 years. She attended Milwaukee Career College MA Accelerated Program, graduating with high honors.



Jennifer Wagner – an Office Support Specialist with the County Care Clinic for almost 5 years. Genuine customer service continues to be her top priority.



WHAT WE DO

Preventative Services

Annual wellness exams – employees and their spouses receive a \$50 incentive gift card for having a physical at our clinic. For women, I do perform PAP tests but do not insert/remove IUDs or implants.

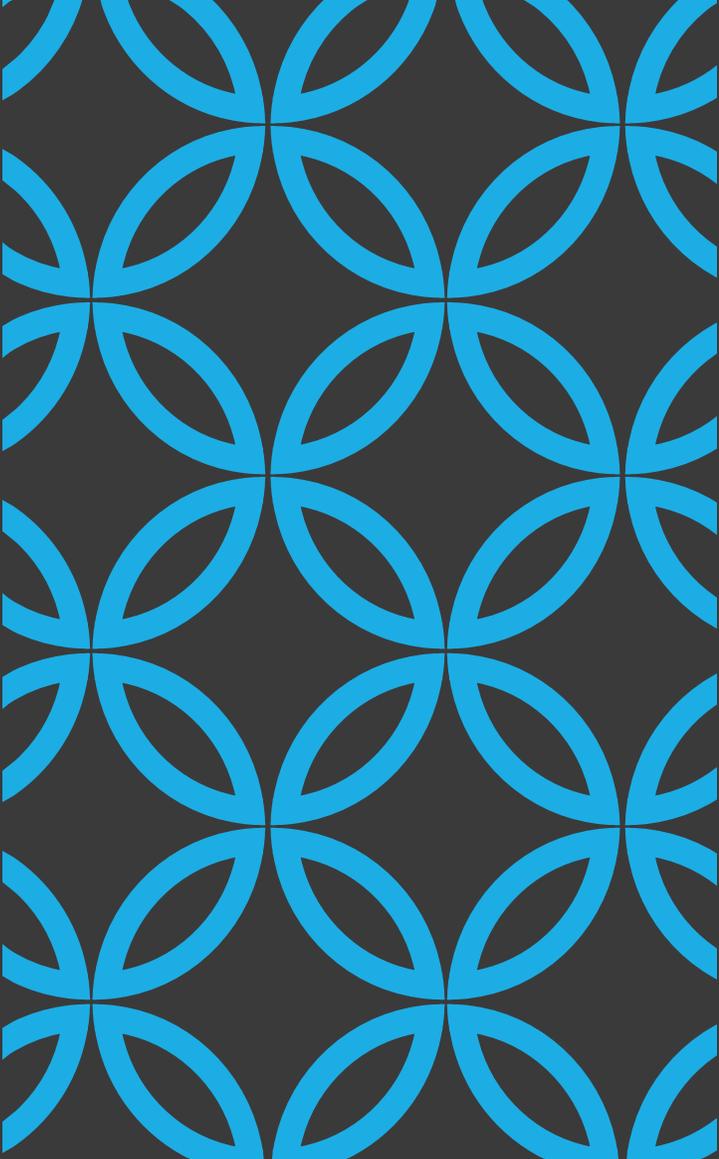
Immunizations – flu, pneumonia, tetanus, shingles are examples of those important protective vaccines that we can provide

School sport physicals – plan ahead! WIAA require every two years

Well-child exams – as important as ever, should not be postponed

HRA reviews and counseling

Preoperative Clearance Physicals



WHAT WE DO

Acute Care/Episodic Care/Same Day Sick - examples

Injury care – sprains, strains, slips, falls

Urinary tract infections

Anxiety and depression

Respiratory/Covid 19 symptoms via video visits

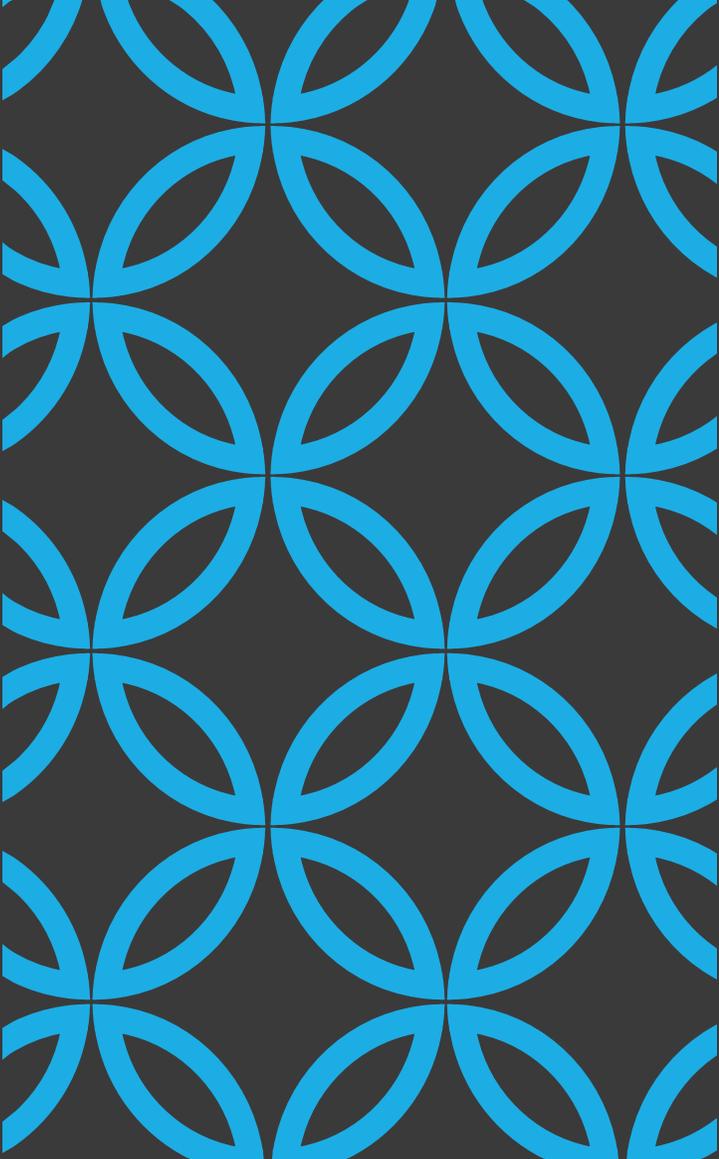
Back/joint pain

Skin checks, “freezing” of warts

Minor injury evaluation (not if sutures needed)

Poison ivy and other rashes

Migraines



WHAT WE DO

Health Navigator

A program for those with diabetes, cholesterol and/or high blood pressure.

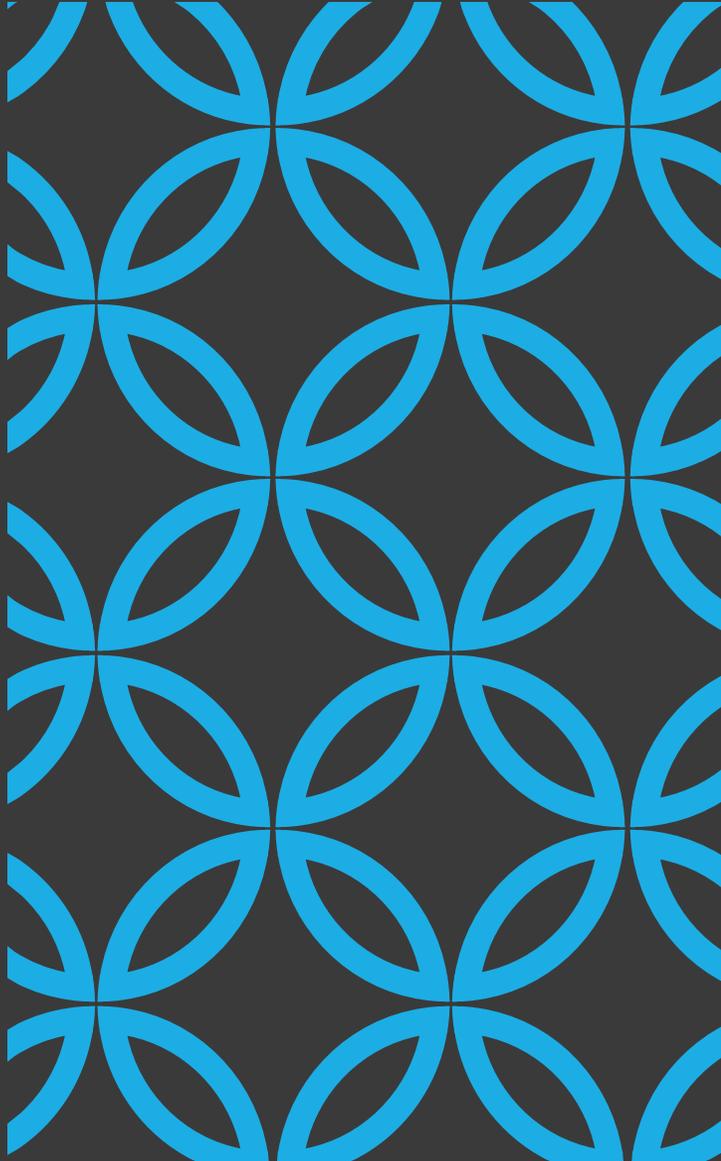
Participants get closer management of these chronic health issues to help prevent long term consequences. Reduced costs of medications, diabetic testing supplies are an added benefit.

Easy to sign up!

Medications need to be sent to mail order pharmacy for maximum benefit.

**WHERE?
LOCATED RIGHT
OFF THE MAIN
LOBBY IN ST
AGNES HOSPITAL**



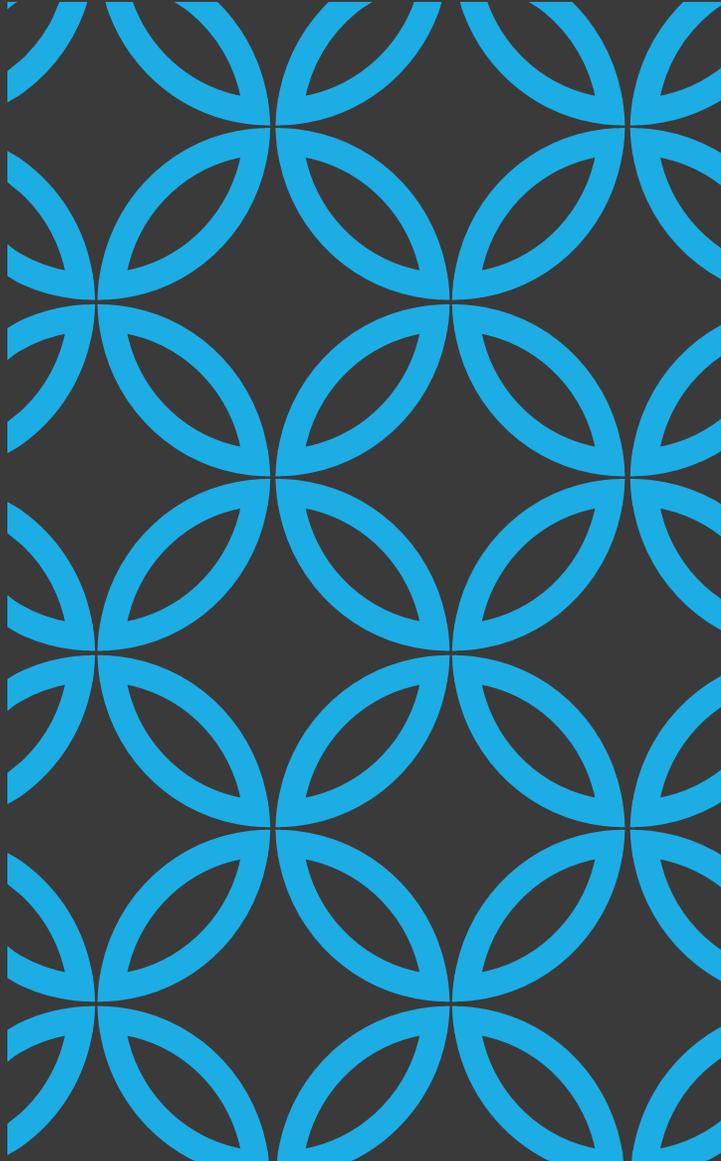


WHEN WE ARE AVAILABLE

We are in the office from 7:00am to 5:00 pm on Monday, Tuesday, Wednesday and Friday.

We are not open on Thursdays, holidays or weekends. Out of pocket costs will apply on Thursdays if need to be seen elsewhere in person. Healthiest You (telemedicine visit from an outside service) would be a free alternative to consider on Thursdays.

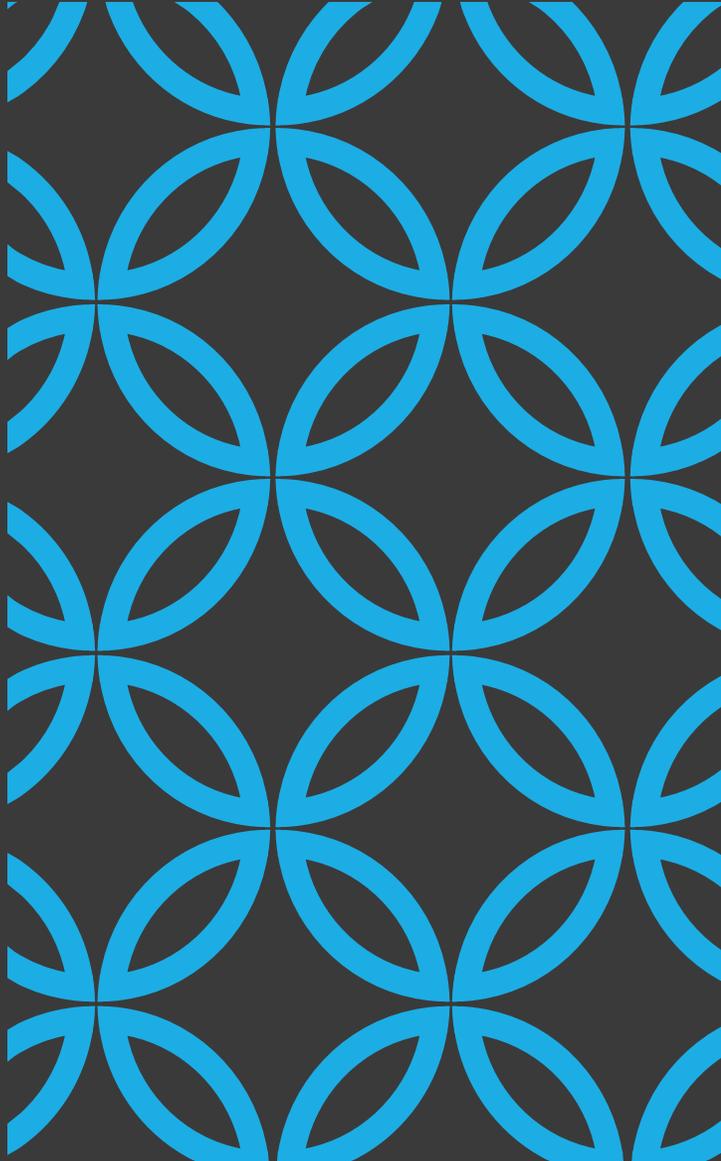
If you have an immediate concern on a Thursday, please call the main clinic number and someone will address your needs.



WHY COME AND SEE US?

COMMENTS FROM LAST QUARTERS SURVEY:

- Nothing, it was a great experience
- All was great
- Everything was great!
- Very excellent service
- Everything was great
- Everyone was great! Thank you!
- Nothing! Great visit!
- Nothing. Everything was perfect.
- Nothing, excellent!
- Everyone was great!
- They are great!
- Nothing-everything was great
- Nothing. Everything was great.
- N/A-amazing as always!
- Nothing-Fabulous as always 😊
- Nothing-everyone is awesome!
- Very pleasant visit! Thank you!
- Everything was great as usual
- Nothing, always great service
- Everything was fine.
- Everything was great!
- Thanks for taking great care of us!
- Everything was amazing!
- Nothing, staff was super friendly and the visit was quick!
- Cookies please. 😊 Kidding. You did great and explained everything thoroughly that you were doing.
- Thank you for your care!

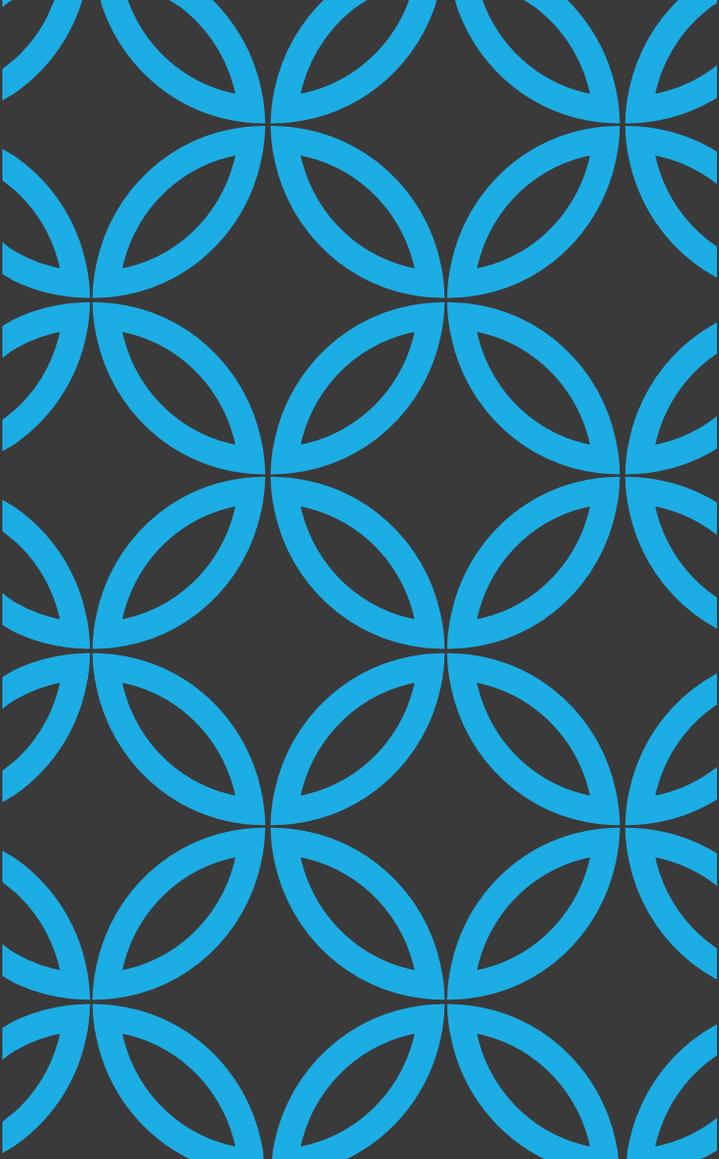


HOW TO SEE US

(920) 926-5676

In Person – our favorite! Scheduled physicals, Health Navigators, new concerns and follow up visits make up part of our day. While we also leave appointment times every day to try and accommodate same day visits as much as possible for acute needs, we are not a walk-in clinic.

Video Visits – we are adapting to a changing world just like everyone else. Within our new electronic medical record called EPIC, there is a function called MyChart. We are able to “see” you for a visit via MyChart and Zoom for many issues. This is vital as we unfortunately cannot have people with coronavirus symptoms or positive exposure in our clinics at this time, but we still want to provide you care.



SO WHAT ABOUT COLD AND FLU SEASON?

While we cannot physically have you in our clinic, we can direct you to the care you need.

Covid Clinic/URI (Upper Respiratory Infection) Clinic – offers testing and in person visits if needed for those who have any Covid symptoms which are oftentimes difficult to discern from cold, flu, sinus infection, allergies. Must call 844-225-0147 to be screened and have appointment scheduled.

Video Visits – if appropriate, we can see you via MyChart/Zoom to evaluate your symptoms and then order testing as needed to be completed at the Covid Clinic by their staff. This can include Covid swab, flu test, strep throat swab, blood work and even chest xrays.

MY CHART SIGN UP

Sign up is quick and easy – see instructions to the right, or call Jenny for help.

Other benefits:

- Message us with non-urgent questions, concerns, med refill requests
- Obtain lab results and notes from your visit
- Register for your appointments ahead of time
- Many health systems now are utilizing EPIC (Theda, Aurora, Froedtert, etc) – these MyChart apps can be synced together to have all your health information in one place

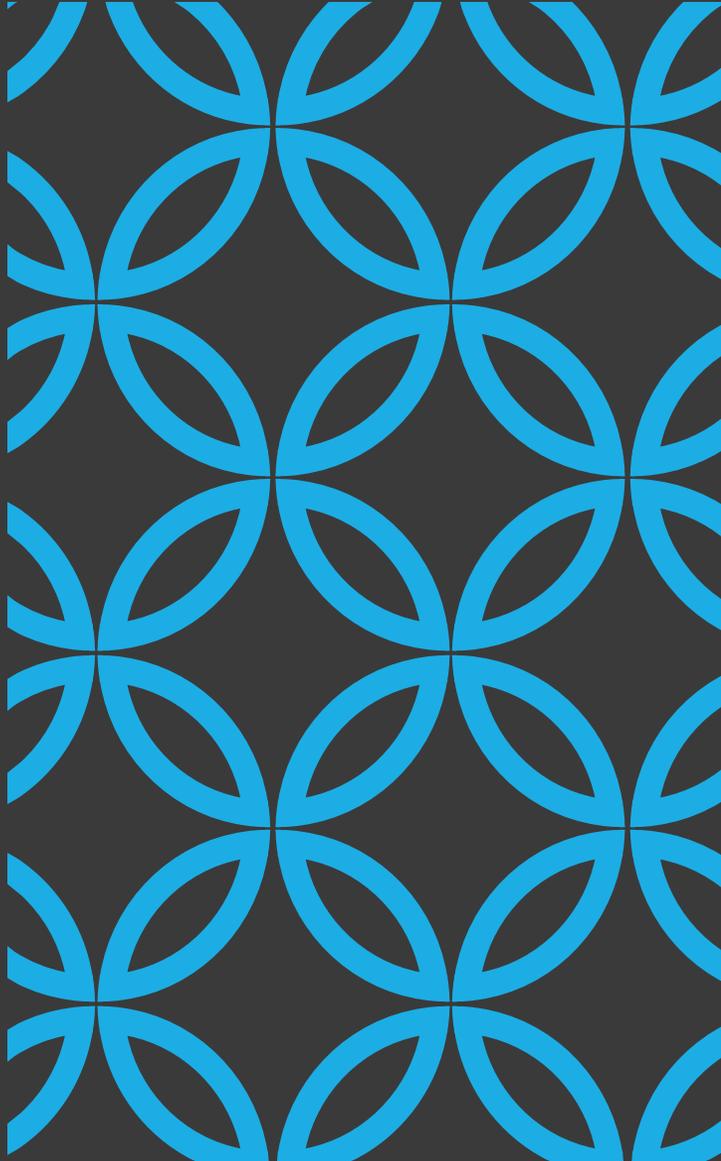


Quick Start Guide

Activating your MyChart account is easy.
Follow these simple steps.

1. Visit mychart.ssmhc.com or download the app for iPhone or Android.
 - choose a name that is secure and easy to remember.
2. You will now see the SSM Health MyChart home page. To set up your login and password, click the "New User? Sign Up Now" button.
 - Create a MyChart password by entering it in both the Password and Retype Password fields. You can change your password at any time.
3. Complete all required fields under Sign-up for MyChart. Last four digits of social security number and date of birth are required fields.
4. Set up your user ID and Password:
 - Create a MyChart user ID. This will be your MyChart login ID which cannot be changed. Make sure to
5. When new information, such as results or a message, is available in your MyChart account, you will receive an e-mail notification at the e-mail address entered on this page.
 - Select the Yes button under Enable E-Mail Notification
 - Enter your e-mail address in both fields
 - Click Sign In

For any questions about MyChart, contact Patient Support at 1-888-97CHART (1-888-972-4278) or contact us through the HELP screen on the MyChart sign-in page.



A FINAL NOTE ON SAFETY

We ask for patience and understanding during these difficult times. We are trying our best to keep you and your family healthy but also follow infection prevention strategies for our hospital and clinics to keep everyone safe. You will see us in masks and wearing eye protection, as well as we are keeping our waiting room to one patient/family group at a time and preventing congestion at our front desk. Masks are required for all patients and screening is taking place at all entrances.