



Cobb County Employee Wellness Center and Clinic

QUESTIONS & ANSWERS

for Kaiser Permanente Members

Q: Where is the clinic located? What are the hours?

Address: 1150 Powder Springs Street
Suite 50
Marietta, GA 30064.

Kaiser Permanente's operating hours are:*

Monday - Thursday: 9 a.m. - 6 p.m.
Friday: 7 a.m. - 1 p.m.

(Note: KP will remain open during lunch hour)

*Kaiser Permanente's operating hours within the clinic may be different than the Cobb County Employee Wellness Center and Clinic hours.

Q: What services will Kaiser Permanente offer at the onsite clinic?

A: Kaiser Permanente will provide family medicine and lab draw services. Beginning around mid May, we will offer lab testing and pharmacy services, including refills.

Services include:

- Minor injuries
- Sore throats and upper respiratory symptoms
- Earaches
- Coughs
- Backaches
- General digestion problems
- Gradual skin changes, rashes
- Joint stiffness
- Frequent urination or burning sensation
- Physical exams
- Pre-travel exams
- Pap tests
- Well-child checkups
- Medication checkups
- Vaccines and Immunizations

Q: Can my covered dependents receive care at the onsite clinic?

A: When the clinic first opens, access will be limited to Cobb County employees who have Kaiser Permanente insurance through Cobb County. However, covered dependents (except children under age 2 and Medicare members) will have access to the clinic beginning in mid May, 2014.

Q: Will I be seen by my Kaiser Permanente primary care physician?

A: No. Kaiser Permanente members will be seen by highly-trained Nurse Practitioners and Licensed Practice Nurses who will have access to your electronic health record. These nurses will have access to your primary care physician if the need arises and your visit will be recorded in your electronic health record, which allows your physician to be kept up-to-date on your care.

Q: Will I have to change my Kaiser Permanente primary care physician in order to be seen at the onsite clinic?

A: No. You should maintain your relationship with your primary care physician. The onsite employee wellness clinic is an alternative location for you to receive primary care. Your primary physician and home medical facility remains the same.

Q: Will my copay change?

A: You will not be required to pay a copay for office visits and prescription drugs picked up at the Cobb County Employee Wellness Center and Clinic. However, you will continue to pay applicable copays for services received in one of our Kaiser Permanente medical centers.

Q: How can I schedule an appointment at the onsite clinic?

A: You can schedule your initial appointment by calling the clinic directly at **440-528-1924**. Alternatively, you can call our Health Line at 404-365-0966 Monday - Friday, 7 a.m. -7 p.m. Follow up appointments can be made via phone or online at **kp.org**.

Q: Will Kaiser Permanente accept walk-ins at the clinic?

A: Yes, but appointments are preferred.

Q: If a Kaiser Permanente provider is not available, can I see a HealthStat provider?

A: No. Kaiser Permanente members can only be seen by a Kaiser Permanente provider. If you need care during the hours a Kaiser Permanente provider is not available, we encourage you to make an appointment at the home office of your primary care physician. In the event of an urgent matter, visit the 24/7 Advanced Care Center on the campus of the TownPark Comprehensive Medical Center.