

April 29, 2020



Dear Wellness Center Patient,

As you are aware, we have been facing the COVID-19 pandemic and it continues to be an unknown threat to our community as we begin to return to our new normal. We know that certain precautions can help us stay protected and we feel as your healthcare partner, it is our responsibility to provide solutions and return to providing necessary services for you.

**Please read these important updates throughout this entire email.**

Effective Monday, May 4, 2020, we are changing our operations schedule to include both the Plainfield Wellness Center and the Brownsburg Wellness Center at HRH Medical Building 1411 S. Green Street., Suite 220.

Monday:	7am – 6pm (Closed 12pm-1pm)	Brownsburg Wellness Center
Tuesday:	7am – 6pm (Closed 12pm-1pm)	Plainfield Wellness Center
Wednesday:	7am – 6pm (Closed 12pm-1pm)	Brownsburg Wellness Center
Thursday:	7am – 6pm (Closed 12pm-1pm)	Plainfield Wellness Center
Friday:	8am – 12pm	Plainfield Wellness Center
	1pm – 5 pm	Brownsburg Wellness Center

Our Avon, Danville and Brownsburg Schools locations will remain closed until further notice.

Please know that this model is temporary, and we will continue to evaluate our new normal as we receive guidance from our local and statewide leadership.

### **THINGS TO STILL KNOW:**

- **Mandatory COVID-19 Screening Process Continues**
  - You will be required to complete a pre-screen telephone conversation with a Wellness Center staff before your appointment. If you do not complete this step, your appointment will be canceled
  - Plainfield and Brownsburg HRH Triage Screening Process Continues (you will be required to wear a mask upon entering any HRH building for the duration of the visit.
- Telehealth Services are available
- Respiratory Services – Effective May 31, 2020 all Immediate Care Visits will be billed to insurance.
  - If you have a visit at an HRH Immediate Care Center for services, that under normal circumstances, would be provided at your Wellness Center, please email [hendricksatwork@hendricks.org](mailto:hendricksatwork@hendricks.org) within **48 hours of being seen.**
    - Please include your name, date of birth, date of service and location visited in the email. Your visit will be reviewed by a member of our Wellness Center team for appropriate account adjustments.
- Wellness Programming is available online, and our Wellness Coaches stand ready to meet virtually with employees in need.
- Network Services continue to help employees Monday-Friday, 9:00 a.m. to 5:30 p.m. at our (317) 745-PLAN concierge line.

As always, if you have any questions, please let us know. We are continuing to stand strong on the frontlines and are working to best serve you.

Thank you,

Your Wellness Team