

Frequently Asked Questions

What is the YOC Health Center?

The YOC Health Center is a health center managed by Indiana University Health. The Youth Opportunity Center (YOC) has contracted with IU Health to serve YOC employees and family members who participate in the organization's benefit plan.

How much does it cost to use the health center?

There is **no out-of-pocket cost** to you for office visits, laboratory services or medications provided by the center.

Where is the health center located?

The YOC Health Center is located at 3700 West Kilgore Ave. in Muncie.

Who staffs the health center?

Health and wellness services at the center are provided by qualified professionals employed by IU Health. The YOC Health Center staff includes:

- Nurse practitioner
- Medical assistant
- Health coach



What services does the center provide?

The YOC Health Center offers a wide range of health services. These include:

Preventive Care

- Annual physicals and routine health exams
- Women's health exams (pelvic exams and pap smears)
- Men's health exams (including prostate exams)
- School, sports and CDL physicals
- Preventive screenings (blood pressure, blood sugar, cholesterol)
- Immunizations (seasonal flu, hepatitis B, tetanus boosters)

Health Coach

- Individual health coaching
- Nutrition counseling
- Wellness education

Immediate and Primary Care

- Diagnostic screenings (influenza, strep throat, vision, etc.)
- Treatment of minor illnesses and injuries (sore throat, flu, seasonal allergies, stomach pain, sinus infection, eye infection, skin infection, rash, etc.)
- Management of chronic illnesses (diabetes, high blood pressure, COPD, high cholesterol, etc.)

Other Services

- Screening and diagnostic labs as ordered by your doctor
- Medication dispensary
- Refills of prescription medications by mail

Are appointments required?

While appointments are required at the health center, same-day appointments, if available, can be scheduled. For an appointment, visit yocinc.org/healthcenter to schedule online or call **765.741.1038**.

What should I bring to my appointment?

Please bring a photo ID and your insurance card.

(See next page for more information.)



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What if I need medications? Does the health center offer pharmacy services?

Approximately 100 commonly used generic medications are available from the YOC Health Center at **no out-of-pocket cost to you**. These “in-formulary” medications will be provided whenever possible. Prescriptions will be written by the health center practitioner for medications that are not on the center’s formulary.

- You will receive your medications from the practitioner in the health center whenever possible.
- If you need a medication that is not available on the health center’s formulary, you will receive a written prescription to take to your local retail pharmacy.
- Refills of maintenance medications will be available through mail order.
- With the health center practitioner’s approval, you may receive 90-day supplies of medications for chronic illnesses through the center’s mail-order service. (See page 5 for more information.) Only in-formulary prescriptions written by the health center practitioner are eligible for this service.

Please note: The YOC Health Center will only fill prescriptions written by the center’s providers.

Tell me more about the health coaching. What is it and how can it help me?

Personal health coaching can help you make better lifestyle choices that can lead to a healthier life. The health center’s certified health coach will support you on your journey and provide accountability to help achieve your health goals. Coaching sessions are scheduled at your convenience. During these one-on-one sessions, your health coach will help you:

- Develop an action plan based on your individual needs
- Build confidence and boost motivation for better health
- Turn your resolutions into reality

Who can use the YOC Health Center?

YOC employees and their family members who participate in the organization’s benefit plan are eligible to use the health center.



Can I bring my children to the YOC Health Center for care?

Yes. If your children are included in your health plan, they are eligible to visit the center for services. While we encourage you to maintain a relationship with a pediatrician for ongoing care of young children, the health center’s medical staff will be glad to treat your child if immediate care is required and your pediatrician is not available.

Will the health center share my personal medical information with my employer?

Absolutely not. The YOC Health Center is a physician practice of IU Health. Your privacy is protected, and the services provided are strictly confidential by law under the Health Insurance Portability and Accountability Act (HIPAA).

Will The YOC Health Center work with my doctor, if necessary?

Yes. If you sign a consent/release form, the health center staff will share appropriate information regarding your visit with your doctor(s).

What if I need to see someone when the health center is closed?

If you have a medical emergency, dial **911** or go to the nearest emergency room.



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