



About the HSE Health Care Center

We are proud to welcome Dr. Ted Lai to the HSE Health Care Center.

Ted Lai, M.D. is a Board Certified Family Practice Physician, a graduate of IU School of Medicine, with over 10 years of experience in primary and urgent care. He states, "I am happy to be a part of this organization and fortunate to have Laurie Wilson, nurse manager, familiar with the HSE schools and their needs. We will provide high quality medical care and will earn your confidence in serving as your primary medical home."



Who is eligible to use HSE Health Care Center?

Employees and their families must be enrolled in the school's health plan in order to utilize both HSE Health Care Center and IU Health Urgent Care, which is located next door to HSE Health Care Center. Both clinics are sponsored by your employer's health plan, so there is no deductible or co-insurance for you to pay.

The HSE Clinic is located at **11580 Overlook Dr. Suite 300, Fishers, IN 46037.**

IU Health Urgent Care is located at Suite 100 in the same building.

What are some available services at HSE Health Care Center?

Beside urgent care services, we provide primary and preventative care, lab draws, short-term pharmaceuticals recommended by the doctor at HSE Health Care Center, simple x-rays, and evaluation and treatment of work-related injury.

- **Primary Care:** Commonly we treat colds, flu, asthma, diabetes, sinusitis, URI, tonsillitis, earaches, wart removal, blood pressure checks, labs, cholesterol, thyroid, and some immunizations for people older than three (3) years old. If needed, we make referrals to a specialist.
- **Preventive Care:** We perform sports physicals, annual physicals, annual PAP screenings, and DOT physicals.
- **Lab:** We can draw most common labs with orders from a physician and then send blood specimen to an outside lab facility for processing. We will fax the ordering physician a copy of the lab results when all results are available.
- **Pharmaceuticals:** Many generic medications are dispensed on-site at no cost for a short-term supply while you are being treated at HSE Health Care Center. If your medication is not carried in the clinic, a prescription can be written and obtained through your pharmacy. We do **NOT** carry narcotics. Medications are not refilled without a visit with the doctor at HSE Health Care Center.
- **X-ray:** Simple x-rays are available in the same building with an order from a physician. We will fax the ordering physician a copy of the radiologist's reports when the results are available to us.
- **Work-related injury:** any work-related injury will be seen while clinic is open. If needed, you will be referred to a specialist or a physical/occupational therapist.

How do I make an appointment at HSE Health Care Center?

Using any computer with the Internet access, enter www.hse.k12.in.us in the web address box of the Internet Explorer browser. Click "For STAFF". Then click on the button for "Schedule Now" to log in. Enter your username and password. Click "Appointments" on any valid clinic day on the calendar. Appointment times will appear. Click "Make Appointment" to schedule an appointment in your preferred time slot then click "Confirm" to save.

You may also call HSE Health Care Center during office hours at 317-567-5200 to schedule an appointment.

If you are scheduling for a blood draw or simple x-ray, please call the clinic to setup an appointment. Please have your physician fax the order to the HSE Health Care Center at 317-567-5203 *in advance* to your appointment. Please bring the original lab or x-ray order with you. Please ask your physician to include the correct CPT codes for lab or x-ray tests with appropriate diagnosis and ICD-9 codes to avoid denial of payment by your insurance carrier.

For work-related injuries, please report to your supervisor or school nurse, who will then notify us ahead of your arrival to HSE Health Care Center.

Can I just walk-in to the clinic?

HSE Health Care Center is a “walk-in” clinic M-F from 4-6pm. If you would like to be seen, please call and make sure we have same day appointment available at 317-567-5200 during office hours. Appointments are required for annual physicals, pap/pelvic exams, and DOT physicals. You should pick up and complete the physical forms at HSE Health Care Center in advance to your appointment. For primary care needs and complex medical issues, please make appointment during weekdays to ensure adequate amount of time with the doctor at HSE Health Care Center.

Are weekend appointments available?

On the weekends, you will be seen on the first-come first-serve basis by the IU Health Urgent Care doctors, so no appointments available. For non-acute medical needs, please make appointments during weekdays with the doctor at HSE Health Care Center.

If I have questions about my visit or want to know results of tests, what should I do?

Please call HSE Health Care Center during office hours at 317-567-5200. Additionally, if lab or x-ray tests have been done, you should plan to schedule a follow-up appointment to go over your lab or x-ray results with the physician who ordered the tests. Medical assistants cannot release test results directly to the patients until reviewed by the ordering physician.

Should I bother to cancel an appointment?

Please contact us in advance if you need to cancel or reschedule an appointment so that others can reserve your cancelled time slot. Log on to the appointment schedule using your username and password, locate your appointment date by clicking on your name. Click “Cancel” and then click “Confirm” to cancel the appointment. You may also call HSE Health Care Center during office hours at 317-567-5200 and they can cancel an appointment for you.

Do you give immunizations or practice travel medicine?

We give immunizations to people older than three (3) years old by appointment only. Please inform us *in advance* on your child's or your immunization requirements so we can be sure that your immunization supplies are available when you or your child comes in. While we don't practice travel medicine, please check with Indiana State Department of Health (ISDH) for certified travel clinics near your location at <http://www.in.gov/isdh/17199.htm>

Must a legal-guardian be present when minors are being treated?

Yes!

Day	Dr. Ted Lai Appointment Time(s)	HSE Clinic Walk-in Hours	HSE Clinic Blood Draw Hours	Urgent Care (Next Door)
Monday	9 am - 11 am & 1:30 pm - 4 pm	4 pm - 6 pm	9 am - 11 am & 1:30 pm - 5:30 pm	12 pm - 8 pm
Tuesday	1:30 pm - 4 pm	4 pm - 6 pm	1:30 pm - 5:30 pm	12 pm - 8 pm
Wednesday	9 am - 11 am & 1:30 pm - 4 pm	4 pm - 6 pm	9 am - 11 am & 1:30 pm - 5:30 pm	12 pm - 8 pm
Thursday	9 am - 11 am & 1:30 pm - 4 pm	4 pm - 6 pm	9 am - 11 am & 1:30 pm - 5:30 pm	12 pm - 8 pm
Friday	1:30 pm - 4 pm	4 pm - 6 pm	1:30 pm - 5:30 pm	12 pm - 8 pm
Saturday		8 am - 11:45 am	8 am - 11 am	8 am - 4 pm
Sunday		Noon - 3:45 pm	Noon - 3 pm	8 am - 4 pm

