



City of Phoenix HUMAN RESOURCES DEPARTMENT

City of Phoenix Employee Healthcare Clinic FAQs

What is the City of Phoenix (COP) Employee Healthcare Clinic?

This is a dedicated healthcare clinic for City of Phoenix benefit eligible employees and their dependents. The clinic has a dedicated Physician's Assistant and Part-time Medical Director, so you can establish a Primary Care Provider right in the clinic.

Where is the Clinic located?

The COP Employee Healthcare Clinic is located at 1 N. Central Avenue, Phoenix, AZ 85003 (the N.W. corner of 1st Street and Washington Street).

What are the Clinic hours?

The Clinic is open from 7 a.m. to 6 p.m., Monday through Friday.

What services and/or treatments can I receive at the COP Employee Healthcare Clinic?

Wellness:

Wellness exam, flu shots, and biometric screening

Health Management:

Hypertension, diabetes, high cholesterol, behavioral health, and medication management

Acute Illness/Injury Treatment:

Strep, flu, cough, bronchitis, allergies, gastrointestinal distress, and UTI

Personal Injury:

Sprains, strains, and lacerations

Labs drawn on site:

Reduces additional trips for care

Do I have to pay for a visit to the Clinic?

Banner Aetna HMO – No cost for the visit

BCBS PPO – No cost for the visit

Savers Choice Plan – No cost for preventative care including a wellness visit. For diagnostic visits: \$20 copay until your deductible is met (much less than you would pay at any other PCP office!)

How do I schedule an appointment at the COP Employee Healthcare Clinic?

Attend our Open House event on March 12th from 10:00 am to 4:00 pm and schedule an appointment while you are there. Take a tour and get some freebies! Free parking in the 300 parking garage, and in



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visitor's spaces in the 1 N. Central garage (levels B1 – B4). Get your ticket validated for both parking garages at the event!

Use the Clinic's Online Scheduling System "Clockwise" to schedule an appointment. A link to the Clockwise App and instructions will be available at the Open House!

Can I go to the Clinic during working hours?

With a supervisor's permission, employees will be able to attend appointments during work hours with up to 60 minutes of pay (depending on location and travel time). Benefit eligible employees will enter leave in eCHRIS using leave code PZ: Dwnntn Emp Hth Care Clnc Vst. The code will be effective 3/16/2020. Please note that no sick leave will be charged to employees for appointments at the Clinic unless time away from work exceeds the 60-minute allotment. Employees who are based in facilities on the outskirts of the City should talk to their HR representative if they feel more time will be required to make it to the Clinic downtown and back to work.

Where can I park at the Clinic?

Employees can park in the One N. Central parking structure. Visitor spaces on levels B-1 through B-4 can be used and employees will get their parking ticket validated in the Healthcare Clinic. After parking, employees will take the elevator to the ground level and enter the clinic on the street side.

How long do I have to wait for my appointment once I arrive at the Clinic?

When you arrive at the Clinic you will be taken directly to an exam room. You may experience a brief wait in the exam room for the Medical Assistant.

What if the doctor writes me a prescription?

There are two in-network pharmacies adjacent to the Clinic where you can fill your prescriptions: Fry's Grocery Store located at 1st Street and Washington Street and CVS located in Cityscape at Central Street and Washington Street.

For additional questions, visit us at benefits.questions@phoenix.gov or call our office at 602-262-4777.