

Star Care Clinic

Frequently Asked Questions

Q: Who can use the Star Care Clinic?

A: Star Care services are available to eligible LCSO employees, retirees and dependents ages 2 & up who are active/insured on the LCSO health plan.

- Services are limited for children ages 2 and up and include only acute care and school/sports physicals.
- Services are limited for all Medicare recipients. Care provided within Star Care is not billed to Medicare; therefore, any services that will need to be billed to Medicare require the use of an outside Medicare Provider/PCP.

Q: What if I need to cancel my appointment?

A: A 24 hour notice is appreciated. This allows us the ability to offer your appointment time to others.

Q: What happens if I am running late for my appointment?

A: We have a 10 minute late policy. Your time is important to us however, if you are more than 10 minutes late we will have to reschedule your appointment to keep others from having to wait.

- We do our best to get patients in and out at their scheduled appointment times.

Q: Do you see walk-in visits?

A: We can see walk-in patients... however you will have a longer than normal wait time as we try to accommodate you between other scheduled patient appointments.

- It Is Always Best to Schedule an Appointment when possible as we have many same day sick appointments available. When same day sick appointments are taken, your options will be the following:
 - You can schedule an appointment with a Provider in the clinic for another day.
 - You can receive medical care outside of the clinic.
- Guidelines regarding walk-in visits:
 - Please use walk-in visits for when you are sick or ill.
 - Please do not use walk-in visits for medication refills, annual checkups, sports/ employment physicals and non emergency issues.
 - Remember- **It Is Always Better to Have a Scheduled Appointment.**

Emergency Situations

*****Star Care is not equipped to treat the following:*****

Chest Pain/Heart attack

Stroke symptoms

Abdominal Pain

Shortness of Breath

Severe Headaches

Initial motor vehicle accidents

These conditions could be a sign of a more serious problem and are best treated immediately in an Emergency Room or by calling 911.

***We want to help! We are happy to give you options for your care. Please call and ask!
Star Care Phone #: (239) 768-0127***

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Q: Does Star Care refill medication like a local pharmacy?

A: No. Star Care operates under state guidelines as a dispensary and is not considered a retail pharmacy. The main difference is that you must be present seeing the Provider in order to have your medication dispensed or refilled at Star Care.

Q: Is it true I can only get 3 months' worth of medication at Star Care?

A: Not necessarily!! Depending on your individual health situation, your Provider may be able to prescribe 6-12 months of non-controlled, maintenance medications for stable conditions. If your Provider is monitoring a changing health problem, or one that is not well controlled, then your Provider may want to prescribe a shorter course of medications and revisit with you sooner.

Q: I got my refills, but then I lost them. What do I do?

A: If you lose your refills from Star Care, we cannot refill them from the Clinic. However, we can send a replacement prescription either to a local pharmacy or to Cigna Home Delivery for mail order delivery.

Q: Are there some medications I cannot get refills for?

A: Controlled substances are refilled differently than non-controlled substances. We do not prescribe refills for narcotic pain medications. If you are taking medications that are controlled substances, call our clinic or talk with your Star Care Provider for details.

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