

Do I need to make an appointment or can I just walk in and be seen?

It is recommended that you have a scheduled appointment. However, we realize that situations arise where you need to be seen right away. In that case, you will be assessed by a triage nurse who will evaluate the immediacy of your care needs. If you are seen on a walk-in basis, there may be a wait.

How do I make an appointment?

Call 552-6137 to make an appointment.

What can I expect if I go to the SHWC?

You can expect to be treated with dignity and respect, to have your questions addressed, and to receive quality services. The SHWC's medical and counseling records are confidential. Release of any information requires a student's written authorization except as allowable by law.

Why am I automatically charged for the health insurance provided by the university if I have my own private insurance?

The mandatory insurance premium is charged to students taking 6 or more eligible credits. It provides up to \$2500 in coverage per illness or injury each year. It is designed and intended to coordinate with other major medical insurance plans. For more information regarding the student health insurance please visit www.sou.edu/health/insurance

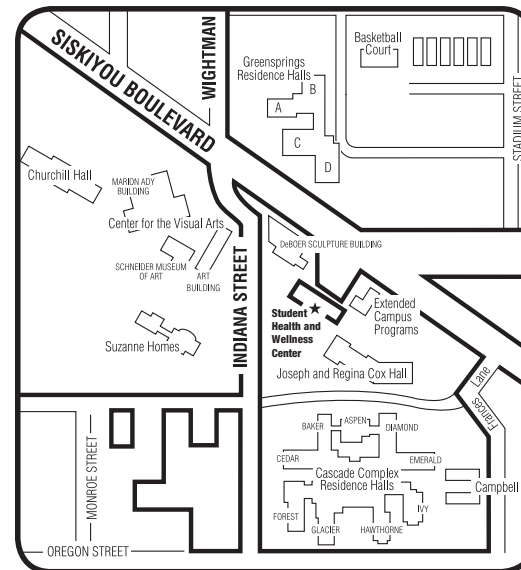
How can I use my insurance plan?

The limited insurance plan benefits can be used at the SHWC and/or for other health care providers. The SHWC does not bill insurance. Itemized statements can be requested by the student for submission to any insurance plan. www.sou.edu/health/insurance

Are there additional costs if I am seen at the SHWC?

Yes, there are minimal internal charges for services and visits. Charges are intentionally set to be affordable to students through market price comparisons and attentive supply purchasing. Charges are not paid for at the time of visit but placed on student accounts in a confidential manner identified only as "Health Service Charge." Students may request an itemized statement to submit to insurance plans. More information about charges can be found at www.sou.edu/health/charges

Where is the SHWC on campus?



Do you have feedback for us?

The SHWC welcomes feedback and comments regarding your experience at the health center. You can pick up an *Inform Us Form* in the waiting area at the SHWC or you can request one from any staff member. You can also provide feedback by visiting www.sou.edu/health and click on the *Health Forms* link on the left.

Student Health and Wellness Center

www.sou.edu/health

Southern Oregon University
Student Health and Wellness Center
1250 Siskiyou Blvd
Ashland, OR 97520

ph 541-552-6136
appt 541-552-6137
fx 541-552-6693



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Student Affairs Division
"Working collaboratively as
advocates for student success."

SOUTHERN OREGON UNIVERSITY



Student Health and Wellness Center

remember that you have within you all the ingredients for a healthy life...

What is the health fee and what does it pay for?

The health fee is a *per term mandatory* fee that is automatically charged to students who are taking 6 or more eligible credits. The health fee pays for the time of medical and mental health professionals who provide the following:

General Medical

- Common illness/Disease management
- Minor surgical procedures/Laboratory testing
- Prescription and medication dispensing
- Referrals to specialist and support services
- Physical exams/Immunizations/Allergy shots

Sexual Health

- Birth control education and supplies
- **Family Planning Expansion Program- FPEP**
FREE contraceptive education, counseling, and supplies for those eligible
- Sexual health testing, education and treatment

Mental Health

- Assessment and treatment planning
- Individual, group and couple's counseling
- Pharmacological treatment
- Early intervention and outreach
- Consultation

Alcohol and other Drugs

- High-risk drinking reduction program- BASICS
- Preliminary drug and alcohol evaluation
- Counseling

Health Education

- One-on-one sessions available in smoking cessation, stress reduction, time management, transition, and relationships
- Educational and prevention focused outreach
- National College Health Assessment (NCHA) Survey Data
- Peer Education Program
REACT (Responsibility Education And Community Transformation)
- Peer Education Resource Center
- Educational materials

Campus Community Services

The health center staff work with departments both on and off campus to prevent and address crises on campus. Strategies include but are not limited to:

- Prevention and early intervention outreach
- Consultation for faculty, staff, administration, students
- Addressing public health and mental health needs of the campus community
- Student support network
- Community involvement, connections, referral

Who can use the health center?

Students who pay the per term health fee are eligible to use the health center services. Spouses and dependents are not eligible. Students taking less than 6 credits can pay the health fee and take advantage of the SHWC services.

Who makes up the SHWC staff?

The SHWC staff is made up of licensed physicians, family and psychiatric nurse practitioners, registered nurses, licensed mental health counselors, and administrative director, as well as office specialists, a medical transcriptionist, a health educator, medical aides, and a lab director.

When is the SHWC open?

The SHWC hours are Mondays, 9 am to 5 pm Tuesday thru Friday, 8 am to 5 pm.

Closed during holidays and school breaks.

The last appointment for each day is 4:15 pm.

Summer session hours vary, visit the web

www.sou.edu/health/eligibility

What happens if I get hurt when the health center is not open?

For treatment of emergencies, call 911.

To get the number for the Informed Health Line, please call 541-552-6136.

For urgent medical and/or mental health needs when the SHWC is closed go to:

- Ashland Community Hospital, 541-201-4000
- RVMC, 541-789-7100
- Valley Immediate Care South, 541-773-4029
- Jackson County Mental Health Crisis Line
541-774-8201
- Helpline 541-779-HELP (4357)
- **www.sou.edu/health**, click on the *Community Resources* link on the left