



Student Health and Wellness Center

www.sou.edu/health and 552-6136

The following information is provided as a guide for students who want to use the services of the Student Health and Wellness Center (SHWC). It provides information about eligibility, services, charges, appointments, confidentiality, and your rights and responsibilities. Please read this and once any questions you may have are addressed, SIGN **THE LAST PAGE & TURN IT IN.**

Eligibility

Health Fee

All students who are enrolled for 9 or more credits pay a nonrefundable health fee per term. This fee makes you eligible for care at the SHWC, and for limited personal counseling at the Counseling Center. The Counseling Center is located in the ACCESS Center in the Stevenson Union. Students taking less than 9 credit hours have the option of paying the health fee.

Measles

Oregon State law requires students enrolled in 9 or more credit hours to provide proof of immunization to measles, except as permitted by religious or medical exemption. The SHWC requires this information from you and is authorized to place a hold on your account preventing you from registering for a second full time term until the information is provided.

Availability

The SHWC is open for medical care service fall, winter and spring terms, Monday through Friday with the last appointment each day at 4:15. Hours of operation during summer are limited and may vary from year to year. We are closed during campus holidays and from mid August until classes resume in the fall.

When We Are Closed and For All Emergencies Call 911

If you should need care when the SHWC is closed, you may contact or be referred to the:

- Ashland Community Health Center 482-9741,
- La Clinica Del Valle 535-6239,
- Jackson County Public Health 774-8209,
- Family Urgent Care Center 488-8400,
- Ashland Hospital 482-2441.
- Jackson County Mental Health 774-8201,
- Rogue Valley Medical Center 608-4900,

or other community medical and mental health providers as determined by your provider.

SHWC Services

The SHWC provides service by licensed professional staff including physicians, nurse practitioners, nurses, a psychiatric nurse practitioner, health educator, and a clinical social worker. Health education materials on a very broad range of topics are available. The SHWC has a small laboratory, limited x-ray machine, some equipment rentals, and a medication dispensary. *The SHWC fills prescriptions that are written only by SHWC providers.* It may be possible to fill your *prescriptions at the time of your appointment; however there will be a wait to do so.* Please check in with the nurse on anticipated wait time. With your signed authorization, the SHWC is pleased to coordinate with other providers for your care.

Counseling Center Services

Limited personal counseling is available in the Counseling Department by licensed mental health professionals. If you receive care simultaneously at the SHWC and Counseling Center, we will ask you for a release of information in order to best coordinate your care. Students who work in the ACCESS Center are referred to the Director of the SHWC for counseling needs. ***The Counseling Center web site has many supportive and emergency resources at [http: www.sou.edu/access/counseling/](http://www.sou.edu/access/counseling/), 552-6213.***

If your care needs exceed the scope of practice for either the SHWC or Counseling Center, you will be referred to community providers.

Scheduling

The SHWC provides care on an appointment basis. A triage nurse is available to assess medical necessity for immediate care. Any other walk-in will be asked to schedule an appointment. You will lose your appointment if you show up past the time you were told to check in, and your account will be charged a \$10 no-show fee. To schedule an appointment call 552-6136.

Charges

You have the right to know charges prior to receiving care and are encouraged to ask your medical provider at the time of service. Because our costs of purchasing medications and supplies vary, so will the charges to students. All charges are placed directly to your student account, identified only as a health center charge. Cash is not needed at the time of service. **There are charges for prescriptions, lab, x-ray, some medical procedures, medical supplies, shots, equipment rentals, no shows, appointments with the psychiatric nurse practitioner, and a minimal visit fee.**

Basic Limited Student Insurance

All students enrolled in 9 or more credit hours are automatically enrolled in a Basic Limited Student Insurance plan. This limited plan has a minimal premium of approximately \$13-\$16 per term, and no deductible. This limited insurance plan is a “first dollar” policy, which means it is should be billed first even if you have other insurance. It will help with co-pays or deductibles of other policies for covered items. There is no prescription coverage under the basic limited plan. You should already have received in the mail a brochure outlining the benefits and exclusions of the plan. Additional copies of the brochure are available in the waiting area of the SHWC and can be viewed at: www.sou.edu/health/INSURANCEBROCHURE.pdf ***The SHWC will bill the basic limited plan if you ask. The SHWC does not bill any other insurance plans.***

Family Planning Expansion Program (FPEP)

For qualified students, the FPEP provides ***FREE birth control planning and supplies.*** Ask us!

Confidentiality

Your medical and mental health records are confidential information and will not be released without your signed consent except as follows:

1. as necessary within the SHWC for diagnosis or treatment;
2. in a medical emergency;
3. to comply with mandatory state reporting to the public health department on certain communicable diseases;
4. through subpoena or court order; however, we will attempt to reach you prior to disclosure;
5. as required by law, your provider must notify legally designated agencies and/or other concerned parties if your provider has reasonable cause to believe you:
 - Are under 18 and have been abused;
 - Are abusing or allowing abuse to a person under the age of 18, or a senior or disabled and dependent adult;

- If you are over the age of 18 and engaging in sexual activities with someone under the age of 18;
- If you intend to physically harm yourself or another person.

Your provider reserves the right to notify your emergency contact and /or SOU officials, if you are believed to be at high risk of self harm or harm to others. Every effort will be made to engage you in your own plan of care, which may include informing others of your risk.

Patient Rights

You have the right to:

- Impartial access to treatment or accommodations that are available or medically necessary, regardless of your race, creed, national origin, sexual orientation or sources of payment for care.
- Considerate, respectful care at all times and under all circumstances, with recognition of your personal dignity.
- Confidentiality.
- Ask and be informed of all charges prior to receiving care.
- Have a person of your own gender present during a physical examination, treatment or procedure that is preformed by a health professional of the opposite sex.
- Obtain from the practitioner responsible for coordinating your care, complete and current information concerning your diagnosis (to the degree known), treatment, risks to treatment, and any known prognosis.
- Request a practitioner of choice, within the limitations of scheduling and medical need.
- Refuse treatment to the extent permitted by law. If your refusal of treatment prevents the provision of care in accordance with professional standards, you will be asked to sign a Refusal of Treatment form, and the practitioner may terminate the relationship with you upon reasonable notice.
- Receive an itemized list of your charges and have them explained to you.
- Request to have your basic limited student insurance billed.
- Review your record, with a provider present to address any questions or concerns, to request in writing to have any information you consider erroneous be changed. The provider has the right to refuse your request.
- Give written permission to release records to other care providers.
- Receive services if have fewer than 9 credit hours and choose to pay the health fee.
- Submit a complaint or compliment on an INFORM US form.

Responsibilities

You are responsible for:

- Providing, to the best of your knowledge, accurate and complete information about present and past complaints, illnesses, hospitalization, medications and other matters relating to your health.
- Reporting changes and communicating concerns regarding your health to the responsible or available provider.
- Asking and seeking information until you can indicate you understand your diagnosis and treatment plan.
- Following the recommended treatment plan.
- Keeping scheduled appointments or calling ahead to reschedule or cancel (Not showing for an appointment incurs a \$10 no show fee to your account).
- Accepting health consequences if you do not follow the treatment plan.

- Asking to have your student insurance plan billed if you wish
- Asking for an itemized bill, if you wish to bill any other major medical insurance plan.
- Asking any questions regarding charges placed on your account and for payment to your SOU account.
- Reading and understanding your basic limited insurance benefits.
- Providing directory information for any previous provider you authorize us to get records from.
- Informing your provider or front desk personnel of any anticipated changes in enrollment status.

Feedback to SHWC

Students who have complaints or compliments may fill out an “**Inform Us**” form. These forms are located in the waiting area. They are also available on our web site: www.sou.edu/health

Students keep this for your own reference.

Health Tips

- The human body is regulated by the production and interaction of chemicals. Some of these chemicals are: hormones, insulin, serotonin, glucose, iron, lactic acid, oxygen, carbon, hydrogen, nitrogen.
- The hypothalamus area of the brain plays an important part in regulating chemicals associated with functions such as water balance (hydration), sleep cycles, control of appetite, and many emotions involved in pleasure, fear, anger, pain, and sexual arousal.
- Nutrition, sleep, and exercise all have a significant affect on the chemical balance within the body. Adequate sleep, nutrition, and exercise are essential to your body’s ability to tolerate stress.
- Many symptoms including depression, fatigue, or uncontrollable emotions, may reflect a chemical imbalance in the body.
- Human beings, as a species, are creatures of pattern and habit. Thought patterns exist and directly affect emotion and experience.
- Ingestion of drugs and alcohol trigger chemical imbalances within the body. A hang over is a symptom of alcohol poisoning.
- Washing hands for 20 seconds or more, especially before eating, is the best way to reduce your chance of getting colds and viruses.

Learning and listening to your body, and its responses, defines your Health and Happiness.



Student Health and Wellness Center INFORMED CONSENT

I have read the above information, or have had it read to me, and understand and accept the services and limitations to service provided by the SHWC and Counseling Center. I understand my right to privacy and the exceptions to that right as outlined.

I understand I am responsible for meeting the state requirement for measles immunization by providing my immunization information to the SHWC.

I have been provided information on how to access other community health and mental health resources for when the SHWC and Counseling Center are closed and for emergencies.

I understand that as a full time student at SOU, I have been automatically enrolled in a basic limited, student insurance plan. I understand that the basic limited insurance is a first dollar policy and may assist with co-pays and deductibles of other insurance for covered items.

I understand I am the only one who can request itemized bills, that I am responsible for all charges placed on my student account, and that I am responsible for submitting for reimbursement of these charges to any major medical insurance coverage I have.

REQUIRED: Student Signature _____ Date _____

Authorization to bill SOU Student Insurance and to release my medical information as needed for billing.

I am enrolled in 9 or more credits, and have the SOU Basic Limited Insurance or SOU Extended coverage. **I request and authorize the SHWC to bill** the SOU student insurance plan (s) for any charges incurred at the SHWC such as but not limited to lab, x-ray or procedures.

I authorize release of medical records to the SOU Basic Limited Insurance or Extended Plans as requested for claim determination.

I understand that any charges incurred at the SHWC will go directly to my SOU student account, and that any reimbursement from the SOU Student Insurance Plans will be mailed to the address currently on file for me.

This request and authorization shall remain in effect during the time I am receiving care at the SHWC, or until such time that I terminate it. **I understand that I may cancel this authorization at any time.**

OPTIONAL Student Signature _____ Date _____

Staff, place original in chart, and mark privacy box in MedPro. Provide pages 1-4, plus copy of signed Informed Consent page to student.