

University Health Services

We heal. We educate. We care.

YOUR PENN STATE HEALTH CONNECTION

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ORIENTATION, SPRING/SUMMER 2006

Welcome, New Penn State Parents

Welcome to Penn State! After months of planning and anticipation, you and your sons and daughters have finally arrived for your "official" orientation to Penn State and the University Park campus. I welcome you and hope that you enjoy your day!

New students have lots of work—and fun—ahead. The staff of University Health Services wants to help every student make the most of the Penn State experience. An important part of a successful college education will be staying healthy. And that's where UHS can make a difference.



Dr. Margaret Spear

The reality is that college students do sometimes get sick. We work with students not only to resolve immediate medical problems, but also to help them develop strategies to stay healthy. Our experienced and caring professionals provide a wide range of high-quality health services, including acute care, preventive health care, and health education. We have chosen this work because we genuinely enjoy college students and believe that good health will enhance their quality of life and academic success.

College students have to deal with many societal and peer pressures, including choices that can have long term consequences for their health. Alcohol, tobacco, and other drugs, HIV and other sexually transmitted infections, stress, and eating disorders are just a few of the topics that are addressed through programs offered by our Office of Health Promotion and Education.

One exciting initiative that will impact your son or daughter during their time at Penn State is our new building project. We began planning last year, are now in the middle of design, and anticipate moving into a new health and counseling facility by the end of 2008. For updates on this project and for ongoing student health news, you can receive the UHS Family Health Line, a monthly electronic newsletter. You can subscribe at www.sa.psu.edu/uhs/news/famline.cfm

Please encourage your sons and daughters to give us a call when they are sick or need health advice. They will find out quickly that University Health Services is a very valuable resource. Please know that we want to partner with you to support your son or daughter through this exciting time of challenge and growth. You can reach me at 814-865-6555 or by e-mail at mes10@sa.psu.edu.

Margaret Spear, M.D.
Director, University Health Services

Quick View of UHS

What?

- ♥ Outpatient student health
- ♥ Clinics for acute, ongoing, and preventive health care, plus women's health services
- ♥ On-site ancillary services, including x-ray, lab, pharmacy, and physical therapy
- ♥ Telephone advice nurses available 24/7
- ♥ Health promotion and education programs

PHONE NUMBERS FOR SERVICES ON PAGE 4

Who?

- ♥ Students registered for current semester
- ♥ Spouses covered by a Penn State Student Insurance Plan (charged nonstudent rate)

Where and When?

UHS Clinic is in Ritenour Building:

M T Th F: 8 a.m. – 5 p.m.

W: 9 a.m. – 5 p.m.

Saturday: 11 a.m. – 3 p.m. (fall/spring semesters, urgent care only)

What is the cost?

Students pay *discounted basic visit fees*:

Weekday: \$22

Saturday: \$28 (fall/spring semesters)

Additional fees for some procedures, x-ray, lab, pharmacy, P.T. and ambulance. Students pay at time service provided, then they may submit bill to their insurance provider.

See Web Pages for Parents
www.sa.psu.edu/uhs/parents/parents.cfm

Page 2: Services, Appointments, and Missing Classes
Page 3: Confidentiality, Prescriptions, Billing and Insurance
Page 4: Phone Numbers, Family Newsletter

UHS Services

Clinical Services

♥ Urgent Care

Includes triage, evaluation, and treatment of medically urgent problems

♥ General Medical Care

Includes evaluation and treatment of acute injuries or illnesses, as well as general physical exams and care for ongoing or chronic problems

♥ Women's Health Services

Includes evaluation and treatment for gynecological problems, emergency contraception, and sexual assault

♥ Ancillary Services

One-stop shopping for support services at our main clinic in Ritenour Building: Clinical Lab, X-ray, Pharmacy, and Physical Therapy

Preventive Health Services

Students are encouraged to reduce the risk of serious illness by making healthy lifestyle choices, doing monthly breast or testicular self-exams, and getting recommended immunizations. UHS preventive health services include:

♥ Allergy Injections

♥ Contraception Counseling

♥ Immunizations

♥ Men's Health Visit

♥ Nutrition Clinic

♥ Travel Clinic

♥ Women's Health Visit

Meet Our Clinicians Online

Physicians, Physician Assistants,
and Nurse Practitioners

www.sa.psu.edu/uhs

Health Education Services

By learning more about their own health, students can make better health care and lifestyle choices. Our professional staff and student volunteers sponsor workshops and health events, assist individual students, provide educational materials, publicize important health issues, lead classroom discussions, and promote good health. Topics we can help students with include:

♥ Alcohol, tobacco and other drugs

♥ Sexual health

♥ HIV testing and counseling

♥ Multicultural health issues

♥ Nutrition and fitness

♥ Stress management

24 Hour Advice Nurse

Experienced telephone advice nurses are available 24 hours a day, 7 days a week to help students decide if they need:

- ♥ immediate medical care
- ♥ an appointment the next day
- ♥ self-care

Students are urged to call Health Services during office hours for routine or minor health concerns; after-hours calls should be reserved for urgent medical problems. **Call 814-863-4463 to speak with an advice nurse.**

Missing Classes

If students experience a significant illness or injury that has resulted in academic problems, University Health Services will provide verification to the faculty. However, the student must have a **documented serious, prolonged** illness or injury.

Missing a class due to routine or less serious illnesses, such as sore throats, colds and similar health problems, does *not* qualify students for a formal "Verification of Illness." In those cases, students should either e-mail or call the faculty member as soon as possible.

Clinic Appointments

UHS offers convenient appointments based on a triage system. **Students with medically urgent problems are seen immediately, and same-day appointments are available for other pressing medical needs.**

Appointments for routine health concerns are usually available within three or four days, while preventive health visits are scheduled weeks in advance. Call: 814-863-0774

Bacterial Meningitis

Reminder: State law requires all students living in University-owned housing to either show proof that they have received a meningococcal vaccination or sign an exemption waiver.

As a service to Penn State students who are unable to get the vaccine from their health care provider, UHS will provide immunizations *by appointment* during the summer months. Call 814-863-0774 to make an appointment.

The fee is \$120 and may be paid by cash, check, VISA, MasterCard or by charging it to a student account. For more information about the requirement, visit the PSU Housing Web site at: www.hfs.psu.edu/vaccine/default.htm

Pharmacy Services

Prescription services and over-the-counter medications and health products are available at the UHS pharmacy at a special rate to Penn State students.

New Prescriptions

The pharmacy will fill **written, original** prescriptions from a UHS clinician or from a student's hometown clinician. You may either bring written prescriptions to the UHS pharmacy or ask the prescribing clinician to fax it to us at 814-863-5371. We do not accept prescriptions *by phone* from clinicians or pharmacies.

Refilling UHS Prescriptions

We have two convenient refill systems once we receive a written prescription.

- ♥ Phone: call 814-865-9321 and press 3
- ♥ Online: visit www.sa.psu.edu/uhs, and select Pharmacy Services for Students.

The UHS Pharmacy does accept some prescription cards. See our Web site for a list: www.sa.psu.edu/uhs

Confidentiality

All medical records at UHS are strictly confidential. Information about students' care will be released only with their written permission, including releasing information to their parents. Upon receipt of a student's permission to disclose his/her medical records we will be happy to discuss a student's medical records with parents .

The one exception is a life-threatening situation where students are so ill they are unable to give their consent.

UHS complies with HIPAA (The Health Insurance Portability and Accountability Act of 1996). The Notice of Privacy Practices explains how health information is used and protected. It can be found under "Privacy" on our Web site at www.sa.psu.edu/uhs.

Billing and Insurance

Some colleges charge a semester health care fee to all students, but Penn State does not. Only students who receive UHS services have to pay for them. Some colleges have contracts with private health insurance companies, however UHS contracts only with the Penn State Student Health Insurance policies and some prescription plans. In the lingo of the insurance world, UHS is a *nonparticipating provider* with most insurance plans.

We regret any inconvenience these policies may cause parents and students.

However, because we treat students from all over the United States and the world, we would need to have contracts with hundreds of insurance companies. The cost of dealing with so many insurance providers and processing thousands of claims every year would drive up the current discounted rate for all our services.

Students must arrange for payment of all UHS bills at the time of service. They may either:

- ♥ Pay by check, cash, ATM, VISA, or MasterCard, or
- ♥ Have the charge billed to their Penn State student account.

They can then submit the yellow receipt for these services to their insurance company for possible reimbursement (which, of course, depends on their coverage).

The UHS discounted rate is relatively low compared to private medical services. The basic clinic visit fees for the 2006-07 academic year are:

- ♥ Student Rate: \$22 on weekdays \$28 on Saturdays (fall/spring)
- ♥ Nonstudent Rate: \$50 on weekdays \$55 on Saturdays (fall/spring)

This fee covers clinician services and many supplies and procedures performed. There are additional charges for some procedures and all ancillary services, such as lab tests, x-rays, physical therapy treatment, pharmacy, and ambulance service.

If you have not already found out if your insurance company will reimburse you for your son or daughter's care at UHS, you should find out right away!

If care at UHS is not covered, we **strongly recommend** that you purchase student health insurance through Penn State. For more information, call the Student Insurance Office at 814-865-7467 or visit their Web page at: www.sa.psu.edu/uhs/basics/insurance.cfm



University Health Services is conveniently located in Ritenour Building, at the intersection of Pollock and Shortlidge Roads, diagonal from the HUB and across the street from Thomas Building.

Don't Forget To Pack . . .

Medical Insurance Card

Even though UHS does not have contracts with insurance companies, students should still pack a copy of their health insurance card. They should also know how to submit copies of their UHS bill to their insurance provider.

Prescription Card

If your insurance provider offers one of the prescription cards UHS accepts, your student should be sure to pack a copy of the prescription plan card.

First Aid Kit

Accidents happen! A first aid kit is a handy accessory to pack in your student's luggage. Possible items to include: antibacterial ointment, adhesive bandages, gauze, and over-the-counter drugs for headaches and stomach and intestinal discomfort.

Keep in touch . . .

Would you like to receive a monthly electronic newsletter about UHS services and related health issues?

If you have e-mail, you can receive the UHS Family Health Line. Subscribe online under Parents, Family Health Line at www.sa.psu.edu/uhs. You can unsubscribe at any time.

"Thanks, I enjoy the newsletter and have shared much of the information with my daughter - good for communication!"

"Thanks for all your timely medical and health updates."

"Just want to say thank you for all the health updates. They are very informative and as a parent I worry about many of the things you mention in the Health Line."

Medical Records

All new students must submit a *Health History Form* to UHS. You should have already received this form in the mail from University Health Services. If your son or daughter has not returned this form yet, please urge them to do so as soon as possible. If they have lost the form, it is available online: www.sa.psu.edu/uhs/pdf/HHF_UP.pdf

If your son or daughter is on prescription medication and will need us to write prescriptions for them, we must get copies of relevant medical records and diagnostic tests.

Medical records can be mailed to:
Health Information Management
Room 104 Ritenour Building
University Park, PA 16802

Phone Numbers

(814 Area Code)

Ambulance:	911
Advice Nurse:	863-4463
Appointments	
Clinical Services:	863-0774
Physical Therapy:	865-7381

Other UHS Services

UHS Director:	865-6555
Business Office:	865-3465
Health Education:	863-0461
Information Desk:	865-6556
Pharmacy:	865-9321
Student Insurance:	865-7467

Quality Assurance

Quality of care is extremely important at UHS, just as it is to parents. We hope you are reassured by the news that UHS is fully accredited by AAAHC (Accreditation Association for Ambulatory Health Care). This means that UHS has met AAAHC's quality standards in patient care, patient rights, clinical records, professional improvement, administration, and facilities and the environment. The AAAHC "seal of approval" means that you can have confidence in the quality of care provided to your son or daughter.



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Special Web pages just for Penn State parents!
www.sa.psu.edu/uhs/parents/parents.cfm

University Health Services * Ritenour Building * University Park PA 16802

For information regarding this publication,
contact Ellen J. Nagy, UHS Marketing Manager, at ejn2@sa.psu.edu

This publication is available in alternative media on request.

Penn State is committed to affirmative action, equal opportunity, and the diversity of its workforce. U.Ed. STA 06-???