

Health Services
Healthcare Away From Home

Our goal is to keep students well to keep them in class.

Mandatory Requirements:

Health insurance – either show proof of valid medical insurance or enroll in mandatory UNC System health plan
Waiver deadline is September 12, 2016

Immunization records – NC state law (General Statute 130A-155.1) requires anyone entering college to present a certificate of immunization that documents their compliance with all required immunizations:

2 measles/2 mumps/1 rubella – often combined in MMR

3 hepatitis B (students born after 7/1/94)

3 tetanus – 1 in the last 10 years and 1 must include pertussis (Tdap)

Recommended vaccinations:

Meningococcal

Varicella

Hepatitis A

HPV

Medical history – important pieces of information that you should know before visiting health services

Patient's medical history

Family medical history

Allergies

Current medications

All WCU students are eligible to use Health Services regardless of insurance coverage. The student health fee allows students to visit health services as often as needed throughout the semester, allows student as many ambulance calls to campus EMS as necessary throughout the semester (with transportation to other care free of charge) and provides coverage for visits to counseling and psychological services.

Types of care available to students include:

Primary care – well visits, scheduled appointments, routine physicals, medication management, nurse visits and maintenance checks

Women's care – annual physicals, contraceptive counseling, and colposcopy procedures

Urgent or quick care – sick/walk-in visits, triage care, non-invasive surgical procedures, IV therapy services, accidents/injuries and sutures/splinting

Psychiatric care – medication management, partnership with Meridian Behavioral Health, WCU Counseling and Health Services, requires referral and care coordination between providers

Laboratory services – in-house hematology & chemistry, on-site rapid diagnostics, sickle cell screening and collection site for reference testing

Prescription pharmacy services – in-house prescription dispensing, over the counter retail sales, transfer of care for medication management and transfer of current prescriptions

Injection services – immunotherapy (allergy) serums, vaccines and immunizations and therapeutic injectable medications

Nutrition services – medical nutritional needs, weight management, dietary & diabetic counseling and disordered eating

Over the counter pharmacy – common over the counter drugs and first aid supplies

Advantages of using Health Services:

Routine office visit charges are covered under student health fee

Allergy shots and immunotherapy care covered by student health fee
Any additional charges are typically less than a normal office visit co-pay
On campus means no worries about transportation
Prescription drugs available without leaving campus
Access to Meridian Psychiatric provider on campus
Coordinate care with home providers, both primary and specialists
Coordinate referrals for care to specialist with patient, patient preference and insurance requirements
Coordinate with ordering allergy specialist to communicate reactions and progress – patient is responsible for bringing serums to first visit

Top 10 Diagnosis:

Acute respiratory infection
Contraceptive counseling
Acute sinusitis
Nausea and vomiting
ADD/ADHD
STI screening
Urinary tract infection
General anxiety
Throat pain
Acute bronchitis

Top 911 dispatch reasons

Traumatic injury
Sick person/general illness
Breathing problems
Fainting
Abdominal pain
Laceration
Injection/poison
Psychological
Head pain

Most Frequent Medications Dispensed

Azithromycin (antibiotic)
Amoxicillin (antibiotic)
Prednisone (corticosteroid)
Benzonatate (cough suppressant)
Tarina (contraceptive)
Ondansetron (Zofran – nausea)
Naproxen (pain or inflammation)
Ventolin (inhaler)

Top 5 lab tests

Complete blood count (CBC)
Rapid strep test

Urinalysis
Comp metabolic panel
Heterophile antibodies – mono

Injection clinic volumes

Allergy shots
PPD
Influenza vaccine
Therapeutic injection

Providers – 3 full time MDs, 2 full time nurse practitioners, 1 part time psychiatric nurse practitioner, 5 RNs, 2 medical assistants, a medical laboratory technologist, registered dietician and 25-30 basic life support certified by NC Office of EMS

Health Services is open Monday-Friday from 8 am-5 pm, closed when the university is closed and any other announcements for closures are posted on healthservices.wcu.edu as well as made available on the phone at 828-227-7640. Located on upper campus in Bird Building.

Make an appointment by calling 828-227-7640 or self-schedule through the CatHealth portal or walk in during normal working hours to be assessed by the triage nurse and scheduled with the medical providers accordingly. For medical issues after hours local medical care is available at Harris Hospital Urgent Care located in the Walmart shopping plaza or Harris Regional Hospital Emergency Department located 7 miles from campus on Business 23 (Asheville Hwy). In an emergency, call 828-227-8911 in order for campus EMS to be dispatched for emergency care. 911 calls that originate through Jackson County Dispatch will also result in Campus EMS dispatch for the campus community.

Campus EMS responds to all 911 calls on the WCU campus.

Provides 24x7 emergency care service

Student BLS certification, rescue CPR certification, maintain required GPA and meet other stringent team requirements.

Supervised by health services with medical oversight by Harris Regional Hospital EMS. HRH also provides backup Advanced Life Support (ALS) when needed.

Campus EMS transports patients to Health Services during normal business hours or Harris Regional Hospital Emergency Department after hours.

Public Health Emergencies:

In the event of a local, regional, national or international health crisis, we participate in ongoing information and planning updates through the NC Department of Health and Human Services, following direction from the Center for Disease Control and the World Health Organization.

Internal to campus there is an emergency preparedness committee and many policies and procedures that guide operations in the event of a health (or any other) emergency situation.

As part of the treatment protocols for patients with communicable diseases, we do follow the NC guidelines and report as appropriate to the Jackson County Health Department, and follow their guidance on next steps. We work to keep campus informed through email and website updates.

CatHealth is Health Services' way of communicating with customers.

Patient portal – email notifications that new information is available in the patient portal will come from cathealth.wcu.edu

- HIPAA compliant messaging designed to protect health information.

- Schedule appointments

- Provider means of communicating test results

- Request medication refills

- Review discharge instructions

General communications – public health updates, event specific information (when flu shots are available), or emails to individuals (reminders to waive insurance)

Health Education – tips and information regarding a variety of illnesses

Compliments/concerns/comments – feedback provided via website to allow patients to voice concerns or provide compliments regarding care

Charges covered by student health fee:

- Routine office visits – unlimited visit count

- Allergy injections

- Phlebotomy (for lab testing order from external provider)

- Campus EMS services (including any transportation)

Services that are considered ancillary and in addition to a routine office visit are billable to the patient. Charges that are billed at the time of service include:

- Laboratory testing

 - Lab testing performed onsite

 - Lab testing performed at offsite reference lab may be billed to insurance at patient's request

- Prescription drugs

 - Medications dispensed through onsite pharmacy formulary

 - Written prescriptions filled at off-site retail pharmacy (or through mail order) can be provided at patient's request

- Procedures – examples include: IV therapy, wart removal, suture repairs, nebulizer treatment

- Certain medical supplies – crutches, braces, splints

- Psychiatric services – charges are incurred through Meridian Behavioral Health and can be billed to insurance plans.

A routine sick visit to health services may include lab testing to assist with diagnosis and if needed, medication to aid recovery. Our goal is to try and keep those charges as affordable as possible. The average bill for services (above and beyond routine office visits) is \$14. Any charges incurred at the time of service can be paid by cash, check, credit/debit card, catcash or billed to the WCU student account (charges will be listed as health services and the amount only for privacy purposes).

Health Services is currently not a contracted "in-network" provider with most major medical insurance plans. The exception is the UNC sponsored StudentBlue plan. Students covered by the school plan have insurance coverage at Health Services for both medical and pharmacy benefits, but IT IS NOT necessary to be enrolled in the UNC sponsored plan to receive care.

Health Services can assist students with filing claims to other health insurance coverage plans, including Medicaid, Tricare, and most Third Party Plans by providing the student a CMS 1500 form, and in some instances filing a courtesy claim on the patient's behalf. Claims submitted from Health Services should be reimbursed directly to the patient at an "out-of-network" rate of coverage. Ask for the insurance specialist at discharge.

Why Health Insurance?

Health insurance, or major medical insurance coverage is essential for financial management of healthcare beyond the walls of Health Services. Health costs continue to rise and college students can easily become overwhelmed with medical debt without coverage, not to mention avoid seeking appropriate medical care when it is needed. Unpaid medical expenses might effect credit scores and the student's ability to continue with financial aid and loans for college expense. Health insurance isn't needed for services on campus BUT sometimes more specialized care is needed (24% of patient visits result in the need for external services):

- referrals to specialty physicians – orthopedics, ENT, neurology
- referrals to imaging services for x-rays, MRIs or CTs
- inpatient medical care
- physical therapy

The UNC system partnered with BCBS of NC to provide a student health plan – StudentBlue. It is ranked as a gold tier plan in the healthcare market place with a bronze tier pricing of \$1,111 per semester or \$2,222 for the year. Fall coverage is Aug. 1-Dec. 31, 2016 and spring coverage is Jan. 1-July 31, 2017. For more information regarding student insurance, go to <http://www.wcu.edu/experience/health-and-wellness/health-services/student-health-insurance.aspx>.

Information students need to know when seeking health care services:

Personal medical history – health issues a physician always needs to be aware of at each visit like diabetes, asthma, cancer, and heart problems. Include any past or current conditions like hypertension as well as any past surgeries, tobacco or substance abuse history, or mental health history.

Allergies – food or medication allergies like peanuts or penicillin

Family history – any medical conditions that immediate family members might have such as asthma, diabetes, cancer and high blood pressure.

Current medications - any prescription, over the counter, vitamin or birth control medications.

Our goal is to provide effective and affordable care to the students at Western Carolina University to support their academic and personal goals.