



## Welcome to Your University Health Services

Western Carolina University is pleased to offer services to help meet your healthcare needs while you are a member of our campus community. University Health Services is conveniently located in the Bird Building on the upper half of campus, and is open Monday thru Friday from 8:00am-5:30pm and from 9:00am to Noon on Saturday.

Our goal is to provide friendly, efficient, and effective healthcare for you while you are a student, as well as help you gain confidence and knowledge in how to manage your health. Health Services is staffed by a mixture of physicians and physician extenders and nursing staff with many years of experience in college health. Services are available to any university student regardless of insurance coverage.

You may contact health services at 828-227-7640 or visit our website at [studenthealth.wcu.edu](http://studenthealth.wcu.edu) for more information.

Health service's staff looks forward to helping you manage your health in the coming years that you are a Catamount and helping you equipment yourself with lifelong health habits.

There are several important pieces of information that you should know, as well as a couple of requirements that need to be met before your enrollment at WCU.

Please follow the links below to know more about University Health Services:

### Frequently Asked Questions Concerning University Health Services

- [What urgent requirements need to be addressed before my enrollment?](#)
- [What type of information do I need to know before visiting the doctor?](#)
- [What services are available at University Health Services?](#)
- [When should I seek services?](#)
- [What are the hours of operation?](#)
- [What will a visit to health services cost and how do I pay for those services?](#)
- [What should I do in case of emergency?](#)

## Urgent Requirements that need to be met for Enrollment at WCU

Health services requires you to provide two vital pieces of information upon enrollment

### 1) Complete Immunization Records

Each student must provide completed immunization records as required by NC State Law before attending a NC college or university.

Those requirements are listed on the health services website at:

<http://www.wcu.edu/7855.asp>.

Your immunizations **MUST** be finalized before you can complete your class schedule.



### 2) Health Insurance Coverage

Each student is required to have health insurance coverage while enrolled at WCU.

Criteria for mandatory coverage are as follows:

- Student is enrolled in  $\geq 6$  semester credit hours
- Student pays the health fee
- Student is in a degree seeking program



For students that meet the above criteria, the university (in accordance with UNC school system policy) provides a student insurance policy administered by Pearce and Pearce through the MedCost network.

Each student is automatically enrolled in that plan and charged a premium each semester along with the other tuition and fees.

For school year 2011-2012 that premium is \$383.00/semester.

If you already have other insurance coverage, you will need to provide that information and upon verification of other coverage, your premium will be waived and you will not be enrolled in the university student health plan.

To learn more about student insurance benefits and/or complete the waiver process please visit health services website at:

<http://www.wcu.edu/7858.asp>.

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## What I need to know before visiting the doctor?

When visiting university health services or any other healthcare provider there are important pieces of information that you should know about your own medical history.

Often students are visiting a physician without a parent for the very first time, and in many cases students don't always know vital pieces of information about themselves.

Talk to your parent before coming to school and get better acquainted with your own, and your family's health. It's important to help you receive the best care possible.

Also, remember that the information shared between a patient and his/her healthcare provider is protected and confidential, if you have a medical condition of any sort it is crucial that you share that information with your doctor.

The doctor needs to know critical information to make informed decisions and provide you with an accurate diagnosis.

### Critical things to know:



- Allergies – have you ever had an allergic reaction to 1)any medication 2)any foods, 3)any environmental agents (ie... laundry detergent)
  - If you have had an allergic reaction, what happened?
- What medications are you currently taking? Including any prescription, over the counter medications, and vitamins or supplements.
  - Know the correct name, dosage and frequency of the medication.
- What medical conditions do you currently have or have had in the past?
  - For example, do you have a history of asthma?
  - Do you have or have you had cancer?
  - What type of surgery have you had?
- What types of medical conditions exist in your family history?
  - For example, does your father have a history of high blood pressure or cardiac problems?
  - Does your brother have diabetes?

The answer to these questions often help a physician in treating the patient the most effective way possible and helps avoid any potential dangers to the patients, for instance prescribing an antibiotic that you may have had an allergic reaction to in the past.

## What services are offered at University Health Services?

University Health Services offers typical services found in a primary care physician's office or an urgent care clinic. Those services include the following:

### Clinics

#### General Clinic

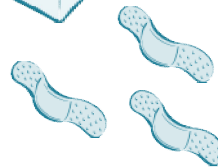


- Well or Scheduled Appointments
- Sick or Walk-In Visits
- Nurse Triage/Nurse Visits
- Minor Procedures
- IV Hydration Services
- Injection Therapy

#### Women's Clinic



- Annual Exams
- Contraceptive Counseling
- Colposcopy procedures



#### Allergy & Immunization Clinic

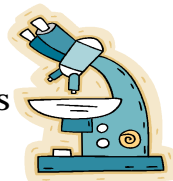


- Administration of Immunotherapy
- serums and allergens
- Administration and Management of Immunizations and Immunization records

### Ancillaries

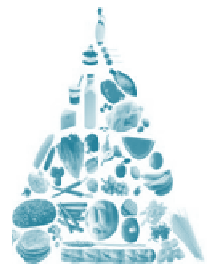
#### Laboratory Services

- In-house Hematology
- On-site rapid diagnostics
- STI testing
- Sickle cell screening
- Collection site for reference testing



#### Nutritional Services

- Dietary Counseling
- Weight Management
- Disordered Eating
- Diabetic Counseling



#### Pharmacy Services



- Limited scale on-site pharmacy
- Over the counter availability

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# When should I seek services?

## When you are sick

Sick visits are often considered urgent care appointments and are defined as a sudden onset of symptoms, waking with those symptoms or getting injured.

A sick visit is for conditions that are different from your normal state of health.

You can access health services and receive treatment typically the same day that you become ill.



Appointments are available in two manners

- Scheduled - you can call and schedule an appointment that best works with your class/work schedule or you can “walk-in” and be seen.
- Walk-in - Patients are triaged by a staff of RNs to ensure that the most urgent patient needs are addressed the earliest and you will be given the most appropriate slot on the schedule based on the severity of your symptoms.

## For check-ups and scheduled visits

Well visits or annual checkups are considered routine visits to the doctor.

- These visits are most often for ongoing management of a medical condition. For example:
  - annual physicals
  - annual pap and gynecology exams
  - medication refills and management
  - STI testing
  - Follow-up appointments made at the doctor’s request.

Other visits to the doctor may be scheduled for other patient concerns

- These visits are most often for evaluation and management of an illness or injury that did not require more urgent attention. For example:
  - Nagging injuries, occurring more than two weeks ago
  - Recurring illness that has a known diagnosis

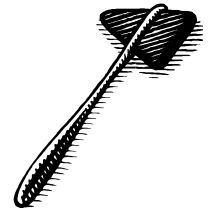
Patients are requested to call and schedule for these type of appointments in order to accommodate both the student/patients schedule and to allow walk-in appointments to treat the sick patients.

The scheduler may ask the patient several questions to best determine the type of appointment needed and to ensure the appropriate time is allocated for each patient scheduled.



To schedule an appointment, please call 828-227-7640.

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# What are the hours of operation?

## Fall and Spring Semester Hours:

### Routine Semester Operations:

Monday-Friday	8:00am-5:30pm
Saturday	9:00am – 12:00pm

### Student Breaks:

Monday-Friday	8:00am-5:00pm
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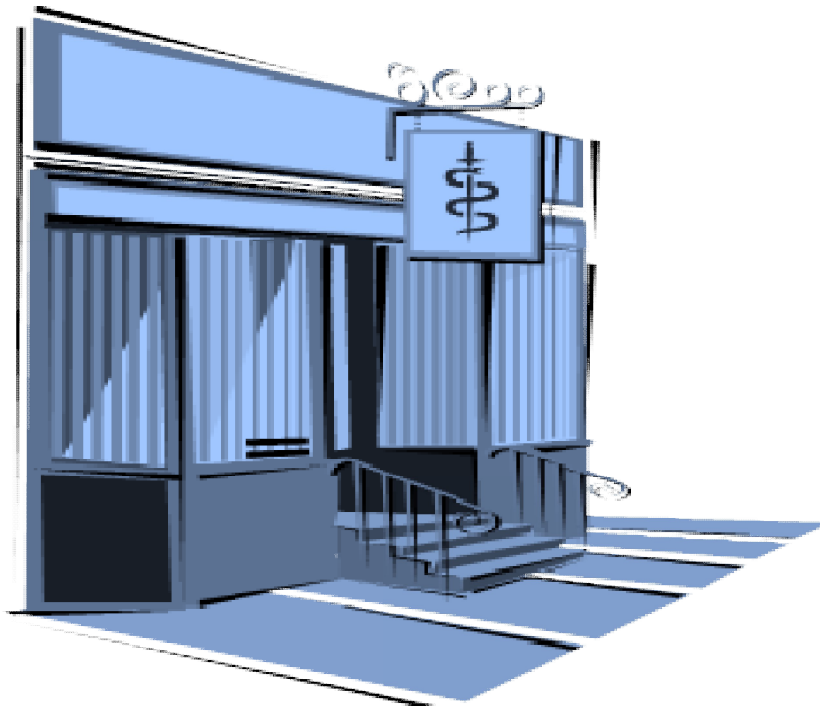


## Summer Hours:

Monday-Friday	8:00am-5:00pm
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Health services does observe all university holidays.

Any changes to routine hours will be sent via email to all students and posted on the health service's entrances.



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# What are my costs and how do I pay for services?

## Health Services Charges

Each student's attending WCU pays a student health fee through the tuition and fee payment process. This fee entitles the student to routine health services provided by health services staff.

Charges that a student might incur during a visit include:

- Charges for laboratory services
- Pharmacy items dispensed in health services
- Minor treatment charges for procedures
- Supplies used for treatment (ie.. crutches)



Health services evaluates charges on a semi-annual basis to ensure that the most affordable healthcare is available for the student.

## Payment for Services

Several payment options are available for students to take care of any financial obligations at health services.

These options include:

- Cash, check, or credit card payments at the time of service. Health services does accept all major credit cards, including Mastercard, Visa, Discover, and American Express
- CatCash
- Charge to the student account. If the student is unable to pay at the time of service, the charges will be moved to the student account and payment made at the OneStop.
- File charges to student health plan. For students covered on the mandatory UNC plan, most charges at health services are paid at 100%.



## Insurance Coverage

Currently University Health Services can only file claims to student health services.

Students that did not enroll in the university student health plan ARE still entitled to all services available at health services.

Students that are covered under a private or other policy will be required to make payment arrangements at the time of service and will be able to get a receipt and necessary information to file an insurance claim with the private policy.

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## What should I do in case of emergency?

911

If you find yourself in an emergency situation and you are on the campus of WCU the student EMS service is available for your needs FREE of charge.

University Health Services maintains a Campus EMS service for our student's safety. The campus service is licensed for BLS, or basic life support, care, and is staffed by student workers. Campus EMS may provide transportation to either University Health Services or MedWest-Harris Regional Hospital depending on the patient's condition and the time of day of the call.

For emergencies that require a higher level of care, MedWest EMS serves as the backup service for campus.

Students that need EMS care should call 911 from any land phone line and that will go to the campus dispatch office, depending on the patient situation Campus EMS will respond along with MedWest EMS.

To request Campus EMS from a cell phone line the caller must dial 828-227-8911.

You can obtain more information about utilizing campus EMS or becoming part of our team by visiting <http://www.wcu.edu/12773.asp>



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