

VANDERBILT  UNIVERSITY

http://www.vanderbilt.edu/student_health



Student Health Center

W E L C O M E

Welcome to Vanderbilt!

The Vanderbilt Student Health Center is a student-oriented health/medical care facility. It provides services similar to those which you would expect to find in a private physician's office or HMO. The staff is interested in keeping you well so that you enjoy campus life and obtain maximum benefit from your college/graduate years.

Our mission is to enhance the academic experience of students by providing quality primary health care in a nurturing and cost-effective manner that meets the unique needs of students, and is in keeping with the overall goals of the University. The medical staff is composed of both physicians and nurse practitioners, all of whom have chosen college health as a primary interest and responsibility.

Services are provided on a strictly confidential basis, and no information will be given to anyone without your informed consent. Please feel free to ask questions pertaining to health that concern you. We hope you find the Center a warm and friendly place where you receive individual attention and quality health care. If you have any suggestions for improvements, please contact us.



John W. Greene, M.D.
Director
Student Health Center

The Vanderbilt University Student Health Center is committed to providing Vanderbilt Students with quality primary health care and coordinating their comprehensive care.

Student Health is the first piece in the “comprehensive care” equation.

What is “comprehensive care”?

Comprehensive Care



Student Health Primary Care Services

+ Health Insurance or HMO

+ Immunizations & Vaccines

Required by Tennessee Law –

Hepatitis B (or waiver) all new students

Meningococcal (or waiver) all new students

living on campus

Two MMR doses for all students

A quality health insurance policy is also an important piece of the comprehensive health care equation; it allows Student Health to refer students to outside specialty clinics and covers hospitalization should it become necessary.

Students who are covered by an HMO policy while attending Vanderbilt should still use Student Health as their primary care provider (PCP) because much of the care provided at the Center is pre-paid. However, should it be necessary to refer a student to a specialty clinic, a student may be required by their HMO to seek the opinion of a designated PCP and/or seek pre-authorization for referrals to outside specialty clinics/hospitals.

It is important for students to know what kind of health insurance they have as well as specific information such as insurance carrier, group number and policy number. This information allows Student Health to coordinate each student’s comprehensive health care.

The Student Health Center (SHC) is housed on the third (ground floor) and fourth floors of the Zerfoss Student Health Center. Services are provided to all regular students currently enrolled at Vanderbilt University. A current validated I.D. card must be presented in order to obtain service.

Office Hours

Regular school session

Monday-Friday 8:00 a.m. - 4:30 p.m.
Saturday 8:30 a.m. - 12:00 p.m.

Scheduled breaks

Monday-Friday 8:00 a.m. - 12:00 p.m.

Summer

Monday-Friday 8:00 a.m. - 4:30 p.m.

Students should call ahead to schedule an appointment ([322-2427](tel:322-2427)). Students with urgent problems will be seen on a same-day basis. They will be given an appointment that day, or “worked in” on a first-come, first-serve basis if no appointments are available.

Emergency Consultation Services ([322-2427](tel:322-2427)) are available 24-hours a day, 7 days a week. On-call professionals take calls from their homes (they are not on-site at Student Health) to assist students and R.A.’s in making decisions about acute or urgent illnesses, injuries, and the use of emergency services. Calls between 11:00 p.m. and 7:00 a.m. are handled by the VU Emergency Department Triage staff. Emergency Consultation Services are not available during the summer months or during scheduled breaks. In case of obvious severe illness or injury students should go directly to the Emergency Department.

Services

General Health Services

The Student Health Team is composed of physicians, nurse practitioners, nurses, and a lab technician. Student Health provides basic health care visits at no charge and some routine lab tests at minimal cost. Immunizations and screening are available to all students at the cost of vaccination or test. Routine or annual examinations are provided on a “fee for service” basis (including any exam requiring a form or report unless it is required by special Vanderbilt programs).

Allergy shots

Allergy shots are given by appointment (on a self-scheduling system) at the Student Health Center for a minimal fee. Students must provide their own antigens which should be stored at Student Health.

Mental Health Services

The Mental Health team is composed of a staff psychiatrist, psychologist, PNP, and social worker. Emphasis is placed on short-term counseling and crisis intervention, i.e., 6-8 visits. Referrals are made for students who need long-term care to the Psychological and Counseling Center.

Specialty Clinics

Dermatology, Nutrition and Sports Medicine Services are available at SHC on a weekly basis during the academic year. No charges are made to students for visits at the SHC. Students must, however, be referred (by appointment) for Dermatology and Nutrition Services by a Student Health provider. Specialty services not available at Student Health are available offsite through the VU Medical Center Clinics. These clinics provide services in allergy, cardiology, dermatology, endocrinology, gastroenterology, general surgery, nutrition, obstetrics, orthopedics, otolaryngology, sports medicine, urology, psychiatry and psychology, as well as many other specialties. Referrals to these clinics can be made by Student Health Providers. Students are responsible for any charges incurred.

Laboratory and X-ray Services

Laboratory tests performed on-site by the SHC are provided at minimal charge. Students will be billed for any laboratory tests or x-ray services performed by outside facilities, including the Medical Center. Confidential testing to detect common communicable diseases, including tuberculosis, HIV, and Hepatitis B are available on a fee basis. Students receiving bills from the Medical Center laboratory or x-ray services may file an insurance claim. Students must pay at time of visit for laboratory tests performed by VPLS or PCA (SHC client billing for reduced cost).

Student Health Dispensary

Commonly used medications prescribed by Student Health Physicians and Nurse Practitioners are dispensed at the SHC (no controlled substances). These medications are provided inexpensively through an arrangement with the Medical Center Pharmacy. Tennessee State law prohibits the Student Health Dispensary from filling prescriptions from outside physicians. Pharmacy cards are not accepted at the Student Health dispensary. If you have a pharmacy card or are planning to seek reimbursement for medication from an insurance company, you should request a written prescription from the health care provider and have it filled at a local pharmacy.

Health Education

The SHC provides on-site education and information. Campus programs that have been conducted or are being planned include: Cardiopulmonary Resuscitation, Nutrition and Weight, Depression and Stress, Sexuality, and Health Promotion.

<i>SHC Service</i>	<i>Cost</i>
Visits to staff physicians & nurse practitioners	free
Routine Treatments	free
Educational information & speakers for campus groups	free
Visits to Mental Health Staff	free
Visits to SHC Dermatology Services	free
SHC Nutrition Services	free
SHC Sports Medicine Service	free
Allergy Injections	minimal charge
Routine or annual examinations	minimal charge
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<i>VUMC/Offsite Services</i>	<i>Cost</i>
All Facilities & Services	VUMC or other billing



General Information

Medical Records

After your initial visit, you are assigned a VUMC Medical Record Number. Your Medical Record Number is used throughout the Vanderbilt Medical Center including the ER. However, all visits to the Center and all records are confidential.

Hospitalization

Hospitalization for students is arranged through the admitting office at the Medical Center. Unless otherwise indicated, students are admitted through the Student Health Center's Medical Director. Hospital charges are the student's responsibility.

Emergency Services

The Medical Center Emergency Department (E.R.) is open **24 hours a day**. The phone number is **322-3391**, and the Metro Ambulance Service number is **911**. Charges for E.R. visits are generally covered by a student's insurance policy, but charges are ultimately the student's responsibility.

Excuses

Since Vanderbilt embraces the Honor Code, routine excuses will not be written. If the student does not feel well enough to take a test, the matter should be discussed with his/her professor.

Student Health Advisory Committee

This committee is composed of interested persons, including students from the schools of Arts and Science, Nursing, Medicine, etc. Any student may apply for membership.

Health Insurance

All students must have insurance coverage for services that are not provided at the Student Health Center (E.R. visits, accidents, hospitalization, etc.). This coverage may be in the form of a traditional indemnity insurance policy, HMO, PPO or MCO, or other coverage such as TRICARE. The University sponsors an insurance policy that is outlined in an insurance information insert sent to all new students. The full insurance brochure is available on-line and students who do not wish to purchase the policy must complete an on-line waiver form. Students who do not complete the on-line waiver will be billed for the University-sponsored policy through their student account. Services provided by the SHC are available to all registered Vanderbilt students regardless of insurance coverage.

Insurance Claims

Submission of insurance claims is the responsibility of the student. However, most claims are automatically submitted electronically by health service providers. The University sponsored policy uses electronic billing via VUMC, VMG or other health care providers. Students with private insurance can obtain claim forms through their individual agencies when electronic billing is not used.

The SHC does not file insurance claims. However, documentation for the cost of any on-site purchases is available for insurance and/or income tax purposes for a nominal fee.



Student Health's Role in the Campus Community

Vanderbilt Student Health partners with other Vanderbilt departments to maximize the “Vanderbilt” experience. Here are just a few departments that Student Health works with to enrich the Vanderbilt Community:

Academic Deans

In compliance with HIPAA regulations, Student Health works closely with Academic Deans when a student's prolonged illness may interfere with their classes, or in the case of a medical leave of absence. Student Health does not provide routine medical excuses to professors. Student Health also contacts Academic Deans and/or the Housing Office when an illness might involve an entire classroom and/or residence hall. (i.e. illness spread by close contact)

The Office of Housing and Residential Education

Student Health co-sponsors many programs designed to promote health education & awareness as well as to improve the overall health of students on campus. Throughout the course of a semester many health education presentations are made.

- The Student Health staff make presentations at the dorms on a wide variety of topics from eating right at college to sexuality.
- Student Health also sponsors a free flu shots program to help reduce the number of flu cases at Vanderbilt.
- In addition, SHC works with a cross departmental team to promote alcohol awareness at Vanderbilt.



Student Recreation Center

Student Health works with the Student Recreation Center to promote wellness at Vanderbilt. Student Health is a co-sponsor of the annual Wellness Bash.

Psychological & Counseling Center (P&CC)

Student Health partners with the P&CC to provide mental health services for students who require long term care (i.e., more than 8 visits).

University Chaplain & Affiliated Ministries Office

At a student's request, Student Health will contact the University Chaplain's office to arrange for a Chaplain/Minister to visit a student in the hospital.

Opportunity Development Center (ODC)

Student Health works with the ODC to provide assessments for students with disabilities and/or other special needs.

Important Phone Numbers

Student Health Center

Schedule or cancel an appointment	322-2427
General Information	343-4078
Laboratory Results	343-3035
Mental Health	322-3414
Insurance Representative	343-4688

Other Numbers

Office of Housing & Residential Education	322-2591
Psychological & Counseling Center	322-2571
Student Recreation Center	343-6627
University Chaplain & Affiliated Ministries	322-2457
Student Life	322-6400

VUMC Central Appointment Line	343-8863
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Emergency Department	322-3391
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Metro Ambulance Service	911
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