

Patient Handbook

Welcome to **Student Health Services**, a department of the Office of Student Life. We are glad you are here. Healthcare in today's world is a complicated and sometimes confusing process. We would like to take this opportunity to introduce you to Student Health Services, our Mission and Vision, your Rights and Responsibilities, our Patient Advocacy Program and a few of our business practices.

Our Vision

To meet the ever-changing health needs of the University community in support of a healthy campus environment for all.

Our Mission

To enhance the academic success of our students by providing high quality and accessible medical care and promoting healthier lifestyles that enable them to achieve and maintain lifelong health and well-being.

Our Values

Excellence, Customer Responsiveness, Diversity, Partnerships, Professionalism, and Learning Opportunities.

Patient Rights

- To be treated with respect, dignity, and consideration of the individual patient's cultural, psychosocial, spiritual, and personal values, beliefs, and preferences.
- To be free from mental, physical, sexual, and verbal abuse, neglect, and exploitation while under the care of Student Health Services.
- To receive the best care available for your problem, without regard to national origin, race, age, gender, religious beliefs, sexual orientation, disability, or illness.
- To know the identity and professional status of individuals providing your care.
- To obtain from the provider, to the degree known, information concerning your diagnosis, treatment, and prognosis including a list of current medications.
- To be informed (along with your family when appropriate) about the outcomes of care, including unanticipated outcomes.
- To have your pain assessed, treated and managed appropriately.
- To participate in decisions involving your health care and in resolving conflicts about care decisions.
- To refuse care, treatment, or services in accordance with law and regulation and to be informed of the medical consequences of such action.
- To refuse participation in research studies.
- To confidential treatment of disclosures and records, and to approve or refuse the release of such information, except where release is required by law.
- To a safe and accessible environment.
- To receive an itemized statement of the services provided by Student Health Services, and information about fees and payment policies upon request.
- To voice concerns and/or recommend changes in policies and services.

Patient Responsibilities

- To provide, to the best of your ability, accurate and complete information needed to assure your proper evaluation and treatment.
- To follow treatment plans recommended by your provider and to ask questions or discuss concerns with the provider when you do not understand or agree with the plan of treatment.
- To be respectful and considerate of other patients, Student Health Services staff and facility.
- To follow appropriate rules and regulations.
- To keep appointments reliably and promptly or to notify Student Health Service when you are unable to do so.
- To fulfill financial obligations for your care in a timely manner.
- To be familiar with your health insurance coverage and provide information necessary for appropriate provider referral, if needed.
- To accept consequences as a result of your actions.

Confidentiality

Student Health Services enforces strict policies to ensure that all medical information is kept confidential in compliance with HIPAA guidelines. Please review our Notice of Privacy Practices for more detailed information. This notice is available at each service area check-in desk or on our web site at <http://shc.osu.edu>.

Patient Advocacy Program

Tell us about your experience here at Student Health Services. Our staff want to provide you with quality care that is responsive to your needs. We value your observations about your experience and encourage you to share your

feedback with us. Patient Comment forms are conveniently located in the main lobby.

You can also express your comments or concerns about the quality or safety of our services directly to our Patient Advocate either in person (Patient Relations, room 372), by phone at (614) 688-3623 or e-mail shs@osu.edu.

If your safety or quality of care concern has not been addressed to your satisfaction, or if you prefer, contact The Joint Commission at: 800-994-6610 or e-mail them at complaint@jointcommssion.org.

Making an Appointment

Most of our services are provided on an appointment basis. To schedule an appointment either call our appointments line at (614) 292-4321 or stop by our Advice/Appointments Area to speak with one our Appointments Associates.

If you have an urgent problem, ask to speak with an Advice Nurse. Our Advice Nurses can evaluate injuries or illnesses that may require immediate attention and schedule you to see a medical provider on a same day basis.

If you are unable to keep your scheduled appointment, please provide us with as much notice as possible so that we can offer the appointment time to another student. You will be charged a \$10.00 'no show' fee for any appointment not cancelled at least 30 minutes prior to the scheduled appointment time.

Chaperone

If you would like a chaperone present during your exam, just let us know. A chaperone is another Student Health

Services employee who can provide you with comfort and reassurance during an exam and/or assist either you or the provider if needed.

Fees for Services

There are fees for all services performed at the Student Health Center. During your visit you will be evaluated by a provider and they will make treatment decisions based on your signs, symptoms and the results of diagnostic tests. There is a charge for the provider's evaluation and management of your care called the "office visit fee." You will also be billed for laboratory tests, x-rays, some office procedures, physical exams, nutrition visits, physical therapy, injections, prescriptions, dental procedures and eye exams.

If you have questions about the cost of a specific service, test or procedure, please contact our Patient Relations Department at (614) 292-0113.

Paying Your Bill

Payment using cash, check, BuckID, Visa, Mastercard or Discover is accepted and can be made in person in the Patient Relations Department on the 3rd floor, by mail or by calling (614) 292-0113 between 8:00 AM and 4:30 PM Monday-Friday.

If you have any outstanding balances, you will receive a statement mailed to the address we have on file. Review the information carefully, and if you notice that your insurance company has not paid for your services, contact your insurance company to determine the status of your claim. If you have any questions or concerns about your ability to meet your financial obligation, please contact our Patient Relations Office immediately. All outstanding amounts over 90 days are transferred to the Office of the

University Bursar Accounts Receivable Collection Service. ARCS will place holds on class registration, grades and transcripts and charge interest on owed balances, so it is important to address bills in a timely basis.

Insurance

If you are the covered student under the OSU Student Health Insurance Plan or WilceCare, your claims will be automatically processed according to the benefits to which you are entitled under your plan. For benefit details, please visit the OSU Student Health Insurance Plan web site at: <http://shi.osu.edu>. Co-pay and co-insurance amounts for eye exams, dental visits, nutrition visits and prescriptions are due at the time of service.

If you are covered as a dependent under the OSU Student Health Insurance Plan, or covered under another health insurance plan, we encourage you to contact your insurance company prior to your appointment to find out how or if your policy will cover your care and prescriptions provided in this facility. Student Health Services does not participate as a network provider under most commercial medical and dental policies, so you should ask your insurance company if your plan includes out-of-network benefits. When speaking with your insurance company, it is helpful to give them our tax ID number, 31-1657245 to differentiate our practice from other physician groups and medical facilities associated with The Ohio State University. This information will aid your insurance company in providing correct benefit information.

If you would like us to bill your medical insurance company directly, please stop by the Patient Relations Department on the 3rd floor on or before the day of your appointment, to register your medical insurance. Bring your insurance identification card, or a photocopy of the front

and back of your card. You will also be asked to fill out an insurance release form. You will need to register your insurance each year or sooner if you have changes in your insurance information.

If your insurance carrier does not send payment to Student Health Services within 60 days from the date of service, the full amount due becomes your responsibility. Student Health Services does participate with many Pharmaceutical plans. Consult with our pharmacy at (614) 292-0125 for a complete list and determination of your eligibility. Co-pay amounts for prescriptions are due at the time of service.

Parking

Patient parking is available in the Wilce Student Health Center lower level parking area. Access to this lot is via 17th Ave. to Millikin Road. There is a minimum \$2.00 fee to park in this lot. A special Student Health Services "toke note" is also required. Toke notes can be obtained from the central check-in desk of the area you visited.

Hours of Operation

Regular Hours:

Monday – Thursday 8:00 am to 6:00 pm

Friday 8:00 am to 5:00 pm

Summer and during Breaks:

Monday – Friday 8:00 am to 5:00 pm

Student Health Services is closed all university holidays.

The health center also closes periodically throughout the year for staff in-services. These closings will be posted at each entrance prior to the special closing.

Important Phone Numbers

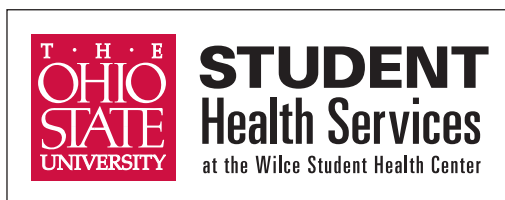
Advice/Appointments..... 614-292-4321
Pharmacy..... 614-292-0125
Patient Relations..... 614-292-0113
Medical Records.....614-292-0118
Administration.....614-292-0110

Fax Numbers:

Administration..... 614-247-6074
Laboratory.....614-247-4791
Medical Records..... 614-292-7042
Pharmacy.....614-292-4790
Preventive Medicine..... 614-292-6001

**For Additional Information, please visit
our web site at:**

<http://shc.osu.edu>



a department of the Office of Student Life

Wilce Student Health Center
1875 Millikin Road
Columbus, Ohio 43210