



# **A PARENTS' GUIDE TO HEALTH CARE**

**AT**

***Emory University  
Student Health Services***

**1525 Clifton Road  
Atlanta, Georgia 30322  
404-727-7551**

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**[www.studenthealth.emory.edu/hs](http://www.studenthealth.emory.edu/hs)**



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# **EMORY LOVES PARENTS!**

Greetings! The staff of Emory University Student Health Services (EUSHS) cares about the health and well being of your child/student. This brochure is designed to provide you with information that will be helpful in making your student's experience at Emory healthy, happy, and successful. The EUSHS team is comprised of primary care physicians, physician assistants, nurse practitioners, nurses, psychiatrists, social workers, dietician and administrative staff. We are all dedicated to meeting your student's healthcare needs.



## **Parents Matter!**

On the Spring 2006 National College Health Assessment administered at Emory (n=1,293), respondents reported that their top three sources of health information were 1) the internet, 2) health center medical staff, and 3) PARENTS! Your student may turn to you for advice, and when they do, this guide can help. You can also encourage them to be critical readers of information posted on the internet (there is a lot of misleading information out there!) and then encourage them to talk with us about the care, services, programs and other resources available on-campus to support students' success in and out of the classroom.

During these next few exciting months, your student might overlook the importance of maintaining good health. Let's face it, until now you have been responsible for arranging health care and have always been a big part of the decision-making process involving your child's health matters. But now, suddenly, your student has to arrange care and manage most of the health care details on his/her own. Perhaps even more disturbing to a parent is the fact that your student, as an adult (over 18 years of age), is entitled

to privacy on all health matters!

Everyone talks about the big changes that occur in a young person's life when he/she goes off to college. But let's admit it: parents go through some pretty big changes, too! So, to help with this "parental transition phase," we have designed this Parents' Guide. We hope that it will provide you with a wealth of information about student healthcare at Emory and that it will alleviate some of your stress! Maybe then you can put some of your energy into other vital areas, like worrying about whether your student remembers to go to class! For further information, please visit our website at:

**<http://studenthealth.emory.edu/hs>**

## ***“What are the hours of operation at EUSHS?”***

### **Fall and Spring Semesters: Medical Clinic**

Monday – Friday 8:00 AM - 5:00 PM

Saturday 10:00 AM - 1:00 PM (for urgent illnesses and injuries requiring weekend care)

### **Summer Semester and Semester Breaks: Medical Clinic**

Monday – Friday 8:30 AM - 5:00 PM

EUSHS will be closed on the following national holidays (hey, we have families, too!): New Year’s Eve, New Year’s Day, Memorial Day, Independence Day, Labor Day, Martin Luther King, Jr. Birthday, Thanksgiving (2 days) and Christmas (2 days).

## ***“How can my student reach EUSHS by phone?”***

The Student Health Service auto attendant telephone menu is designed to connect your student’s call to the appropriate department. You may select an option at any time during the message.

### **MAIN STUDENT HEALTH PHONE NUMBER**

**(404) 727-7551**

### **OTHER IMPORTANT EMORY AND EUSHS DIRECT PHONE NUMBERS**

Emergencies	911
Emory Police	(404) 727-6111
Emory University Hospital Emergency Department	(404) 712-7100
EUSHS Executive Director	(404) 712-8652
Counseling and Psychological Services	(404) 727-7450
Director of Business and Finance	(404) 727-7553
Allergy, Immunization and Travel Programs	(404) 727-0392 and (404) 727-9532
Director of the Office of Health Promotion	(404) 727-1736
Student Insurance Plan Office	(404) 727-7560
Student Intervention Services	(404) 430-1120



## ***“Is there a way for my student to get medical advice after hours?”***

Yes! A medical call center (TeamHealth) is on telephone call after hours for the Student Health Services and can give telephone advice to your student regarding his/her illness or injury. Students may reach the on-call service after hours by calling 404-727-7551, then pressing option ‘0’. Medical advice is available “24-7-365,” as students like to say.

Students also have access to mental health counselors after hours, even on holidays. You can reach the counselor-on-call during business hours by calling the Counseling and Psychological Services at 404-727-7450. For after hours and weekend urgent psychiatric concerns, your student can call 404-778-5000 to reach an Emory Healthcare psychiatrist-on-call provider. If there is an emergency after-hours, call our Emory Police Department dispatcher at 404-727-6111. Police officers can page the on call counselor if necessary. Students and parents can also access the Campus Life Student Intervention Services team after hours by calling 404-430-1120.

### ***“What services does EUSHS offer?”***

EUSHS offers the following services to enrolled Emory University students:

Allergy injections & immunizations	Psychiatry services
Confidential HIV testing	Physical examinations & family planning
Colposcopy clinic	Primary health care
International travel clinic & immunizations	Referrals to specialists
Laboratory testing	Woman’s health services
Nutrition counseling and education	

### ***“Can you tell us more about women’s health care at EUSHS?”***

EUSHS health care providers provide gynecological care, family planning services and women’s health education. Because of the personal nature of women’s health care, the time required for each visit is greater than that of most other appointments. EUSHS also offers a fee-for-service Colposcopy specialty clinic as well as IUD insertion.

### ***“What kind of mental health and counseling services are available for Emory students?”***

We feel that mental health and counseling services are among the most important student health services we provide. A wide range of outpatient mental health services, including individual, couples and group therapy and psychiatry are available through Counseling and Psychological Services (CAPS). In addition, CAPS staff clinicians make referrals to appropriate specialists when necessary. CAPS also provide individualized stress management training. There are no charges for sessions within CAPS. However, when referrals are made to clinics or therapists outside the CAPS system, expenses for those visits shall be the responsibility of the student.

### ***“What if my student is in the midst of a significant emotional or personal crisis even before coming to Emory? Is it OK to send him/her off to school? How can parents decide?”***

Well, it’s hard to decide, that’s for sure. When a new student has had significant psychological or psychiatric crises in the past or is in the midst of such a crisis at the present time, the student and his/her parents must make complex decisions. Is this the best time for the student to go away to college? Does Emory have the breadth of services that the student needs, and are these services immediately available upon arrival? Or would the student be best served by a deferral of admission, while important issues are dealt with by the student, the family, and the student’s current therapists and physicians? Of course, each situation must be individualized, and we don’t pretend to have any easy answers, either. However, we would like to work with you in advance, and help you to make the best possible decisions and plans now, rather than to call you after a further crisis has occurred at Emory. If you or your student has questions about such issues, whether they are related to depression, substance abuse, eating disorders, a recent psychiatric hospitalization, other significant psychological problems or emotional issues, please call and speak to a mental health professional at the Emory Student Counseling and Psychological Services at (404) 727-7450. You will be glad you made the call.

## ***“Tell us about allergy injections for students and international travel consultations.”***

EUSHS can administer your student’s allergy injections, if the student provides his/her antigen and an injection schedule from the allergist. Travel consultations are also available at EUSHS. Both the Allergy and Travel Clinics operate on an appointment-only basis and are fee-for-service. Because international travel often necessitates additional immunizations, we strongly recommend that appointments be scheduled several weeks prior to date of departure.

## ***“How does my student get prescription medications?”***

A limited number of medications are available in prepackaged containers from EUSHS clinicians on a fee-for-service basis. Local pharmacies are also an option. Carefully review your health insurance policy for information regarding benefits for medications. Please be sure to send your student to Emory with his/her insurance and/or prescription card!



## ***“What if my student needs to be hospitalized?”***

Hospitalizations are usually arranged at Emory University Hospital or other facilities within the Emory Network. Our EUSHS physicians, psychiatrists and health care providers maintain a liaison with the hospital’s attending clinicians. The cost of hospitalization is the responsibility of the patient. For limited, less serious problems, students may be treated in the holding/observation area of EUSHS during office hours. Sorry, but there are no overnight (infirmary-type) wards or beds at EUSHS. Unfortunately, those days are gone, due to staffing issues and legal restrictions.

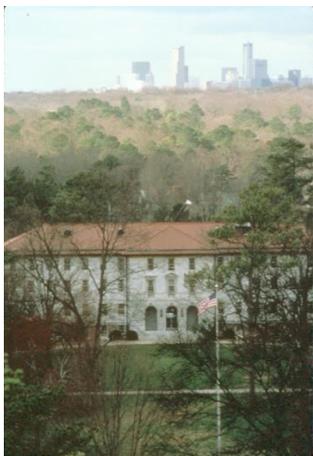
## ***“What is your no-show policy?”***

Many of our EUSHS services are highly sought after by students. This often makes appointment availability limited. When your student schedules an appointment and does not keep it, he/she is denying another student access to that service. Therefore, EUSHS charges a no-show fee if appointments are not canceled in a timely manner or if a student misses an appointment without canceling. If your student cannot keep an appointment, he/she should call to cancel at least two (2) hours before the scheduled appointment time for a regular primary care appointment and at least 24 hours before a specialist appointment (Nutrition, Colposcopy, Psychiatry, Travel), since it is much more difficult to fill in specialist appointment slots with another student on short notice.

## ***“Do you write medical excuses for missed classes or tests?”***

Emory students are responsible for notifying professors or instructors of absences caused by illness or injury. **EUSHS providers do not write medical excuses for missed classes or examinations.** Of course, EUSHS healthcare providers can supply the necessary documentation for extended illnesses or injuries, including those necessitating medical withdrawal from classes.

## ***“Does my student need to make an appointment to be seen at the medical clinic?”***



Yes, our medical clinic operates on an **APPOINTMENT** system, including offering a number of **same-day appointments** every day. Appointments are scheduled by calling (404) 727-7551 (press 1) during office hours, or your student can schedule their own appointment through the on line appointment system “Your Patient Portal”. The only patient visits that will be handled on a work-in basis will be urgent care. For **emergency** care, students must go to the Emory University Hospital Emergency Department or another local hospital emergency department. EUSHS is **not** an emergency facility.

“Your Patient Portal” is the familiar name for OpenCommunicator, the web-based access point to Point and Click, which is the Student Health Services at 1525 Clifton Road’s electronic patient-practice information system.

With this online communication system, Emory students can:

- Schedule appointments with healthcare providers at Student Health Services
- Complete Emory health requirement forms
- Send and receive secure messages to staff at Student Health Services
- Request prescription refills to members of the Student Health Services staff.
- Access personal patient account information and get copies of your patient account financial summary and recent bills.

## ***“Tell us more about what students should do in the event of true emergencies.”***

For life-threatening emergencies, your student should, of course, call 911. An alternative would be to call the Emory Police at (404) 727-6111 or 7-6111 (on campus) to obtain emergency assistance. For help in determining medical treatment options when EUSHS is closed, students should call the EUSHS on-call physician/provider at (404) 727-7551. A decision to seek medical assistance at the Emory University Hospital Emergency Department (404)-712-7100 should be made carefully, as it may involve significant financial expense.

## ***“Is everything free at EUSHS or are there fees?”***

The good news is, except as otherwise noted below, Emory tuition and fees cover office visits and exams provided by EUSHS healthcare providers. However, the following services are not covered by tuition and must be paid for by the student or the student’s insurance:

Confidential HIV testing	Laboratory tests and X-rays
IUD insertion and Colposcopy specialty clinics	Medications and medical supplies
Consultations with physicians outside EUSHS	Minor surgical procedures
Hospitalization	Physical exams
Injections, including allergy shots	Travel consultations

## ***“I heard that all Emory students are required to have health insurance. Is that true?”***

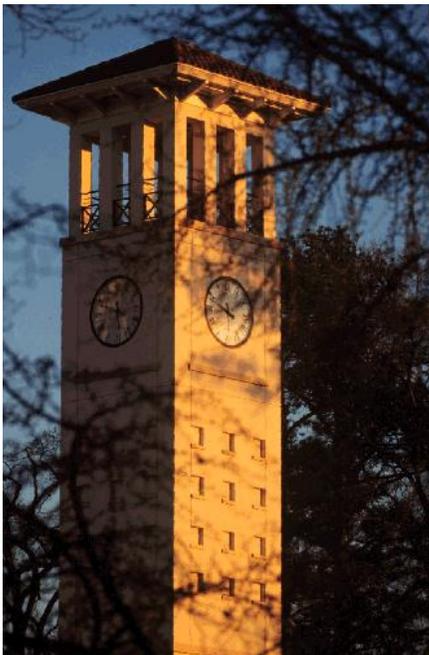
Yes, all new and continuing degree-seeking and all international Emory University students are required

to have health insurance. Under this requirement, students must either purchase the Emory University Student Health Insurance Plan or provide documentation of enrollment in a comparable United States-domiciled plan. Students will have a link on their OPUS account in late spring, requiring them to complete the waiver process on-line by the first day of fall classes.

If a student has not either enrolled in or waived out of the Emory Student Health Insurance Plan by the deadline date, he/she will be automatically enrolled in the Emory Student Health Insurance Plan and billed by the Emory Student Financial Services. **Students will need to complete the annual insurance enrollment/waiver process each year they are enrolled at Emory.**

Information regarding the Emory Student Health Insurance Plan is available on our website or by calling (404) 727-7560, or by email at [mandatoryinsurance@listserv.cc.emory.edu](mailto:mandatoryinsurance@listserv.cc.emory.edu).

### ***“Do you help us file insurance claims? What about other billing issues?”***



Of course, it is our preference to receive payment at the time of service (this is America, after all!), and the EUSHS medical clinic accepts cash, checks, Discover, Visa and MasterCard. EUSHS participates in the Emory/Aetna student health insurance plan and in a number of other major insurance PPOs, including Aetna, Cigna, Humana, Beech Street, Kaiser, and United Healthcare. We do not participate in Medicare, Medicaid or Tricare and unfortunately, at this time, we have been unable to persuade Blue Cross/Blue Shield to contract with us. We are non-participants in other plans that are not listed. However, we will file for any charges incurred at EUSHS with the patient's primary insurance carrier. If we are non-participants, it is possible that your carrier may not pay for these charges. We will also provide our patients with copies of all relevant paperwork needed to resolve any payment issues with the insurance carrier. We will wait an appropriate time period from the date of filing the claim to receive payment. If the charges are unpaid at that time, we will transfer the balance to Student Financial Services for billing on the student's account.

### ***“What sort of medical supplies should my student bring to Emory?”***

Of course, your student should bring any current prescription medications that he/she is taking. We also think it's a good idea to send your student with a “self-care kit.” We recommend:

- |  |   |
|--|---|
| Thermometer                                  | Medicine for diarrhea, allergies, cough and cold      |
| Band-Aids                                    | Medicine for upset stomach                            |
| Elastic bandage for wrapping sprains         | Acetaminophen or ibuprofen for pain and fever         |
| Antibacterial/antibiotic ointment            | Ice pack/hot pack                                     |
| Insurance and pharmacy cards                 | Antacids  |
| Hydrocortisone cream for itchy rash or bites | Benadryl/diphenhydramine for minor allergic reactions |
| Insurance and pharmacy cards                 |   |

Make certain that your student knows what his/her allergies are, especially if there are allergies to any types of medications.

## ***“What should parents know about required and recommended immunizations?”***

Emory University follows the Centers for Disease Control and Prevention (CDC) and American College Health Association (ACHA) recommendations regarding prematriculation immunizations for students. All incoming college students must have two Measles, Mumps and Rubella (MMR) vaccinations. In addition, students must have a recent Diphtheria-Tetanus booster, a full Polio vaccination series, three doses of Hepatitis B vaccine, and immunity to Varicella (chicken pox), either by previous disease or vaccination. Immunization records, health histories and consents for treatment are done on-line via ‘Your Patient Portal’. Our EUSHS staff will review these documents prior to student matriculation.

The CDC recommends that college students and their parents be educated regarding Meningococcal meningitis and the benefits of vaccination against the disease. In addition, effective January 1, 2004, State of Georgia law requires that all new students residing in on-campus housing be provided information about meningococcal disease (including meningococcal meningitis) and the meningococcal vaccine. New students are now REQUIRED to sign a document stating that they have either received a vaccination against meningococcal disease or reviewed the information and declined to be vaccinated. You will receive information about this document in the mail prior to your student’s arrival on campus.

For more information about immunizations, we refer you to the following sources:

American College Health Association: [www.acha.org](http://www.acha.org)

CDC: [www.cdc.gov/vaccines/adults/rec-vac/index.html](http://www.cdc.gov/vaccines/adults/rec-vac/index.html)

EUSHS: [studenthealth.emory.edu/hs/new\\_students/immunization](http://studenthealth.emory.edu/hs/new_students/immunization)

If you have any questions regarding specific Emory University immunization policies or the Meningococcal vaccine, please contact the EUSHS Immunization Nurse at 404-727-0392 or 404-727-9532.

## ***“What about confidentiality? I’m used to knowing everything that’s going on!”***

Well, we hate to be the bearers of bad news, but get used to a change! By federal FERPA law, medical information and records for students over 18 years of age are confidential. If your student gives us written permission, we can talk to you about your student’s particular health care issues.

## ***Closing Comments***

So that’s it. Remember that if you have questions about student healthcare at Emory, all you have to do is pick up the phone and give us a call. If you prefer, you can get more information about EUSHS, including parking information, by visiting our web site at [www.studenthealth.emory.edu/hs](http://www.studenthealth.emory.edu/hs). If you’re in Atlanta or here at Emory for Orientation or Family Weekend, stop by our medical services at the 1525 Clifton Building and visit us. We’d love to show you around!

***“When health is absent, wisdom cannot reveal itself,  
art cannot become manifest ... and reason is powerless.”***

***Herophilus, 325 B.C.***

