EMORY LOVES PARENTS!

Greetings! The staff of Emory University Student Health and Counseling Services (EUSHCS) 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 EUSHCS team is comprised of primary care physicians, physician assistants, nurse practitioners, nurses, psychiatrists, psychologists, social workers, counselors, health educators, 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://www.studenthealth.emory.edu
“What are the hours of operation at EUSHCS?”

Fall and Spring Semesters: Medical Clinic
Monday – Thursday 8:00 AM - 6:00 PM
Friday 8:00 AM – 5:00 PM
Saturday 9:00 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

Counseling Services (at 217 Cox Hall)
Monday – Friday 8:30 AM - 5:00 PM

EUSHCS 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 EUSHCS 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
MAIN COUNSELING CENTER PHONE NUMBER (404) 727-7450

OTHER IMPORTANT EMORY AND EUSHCS DIRECT PHONE NUMBERS

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<thead>
<tr>
<th>Number</th>
<th>Description</th>
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<tbody>
<tr>
<td>Emergencies</td>
<td>911</td>
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<td>Emory Police</td>
<td>(404) 727-6111</td>
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<td>Emory University Hospital Emergency Department</td>
<td>(404) 712-7100</td>
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<tr>
<td>EUSHCS Executive Director</td>
<td>(404) 712-8652</td>
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<td>Counseling Center Director</td>
<td>(404) 727-7457</td>
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<td>EUSHCS Associate Director of Finance</td>
<td>(404) 727-7553</td>
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<td>Allergy, Immunization and Travel Programs</td>
<td>(404) 727-0392</td>
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<td>Health Education &amp; Promotion Director</td>
<td>(404) 727-1736</td>
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<tr>
<td>Insurance and Billing Office</td>
<td>(404) 727-7560</td>
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“Is there a way for my student to get medical advice after hours?”

Yes! A student health primary care physician is on telephone call after hours and can give telephone advice to your student regarding his/her illness or injury. Students may reach the on-call physician by calling 404-727-7551. Medical advice is available “24-7-365,” as students like to say. We 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 Center at 404-727-7450. If there is an emergency after-hours, call our Emory Police Department dispatcher at 404-727-6111. Police officers can page our on call counselor if necessary.
“What services does EUSHCS offer?”

EUSHCS offers the following services to enrolled Emory University students:

- Allergy injections & immunizations
- Mental health counseling and psychiatry
- Anonymous HIV testing
- Nutrition counseling and education
- Gynecology/Colposcopy, Dermatology
- Physical examinations & family planning
  and Orthopedics/Sports Medicine clinics
- Primary health care
- Health education programs & presentations
- Referrals to specialists
- International travel clinic & immunizations
- Sexual health counseling
- Laboratory testing
- Substance abuse counseling & referrals

“Can you tell us more about women’s health care at EUSHCS?”

EUSHCS nurse practitioners and physicians 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. EUSHCS also offers a fee-for-service Gynecology/Colposcopy specialty clinic, staffed by an Emory gynecologist. Students can see the specialist on referral from a EUSHCS primary care clinician.

“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. In addition, our staff clinicians make referrals to appropriate specialists when necessary. We also provide individualized stress management training upon request. There are no charges for sessions within EUSHCS. However, when referrals are made to clinics or therapists outside the EUSHCS 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 Center at (404) 727-7450. You will be glad you made the call.
“Tell us about allergy injections for students and international travel consultations.”

EUSHCS 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 EUSHCS. 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 EUSHCS 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. If you have a prescription plan as part of your health insurance package, be sure to send your student to Emory with his/her 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 EUSHC physicians and counselors maintain liaisons 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 EUSHCS during office hours. Sorry, but there are no overnight (infirmary-type) wards or beds at EUSHCS. Unfortunately, those days are gone, due to staffing issues and legal restrictions.

“What is your no-show policy?”

Many of our EUSHCS 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, EUSHCS 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, Dermatology, Gynecology/Colposcopy, Orthopedics/Sports Medicine, Travel, Psychiatry), 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. EUSHCS providers do not write medical excuses for missed classes or examinations. Of course, EUSHCS 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. Students can schedule appointments by calling (404) 727-7551 (press 1). The appointment line is available from 8:00 AM - 6:00 PM, Monday through Thursday and 8:00 AM – 5:00 PM Friday. For emergency care, students must go to the Emory University Hospital Emergency Room or another local hospital emergency department. EUSHCS is not an emergency facility.

Students should call 404-727-7450 to schedule appointments to see a therapist at the Counseling Center, Monday through Friday from 8:30 AM to 5:00 PM. The Counseling Center will also see walk-ins if the need is urgent.

“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 EUSHCS is closed, students should call the EUSHCS on-call physician 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 EUSHCS or are there fees?”

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

- Anonymous HIV testing
- Laboratory tests and X-rays
- Dermatology, Gynecology/Colposcopy and Medications and medical supplies
- Orthopedic/Sports Medicine specialty clinics Minor surgical procedures
- Consultations with physicians outside EUSHCS Physical exams (for work, camp, etc.)
- Hospitalization Travel consultations
- Injections, including allergy shots

“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 by calling (404) 727-7560 or by email at 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 EUSHCS medical clinic accepts cash, checks, EmoryCard, Visa and MasterCard. EUSHCS also participates in the Emory-endorsed student insurance plan. We are non-participants (sorry!) in all other plans. However, we will file any medical charges your student incurs at EUSHCS with your primary insurance carrier. Since we are non-participants, it is possible that your carrier may not pay for these charges. We will also provide your student with copies of all relevant paperwork you will need to resolve any payment issues with your carrier. We will wait 90 days 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. But please take note: if a student’s account becomes past due, Emory may withhold transcripts, grades, registration or other University provided services or goods until all past due amounts are paid.

“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:

- Band-Aids
- Elastic bandage for wrapping sprains
- Antibacterial/antibiotic ointment (such as polysporin or bacitracin)
- Thermometer (not glass and mercury)
- Medicine for upset stomach
- Acetaminophen or ibuprofen for pain and fever
- Ice pack/hot pack
- Medicine for diarrhea, allergies, cough and cold
- 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. Your student will receive an immunization form to complete prior to registration. Health histories are done on-line via our MedBuddy-U system. Our EUSHCS 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

CDC  
www.CDC.GOV/NCIDOD/DBMD/DISEASEINFO

EUSHCS  
www.studenthealth.emory.edu

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

“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 HIPAA law, medical information and records for students over 18 years of age are confidential. If your student gives us written permission, then we can talk to you about your student’s particular health care issues. However, we do not accept a blanket permission, so permission needs to be granted each time the student wants us to discuss care.

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 EUSHCS, including parking information, by visiting our web site at www.studenthealth.emory.edu If you’re in Atlanta, or here at Emory for Orientation or Family Weekend, stop by our medical and health promotion services at the 1525 Clifton Building or the Emory Student Counseling Center at 217 Cox Hall 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.