

## Frequently Asked Questions about the Student Health Center (SHC)

**Who can use the Student Health Center?** ALL regularly enrolled SSU students who have paid campus registration fees. Entering students can get required immunizations here before they actually start classes. Click [Funding and Eligibility for SHC Services](#) for details.

**Do I have to pay for a visit?** There is no charge to eligible students for basic medical visits & some lab & x-ray tests. Discounted user fees are charged for pharmacy items, orthopedic supplies, lab tests requiring the involvement of an off-campus lab, & failure to keep or cancel a medical appointment in advance.

**Why do I have to make an appointment? I'd rather just drop in.** SHC doctors & nurse practitioners are typically busy taking care of students who made appointments or with an emergency situation. Drop-in visits without an advance appointment are reserved for urgent circumstances and are seen according to the degree of severity and staff availability. Same day appointments are likely to be available for acutely ill or injured students if a student calls early in the day.

**What about dropping in just to ask a question?** You can usually ask a medication or vaccine related question of the SHC Pharmacist without an appointment, though you may need to wait in line. Since doctors & NPs are busy with their scheduled patients, you must make an appointment to meet with one of them.

**What happens if I get sick when the Student Health Center is closed?** For tips on how to approach this, click to see the [After Hours Care](#) section of our website.

**I missed my chem. lab yesterday because I felt sick. Can I get a medical excuse from the SHC?**

No. The SHC does not provide medical excuse notes for missed classes, exams, etc. except in rare instances where a SHC physician or NP has already been treating the student for the condition & specifically recommends a significant extended time away from school or refers the student for hospitalization. Students who will be missing a class for illness or any other reason should contact the instructor in advance. For details and rationale click on [medical excuse notes](#):

**I saw a Health Center doctor a few days ago, but now I feel worse. Should I go to a "real" doctor?** [Health Center doctors](#) are licensed and Board Certified "real" doctors with excellent training & experience. If you're feeling worse after seeing a medical provider in any setting, call back for advice or go back for a re-check. Symptoms, physical findings, & lab results can evolve over time, making a diagnosis more apparent than it was on a previous visit, & complications of a condition can also develop over time. There's no need to go to an off campus doctor unless you're seeking care out of area, after hours or there is a medical emergency.

**What if I feel awkward about going back to see the same SHC doctor or nurse practitioner?** You can always ask to make an appointment with a different Health Center medical provider.

**Can I park in one of the 4 spaces behind the SHC if I have an appointment there?** Only in rare circumstances & only after having been given a special hardcopy permit by SHC staff that must be displayed on your dashboard. These few parking spots are held for patients with illnesses or injuries so severe that they are unable to transport themselves or for those picking up a sick student to take him/her to the hospital. If you fit this kind of circumstance, call the SHC in advance at 664-2921 & request a Special permit to park in one of these spots which will be valid only for the duration of your medical visit. Otherwise you will be ticketed by Police & Parking Services if you park in one of these spots.

**I'm taking certain medicines on a regular basis and I'm worried they might be tampered with if I leave them in my dorm room or apartment. Can the Health Center keep them for me?** No. Each student is responsible for storing, monitoring, & self-administering medication their physician has prescribed, just as they would in their own home. If you are concerned about security, consider getting a small locking refrigerator or lock box for your medication.

**Do I need medical insurance to use the Student Health Center? Should I drop the insurance I have now to save money?** You do not need medical insurance to use the SHC. Most medical visits are offered without charge to eligible SSU students, though nominal fees are charged for medications, certain lab tests or special physical exam clearances. Though many of your medical needs can be met by the SHC at little or no cost, you would be wise to continue whatever [health insurance](#) you have to help cover services that are beyond our scope or hours of availability (e.g. emergency room visits, ambulance transport, hospitalization, etc.)

**What [medical care services](#) are available?** The SHC provides outpatient care for acute & sub-acute injuries (*I think I broke my leg*) & illnesses (*I have a fever and feel awful*), women's health, contraception, men's health, basic mental health concerns, immunizations, travel, athletic medicine, as well as many of the other things that might ordinarily prompt you to visit your family doctor. The SHC also offers basic lab and x-ray, pharmacy, and health education services.

**Since I will be getting most of my medical care at the SHC, should I have copies of all of my medical records sent to you?** No. We don't have the capacity to review & store copies of your past records. Be sure you know significant details of your medical history, as well as what medications you're taking, & your off campus doctor's contact information & bring that information to college with you. If, after a medical visit, the SHC clinician needs some of your past medical information, he/she will ask you to sign a medical record release authorizing us to receive only the specific information we need to provide medical care here.

**My doctor at home or at the ER usually gives me antibiotics when I get sick, Vicodin if I hurt, and Xanax if I feel anxious or can't sleep. Why doesn't the SHC doctor do this?** We follow evidence-based medical best practices that are in the best interests of the patient. This means prescribing medications in accordance with established clinical practice guidelines that address the indications for a particular medication, patient safety & potential medication side effects.

- Antibiotics can be an excellent treatment for certain bacterial infections & are prescribed by the SHC in accordance with scientific medical standards. Antibiotics don't help with viral infections or other non-bacterial conditions, so their use is not always warranted & can be harmful. See why at <http://www.cdc.gov/drugresistance/index.html>
- Vicodin, Xanax, & similar drugs have a place in medical treatment. However, they are DEA controlled substances because they can be overly sedating, easily misused, habit forming & dangerous if not used judiciously. See why at [www.kap.samhsa.gov/products/manuals/advisory/pdfs/Prescription-Meds.pdf](http://www.kap.samhsa.gov/products/manuals/advisory/pdfs/Prescription-Meds.pdf)

**Can I get ADHD or ADD medication at the Student Health Center?** No. These are chronic conditions best diagnosed & managed by a specialist with expertise in this area, so you should continue your care with the physician or specialist you have already been seeing for this condition. SHC services focus on acute and sub-acute primary medical care. Ongoing strategic management of & prescriptions for easily abused medications for chronic conditions best diagnosed treated by a specialist are beyond our scope.

**Can my parents have access to my SHC medical information &/or could it show up on my school records?** SHC medical diagnosis & treatment information is separate from all other college records. It is confidential & is released only upon the written consent of the patient unless otherwise required by law. Click here to see the SHC [Privacy & Confidentiality](#) statement. Immunization records sent to satisfy CSU pre-enrollment [immunization requirements](#) are educational compliance records & are subject to FERPA confidentiality guidelines rather than medical confidentiality regulations.

**I'm on crutches and am having a hard time getting around campus. What can I do about this?** Click to read about [resource options for those with mobility assistance issues](#).