Welcome to Student Health Service Orientation
What is SHS and what do we do?
Our Mission
The mission of the Student Health Service is to provide access to quality healthcare while promoting overall student well-being.

Our Vision
Promoting the well-being of students by empowering them with the knowledge, skills and spirit to take responsibility for personal, family and community health.
Accreditation Association for Ambulatory Health Care (AAAHC) Accreditation

- On-going self evaluation, peer review and education to continuously improve the care and services provided
- Successful re-accreditation on-site survey in June 2016
- Next survey due in June 2019

American College Health Association (ACHA) Membership

- Collaborative network of college health professionals
Our Staff

Clinical Staff
- Medical Doctors (MD)
- Consulting Psychiatrist
- Nurse Practitioners (NP)
  - FNP
  - ANP-C (Mental Health)
- Nursing Staff
  - RNs
    - Tobacco Treatment Specialists
  - LPN
- Medical Laboratory Scientist
- Pharmacists
- Radiology Tech (X-ray)
- Dietitian

Other Staff
- Director
- Clinical Coordinator
- Coding & Referral Management Coordinator
- Insurance Coordinator
- Medical Laboratory Director/Clinical Manager
- Office Manager
- Receptionist
- Registered Health Information Technicians
- Assistant Director of Health Promotion
- Health Promotion Coordinator
- Sexual Assault Prevention & Advocacy Coordinator
- Graduate Assistants
Clinical Services

Services include but not limited to:

Acute Care
- Cold/flu
- Fever
- Infections:
  - Respiratory
  - Urinary tract
  - Skin, etc.
- Nausea/vomiting/diarrhea
- Orthopedic injuries
- Simple laceration repair
- Walk-in nurse triage

Mental Health
- ADHD
- Anxiety
- Depression
- Eating Behavior Concerns (EDMT)

Preventative Care
- Immunizations
- TB testing
- Gynecological exams

Primary Care
- Allergy injections/maintenance
- Chronic conditions:
  - Asthma
  - Diabetes
  - Hypertension, etc.
- General medical care
- Physical exams

Sexual Health
- Contraception & birth control
- STI screening & treatment
NDSU Counseling Center

Services available:

• No charge to individual, couple’s or group counseling
• Personal, emotional and academic skills counseling
• Academic skills for-credit class
• 24-hour on-call counselor
• Stress reduction & coping skills education opportunities
• Weekly meditation, stress and anxiety reduction workshop, opportunity to visit with therapy dogs, Mental Health First Aid Training
• ADHD testing (charges apply)

Staff:

• Doctoral and Master’s level providers
• Graduate student trainees

Location & hours:

• 212 Ceres Hall
• Follows campus hours with extended hours (open until 7pm on Tuesday & Thursday)
Services

Laboratory

- Staffed by licensed laboratory professionals
- Testing is performed for diagnostic purposes on samples such:
  - Blood, urine, throat and nasal swabs, etc.
- CLIA Certification
  - Federal survey process
  - Zero deficiencies since 1995
Services

Pharmacy

• Staffed by licensed pharmacists
• Do not need to be a clinic patient to use the pharmacy
• Assist with new and existing prescriptions
• Prescription transfers
• Over the counter medications & supplies
• Able to process prescription claims with most insurance companies
Services

Radiology (X-ray)
- Staffed by a licensed radiologic technologist & limited x-ray operator
- Images professionally read by a licensed radiologist
- Outside provider orders accepted
- Digital technology (CR)
- Ability to burn images to a disc

Other imaging services:
- Other imaging needs are referred outside of SHS (i.e. CT, MRI, Ultrasound, etc.)
Dietitian

- Staffed by a licensed Registered Dietitian
- No charge for appointments
- Appointments focusing on:
  - Diabetes
  - High blood pressure
  - Eating behavior concerns
  - Nutrition
  - Food sensitivities
  - Weight management
  - Healthful eating
  - Other dietary-related questions
Engage with the broader campus community to create awareness, inform, educate and empower students to make healthy decisions that enhance their success and well-being.

- Sexual Assault Prevention and Advocacy
  - Confidential support, connect students to services and resources available on and off campus.

- Student Well-being
  - Cold and Flu Education and Prevention
  - Mental Health Awareness
  - Substance Use Education
  - Suicide Prevention
Peer Education Programs

Healthy Herd Champions

Violence Prevention Educators

Enough

Body Project

North Dakota State University
President’s Council for Campus Well-being

- Supports the academic mission of NDSU by increasing and sustaining all aspects of student well-being including:
  - Mental Health
  - Physical Health
  - Safety
  - Social Well-being
  - Substance Use

- Comprised of faculty, staff and students leaders who represent many campus departments and organizations to holistically address all aspects of campus and student well-being.
What action do students need to take?
Immunization Requirements

Measles, Mumps, Rubella (MMR)

- 2 documented doses starting after age 1; second dose must be at least 28 days (or longer) after first dose
- **OPTIONAL**: Lab results of MMR titer (a blood test to show immunity)
  - No vaccine would be required if titer proves immunity
  - If not immune, then vaccination series would be required

Meningitis Vaccination

- Students 21 years of age and younger must provide documentation of immunization AFTER age 16 (against strains A, C, W-135 and Y)
- Meningitis-B does not meet this requirement

Missing immunizations?

- Both vaccinations are offered at SHS by appointment
Immunization Requirements

Deadlines:
- Fall semester: August 1\textsuperscript{st}
- Spring semester: January 1\textsuperscript{st}
- Summer semester: May 1\textsuperscript{st}

Registration Holds:
- A registration hold is placed on non-compliant student accounts which will prevent the student from registering for future classes.

Resources:
- Doctors' office (clinic/hospital records)
  - May be accessible through an online portal
- Military records
- High school transcript
- State registry of where child was born
Immunization Records

Acceptable documentation:
- First and last name
- Date of birth
- The name of the source of the records (such as name of hospital)
- Student ID number (preferred)
- Date of each vaccination

Submit your records:
- Upload documents through the Student Health Portal
- Email to ndsu.immunizations@ndsu.edu
- Fax to 701-231-6132
- **HELPFUL TIP:** you can take a photo of the record and send it to us!

Questions:
- Email ndsu.immunizations@ndsu.edu
- More information at www.ndsu.edu/studenthealthservice/immunizations
TB Testing

Required/recommended:
- Students who have lived in or traveled to a high risk country for longer than 30 days
- Most applicable for international students
- May include study abroad students
- School program (i.e. pharmacy program)
- Job requirement

Types of testing:
- TB mantoux skin testing
- Quantiferon gold blood test

Questions:
- Call SHS and ask to speak to a nurse.
First-year Student Learning

Alcohol eCHECKUP TO GO
• Required for all first-year and transfer students.
• Brief self-assessment that provides accurate and detailed information about risk patterns, alcohol tolerance, family risk factors, harm reduction strategies, NDSU and community resources.

itMatters
• Behavioral intervention research study.
• First-year student learning modules and survey focused on student well-being (alcohol use, sleep, time management, sexual behavior, etc.).
• Students will receive email with completion information.

We Take A Stand Workshop
• Mandatory for all first-year and transfer students.
• Focuses on sexual violence, relationship violence, stalking, bystander intervention and personal safety.
How can students access SHS?
Consent

Students under age 18:

- The student will need to have signed consent from a parent/guardian before receiving care.
- Form needed is called “Consent to Treat a Minor Child (Parent/Guardian Authorization)”

Students over age 18:

- Health information/records cannot be shared with any parent/guardian without signed permission from the student.
- Form needed is called “Authorization and Request for Release of Medical Information”

Forms:

- Forms can be found on our website at www.ndsu.edu/studenthealthservice/forms
Location

Wallman Wellness Center, #102
Hours of Operation

9-Month Academic Year:
• 8:00AM – 5:00PM (M-F)

Summer & Recognized Breaks:
• 7:30AM – 4:00PM (M-F)
• Recognized breaks are posted on the NDSU Event Calendar

Holiday Closings:
• The 10 observed holiday closings are posted on our website

After Hours and Emergency Care Options:
• Options are listed on our website for the local emergency and walk-in clinic locations
• This list is not all-inclusive and is only for convenience
Schedule an Appointment

Online:
- Online through the Student Health Portal
  - Please call SHS if:
    - An appointment is not available that works with your schedule
    - If you do not see the appropriate appointment type you need to schedule
    - NOTE: Not all appointments are able to be scheduled online

Phone:
- Call 701-231-7331 to schedule by phone

In person:
- Schedule at the reception desk
Student Health Portal

Functions:

• Schedule an appointment
  • **some appointments must be schedule by phone**
• Complete appointment forms
• View/print immunization history
• Upload documentation:
  • Immunization records
  • Consent to treat a minor
  • Insurance card information
• Receive and/or send secure messages with SHS staff
• View/print statements

Access:

• SHS website – www.ndsu.edu/studenthealthservice
• Log-in using NDSU credentials
Insurance

Students are **not required to have insurance to utilize Student Health Service**

Prior to receiving care:

- It is the responsibility of the student to check with their insurance company to determine the following:
  - Coverage for services
  - Network status (in-network versus out of network)
    - Some insurance policies state if the student is further than 50 miles from home, or utilizing a Student Health Center, that they will recognize that facility as in-network.
  - Referral requirements

Required information for appointments:

- A copy of the insurance card (both front and back)
  - A picture is acceptable
  - This can be uploaded through the Student Health Portal
- The policy holder’s full name, current address and date of birth
- If insurance information or policy holder information is not provided, students have **3 business days** to provide the information. If no information is provided, all charges are posted to the student’s account.
Billing

• Charges will apply for services rendered.

• Insurance claims are submitted to the insurance company for clinical services.
  • We are able to file ND and MN Medicaid, but any other state Medicaid plans will have to pay out of pocket.

• After the patient claim(s) have been processed through insurance, any remaining patient responsibility (charges) are posted to the student’s account.
  • The amount of time it takes to process through the insurance company is unknown.
  • Once posted to the student account, these charges must be paid within 30 days.

• If a student does not have insurance or the student opts out of having their bill submitted to insurance, the student is financially responsible for 100% of charges.

• Student Account charges can be paid via the following:
  • Cash/check at NDSU One Stop
  • Credit Card online through Campus Connection (fees apply)
  • HSA/FSA in Student Health Service (phone or in-person)
Student Health Fee

Includes, but not limited to:

• Dietitian appointments
• Immunization compliance
• Nurse triage
• Online student health portal
• Health promotion and prevention programs
• Health and wellness education and outreach
• NP student preceptorships & shadowing experience
• Pharmacy internships & preceptorships
• Tobacco cessation
• Eating Disorder Multi-disciplinary Team
Dedicated to the success and well-being of our students!
Questions?