

# STUDENT HEALTH SERVICE

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WAKE FOREST UNIVERSITY



# Welcome!

The staff of Wake Forest University Student Health Service cares about you and your health. Our staff of physicians, psychiatrists, physician assistant, nurse practitioner, pharmacist, laboratory technologist, nurses, health educator, receptionist, cashier and administrative staff is dedicated to meeting your health care needs. Health education resources are available regarding a variety of issues, including nutrition, stress management, substance abuse, and learning about and practicing appropriate self-care. We look forward to serving your health needs.

## Our Mission

The mission of the Student Health Service of Wake Forest University is to promote and maintain the health of the University's students by modifying or removing health-related barriers to learning. This goal can be met by helping students obtain the skills necessary to remain healthy throughout life. The Health Service, in cooperation with other University and community resources, embraces a comprehensive approach involving health education, health maintenance, acute care, appropriate care of chronic illnesses and referral assistance. The result will be students who understand how to make informed decisions about their health and thus are able to be self-directed towards optimal wellness. The foundation of this mission is the staff, whose concern and understanding are measured by its competence and dedication.

## Confidentiality

Student medical records are confidential. Medical records and information contained in the records may be shared with therapists and physicians who are involved in the student's care, and otherwise will not be released without the student's permission except as allowed by law. Students who wish to have their medical records or information released to other parties should complete a release of information form at the time of each office visit or service.

## Student Health Service

- Acute care for illnesses and injuries
- Care for chronic illnesses with referrals as needed
- Physical examinations
- HIV and STD testing
- Gynecological services
- Preventive health
- Allergy injections
- Immunizations
- Referrals to specialists
- Health education
- International travel clinic
- Laboratory testing
- Pharmacy
- Sports Medicine Clinic
- Psychiatry consultation
- Day observation
- After hours care provided by our nursing staff 24 hours a day during fall and spring semesters

## Primary Care

The primary care clinic is open for appointments Monday through Friday for routine health care. Call 758.5218 for an appointment. We are located in the George C. Mackie Health Center, lower right level of Reynolds Gymnasium.

## After Hours Care (24 hours during fall and spring semesters)

After hours care provided by our nursing staff is available at the SHS during the fall and spring semesters. University Police can be called to transport students to the Health Service in an emergency. Students who have illnesses or injuries which cannot be managed in the Health Service are referred to WF Baptist Medical Center or Forsyth Medical Center. These students are transported by friends, taxi or ambulance to the referred hospital.

## Observation (24 hours during fall and spring semesters)

A 24-hour two-bed observation unit is maintained for students with problems that cannot be managed by ambulatory or home care but who do not require hospitalization in a general care hospital. A physician is "on call" at all times when the observation unit is open.

## Pharmacy

A pharmacy is provided for the purchase of prescription and over-the-counter medications. Prescriptions may be filled from on-campus and off-campus physicians with certain formulary restrictions. The pharmacy does not accept third-party insurance cards but does provide a receipt that students may submit to their insurance for reimbursement. The pharmacy is closed during the summer and during campus breaks.

## Laboratory

The SHS laboratory is a “CLIA Certified Moderately Complex Medical Laboratory” providing in-house testing and specimen collection for referral to a reference laboratory. Tests are ordered by SHS providers or by the student’s family physician with SHS approval.

## Allergy Injections

Allergy injections are available at the SHS by appointment. Students must provide specific written instructions from their allergist. Allergy injections are given only when a physician is on the premises.

## Immunizations

Wake Forest University and North Carolina state law (G.S. 130A-152) require documentation of certain immunizations for students attending a North Carolina college or university. Students must submit certification of these immunizations prior to registration. Documentation should be on the WFU Student Health Service *Health Information and Immunization* form. Vaccines for travel and routine preventative care are available by appointment.

## Travel Consultations

Students planning to study or travel abroad should go to the Student Health Service webpage: [www.wfu.edu/shs](http://www.wfu.edu/shs) and fill out the *International Travel Itinerary* form. The Travel Nurse will contact the student and set up a consultation time to review health issues and recommend immunizations for the particular country they are visiting. There is a fee for individual consults. There is no charge for groups of 3 or more traveling at the same time to the same destination.

## Health Education and Wellness

The Health Education Office’s primary focus is on health promotion and prevention of health-related problems. The office, located in 332 Benson, provides individual consultations on topics such as nutrition, disordered eating, substance use/abuse, stress management and sexual health issues. The office also:

- Teaches a variety of health-related classes (HES 100, HES 201 and HES 202)
- Maintains a Web site ([www.wfu.edu/healthed](http://www.wfu.edu/healthed)) and provides educational materials throughout campus
- Provides programs on health-related topics for the campus community
- Advises a variety of student organizations related to health issues (Peer Health Educators)

## Sports Medicine

Specialists in the care of bone, joint or muscle injuries, and/or medical problems related to exercise or athletics, are available at SHS by appointment on Tuesday afternoons during the fall and spring semesters. Visits are billed by Wake Forest University Physicians and are the responsibility of the student receiving care. Call 758.5218, option 0, for an appointment.

## AWARE: Student Alcohol Group

AWARE is a student-run organization that is working to promote a healthier social atmosphere on campus. They are an essential connection between the STAMP program and the student body. They meet weekly to organize social norm campaigns and alcohol awareness, provide peer education, and promote social options on campus and around Winston-Salem. If you are interested in being a part of AWARE or have questions, call 758.4371.

## Substance Misuse Prevention (STAMP) Program

The STAMP program provides the campus with prevention efforts, motivational interventions, and is a liaison to resources in the community. The office, located in 414 Benson, offers Brief Alcohol Screening and Intervention for College Students (BASICS), individual and group motivational sessions, educational groups for organizations, and consultations for concerned students, parents, faculty, and staff. Call 758.5218, option 0, for a confidential appointment.

## Psychiatry

Psychiatric consultations are available. Call SHS at 758.5218, option 0, or the University Counseling Center at 758.5273 for a referral.

## Eligibility

All students who have paid tuition are eligible for treatment. Family members of students are not eligible.

## Student Health Service Fee

An annual operations fee is charged to all full-time Reynolda Campus students except the Babcock evening and executive programs. If you have questions, contact Student Financial Services at 336.758.5234 or [fas-ar@wfu.edu](mailto:fas-ar@wfu.edu).

## Student Insurance Program Information

Health insurance is required as a condition of enrollment for fulltime degree-seeking students. Students who demonstrate comparable coverage that meets our criteria may waive the coverage provided by WFU. Information about the policy plan, process instructions and full information regarding eligibility can be found at [www.wfu.edu/sip](http://www.wfu.edu/sip).

## Service Charges

There are no charges for services of staff physicians. A charge will be made for injections, prescriptions, laboratory tests, medical supplies, travel consultations and special physical examinations. There is an hourly charge for room and board up to \$225 a day in the Observation Unit plus additional charges for supplies, laboratory tests and medications. Payment may be made by cash, check, Deacon OneCard, Student Blue Insurance, or billed to the student's account in Office of Financial and Accounting Services. A receipt is given for students to file for reimbursement from their insurance company. Student Health does not file claims for insurance. When a student is referred to a specialist outside the Health Service, or when a student is referred for x-rays or special laboratory tests outside the Health Service, all costs, including transportation, must be assumed by the student.

## Student Health Advisory Committee (SHAC)

The Student Health Advisory Committee is a student organization that represents students' interests in the SHS. SHAC is charged with maintaining vital connections between the programs, services and policies of SHS and the student body. The organization meets monthly to coordinate programs, outreach and address current issues in student health. If you are interested in serving on SHAC or have questions, call 758.5218, option 0.

## Wake Forest Emergency Response Team (WFERT)

WFERT is a student organization of Emergency Medical Technicians (EMT) and other volunteers who serve as first responders to on-campus calls for emergency care. They are sponsored by the Student Health Service, work collaboratively with University Police and the Facilities Management Safety Response Team, and are supervised by the Forsyth County Emergency Medical Services. The squad also performs special projects to increase the WFU community's health and basic life support awareness. Contact Student Health for more information.

## Peer Health Education

Peer Health Educators is an organization consisting of trained student volunteers who provide educational and awareness programs to the campus community and/or student organizations. Programs offered include contraception, sexually transmitted diseases, nutrition, eating disorders, and drugs and alcohol. Students interested in becoming a Peer Health Educator should contact the health educator at 758.5937.

## Class Excuses

The health service does not issue statements or excuses for class attendance.

## Patient Bill of Rights and Responsibilities

### You have a right to:

- Be treated with consideration, respect and dignity.
- Have consideration shown to the spiritual and cultural beliefs that influence your perception of illness and care.
- Privacy during medical care and confidentiality of communications and records pertaining to your care.
- Know who is responsible for coordinating your care.
- Receive complete and understandable information about your condition and care and participate in decisions regarding your care.
- Refuse recommendations for treatment to the extent permitted by law.
- Access to information in your medical record.
- Approve or refuse the release of information from your medical record except when release is required or allowed by law.
- Receive an explanation of your bill.

### You have a responsibility to:

- Provide accurate and complete information about current and past illnesses, medications and other matters pertaining to your health.
- Ask questions when you are in doubt.
- Follow your health care provider's instructions or discuss any obstacles you may have in complying with your prescribed treatment plan.
- Accept responsibility for refusing treatment or for not following your treatment plan.
- Keep appointments or cancel on a timely basis.
- Voice concerns to administration or medical staff without fear of reprisals or discrimination.

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## Staff

**Director:** Cecil D. Price, MD

**Associate Director:** Darren O. Aaron, MSHA

**Providers:** Carole Stuart, MD | Daryl Rosenbaum, MD | Guy Palmes, MD | Theresa Burgess, MD | Joanne Clinch, MD | Yvonne Greenlee, PA-C | Abbey Barnes, FNP

**Nurses:** Kathy Carstens, RN, BSN, BC | Karen Anderson, RN, BSN, BC | Dawn Allen, RN | Shirley Cobb, RN | Margaret Kittrell, LPN | Pat McElroy, RN | Cathy McCluskey, RN, BSN | Kim Eversmann, RN, BSN | Lynn Crouse, LPN | Tracy Thomas, RN

**Pharmacist:** Teresa Jackson, RPh

**Laboratory Technologist:** Vanessa Zwigard, MT (ASCP)

**Health Educator:** Natascha Romeo, MEd., CHES

**Substance Abuse Prevention Coordinator**

**Administrative Staff:** Carolyn G. Potts, Office Manager | Diane Collins, Medical Office Assistant | Kim Espinosa, Medical Office Assistant | Michelle Stanley, Medical Office Assistant

## Student Health Service

Member Institution, American College Health Association

George C. Mackie Health Center  
Reynolds Gymnasium, Lower Right Level

Phone: 336.758.5218

Fax: 336.758.6054

P.O. Box 7386

Winston-Salem, NC 27109-7386

[www.wfu.edu/shs](http://www.wfu.edu/shs)

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### Fall and Spring Semesters

Monday–Friday | 8:30 a.m.–Noon | 1:30–4 p.m.  
(call for appointment)

### Summer School

Monday–Thursday | 8:30 a.m.–Noon | 1:30–4 p.m.  
(call for appointment)

### Acute Care After Hours

Open 24 hours a day during fall and spring semesters  
(August–December and January–May). Staffed by  
registered nurse with physician on call.

### Medical Care when SHS is closed

Students who have urgent medical problems when the SHS is  
closed should seek help at one of the following resources:

- For Medical Emergencies call 911
- WF Baptist Medical Center Emergency Dept | 713.9000
- Forsyth Medical Center Emergency Dept | 718.2001
- Prime Care-North Point | 7811 North Point Blvd. | 759.0700
- Oldtown Immediate Care | 3734 Reynolda Road | 922.1102



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