

TO YOUR
HEALTH
2017-2018

THE
UNIVERSITY
OF RHODE ISLAND
HEALTH SERVICES

Dr. Pauline B. Wood Health Services

Potter Building
6 Butterfield Road
Kingston, RI 02881 USA
p: 401.874.2246
f: 401.874.2586

www.uri.edu/health

THINK BIG  WE DOSM



WELCOME

DEAR URI STUDENT:

Welcome to the University of Rhode Island. We at Health Services are eager to assist you in the development and maintenance of a healthy lifestyle through health education and service for your primary care needs. This brochure provides a brief outline of our philosophy, services, and policies that are designed to best meet your health care needs.

Your Health Services is recognized as providing a high standard of quality care through accreditation by The Joint Commission.

We welcome you and want to be of service for your health needs during the academic year. We desire to be your most sought-after health care resource, and we are committed to providing a user-friendly, compassionate, caring and confidential environment.

Please feel free to write or call me at:

Ellen M. Reynolds, M.S., Director
University of Rhode Island
Dr. Pauline B. Wood Health Services
6 Butterfield Road
Kingston, RI 02881
(401) 874-2246
Email: health@uri.edu

On behalf of our staff, we want to extend our best wishes for a healthy, pleasurable and rewarding educational experience at the University of Rhode Island.


Ellen M. Reynolds, M.S.
Director

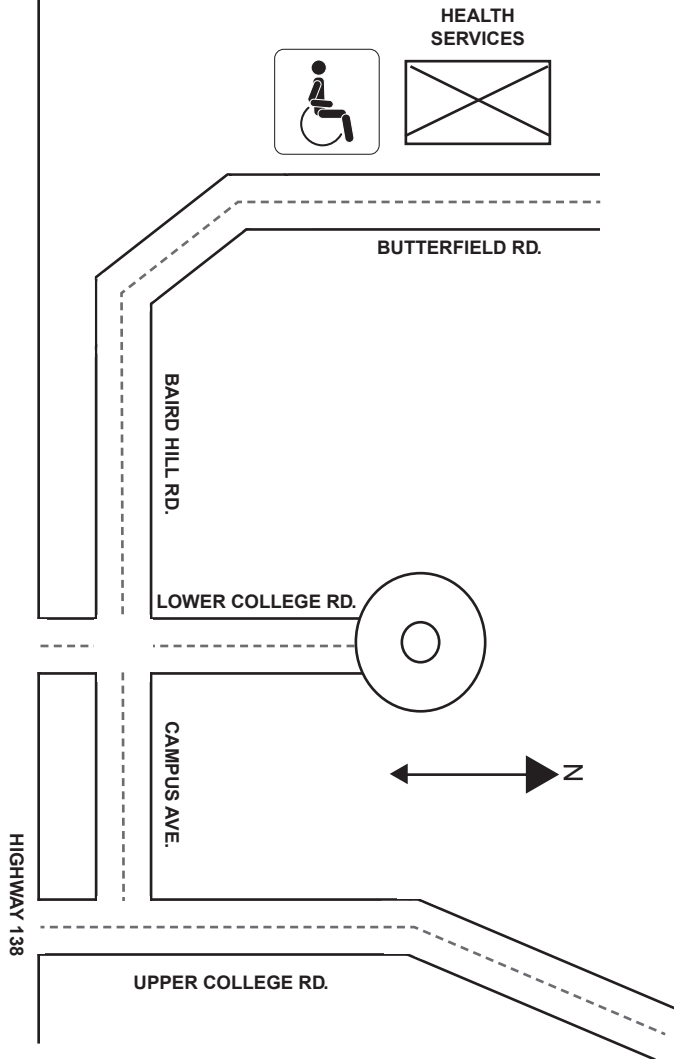
The University prohibits discrimination on the basis of sex, race, color, religion, age, handicap, status as a military veteran, national or ethnic origin, or sexual orientation.



SPECIAL ACCESS



Health Services (Potter Building) has accessible automatic doors at both levels of the Potter Building. Patients and visitors may enter through the front door of the Potter Building or the south side door of the lower level.



URI HEALTH SERVICES

HOURS OF OPERATION

Monday – Friday

Open: 8:00 a.m. - 8:00 p.m.

Appointments Available: 9:00 a.m. - 7:30 p.m.

Saturday – Sunday – Holidays

Open: 10:00 a.m.- 4:00 p.m.

Appointments Available: 12:00 p.m. - 4:00 p.m.

Laboratory and Pharmacy Available: 12:30 p.m. - 4:00 p.m.

Closed: Thanksgiving Break

Open: Winter, Spring and Summer Breaks with limited hours –
call **(401-874-2246)** or check our website

health.uri.edu for updates

VISION STATEMENT

To be the most caring, respected and sought-after health care resource for our diverse student population and a leader in college health.

MISSION STATEMENT

- **Provide comprehensive primary health care and prevention services within the context of:**
 - Patient's needs and expectations
 - Patient satisfaction
 - Easy access
 - Highest quality
 - Cost effectiveness
 - During the academic year
- **Support the mission and goals of the University through:**
 - Academic partnerships
 - Research
- **Respect the dignity and privacy of the individual by exercising:**
 - Compassion
 - Kindness
 - Patience
 - Sensitivity to diversity
- **Create an environment conducive to employees' professional growth and personal fulfillment.**
- **Succeed through good communications and clearly defined policies.**
- **Teach and promote healthy lifestyles and disease prevention.**
- **Maintain national accreditation.**
- **Focus on the future.**

MISSION-VISION, OVERVIEW OF SERVICES

Our health care delivery philosophy is based on several tenets:

- We will provide you with a wide range of ambulatory, primary care services, including health education and wellness programs.
- We will strive to provide the services you need at your convenience with available resources.
- We will provide quality, cost-effective care.

WE WILL ACCOMPLISH THE ABOVE AS FOLLOWS:

• Easy access:

- For emergencies requiring an ambulance:
Call 24 hours a day: 874-2121
- For a new illness/condition, call: 874-2246
- For Women's Clinic, call: 874-5151
- For other medical appointments
(follow-up, etc.), call: 874-2246
- For other services or inquiries, call: 874-2246

• Providers:

- Board certified physicians.
- Certified Nurse Practitioners with additional training in college health.
- Registered Nurses and Licensed Practical Nurses with additional training in college health.
- Licensed Pharmacists, Laboratory, and X-Ray Technologists.
- Our specialists' network includes Gynecology, Dermatology, and Psychiatry. Their selection is based on their clinical expertise and their sensitivity to the needs of the college-age patient.

• Appointment System:

- Students are seen by appointment from 9:00 a.m. to 7:30 p.m., Monday through Friday.
- A phone triage evaluation conducted by a specially trained registered nurse determines how quickly the patient should be seen for injury/illness.
- Urgent patients are seen as soon as possible.
- Specialty clinics are also scheduled on an appointment basis.

ACCESS TO APPOINTMENTS

For New Illnesses: 874-2246

Access is through a telephone triage system.

Please call **874-2246**. Telephone triage is a system in which you are evaluated on the phone by a registered nurse and given an appointment according to the urgency of your condition, much like in your doctor's office at home.

For Follow-Up Appointments: 874-2246
(As Requested By Your Provider)

**Allergy Shots, Immunizations,
Travel Vaccines and STI Screening:** 874-2246

When your provider asks to see you again in follow-up, you may stop by the front desk in the waiting room or call this number: 874-2246. **Remember, do not call this number for a new illness; only for a follow-up appointment.**



For Telephone Advice 874-2246
If you are uncertain about the need to see a provider or have a medical question, call to speak with the Triage Nurse.

For Women's Clinic 874-5151
An area has been set aside for the special health needs of women. It is open Monday through Friday from 8:00 a.m. - 4:00 p.m.; appointments from 9:00 a.m. - 3:30 p.m.; some evening appointments are available.

To meet these needs, specially trained nurse practitioners, nurses, and physicians staff the clinic. Routine gynecological examinations, pap smears, laboratory tests, and consultations are offered for particular problems including infections, pregnancy testing and contraceptive needs. Test results are given in a private appointment.

A consultant is on site once a week; colposcopy is available in this clinic.

If you would like to be seen in the Women's Clinic, you must call for an appointment.

Specialty Clinics

Your Health Service Fee also provides access to our in-house specialty clinics. Consulting physicians hold regularly scheduled clinics in Dermatology, Gynecology, Internal Medicine, Psychiatry, and Surgery.

You need to see a Health Services provider first to be referred to a specialty clinic.

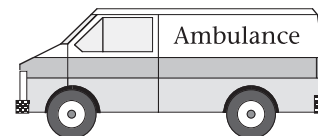
Female and Male Providers

If you have a preference as to the gender of the person who examines and treats you, please tell the appointment clerk when you make an appointment. We will do our best to accommodate your wishes.

Emergency Care 874-2121

In case of sudden serious illness or injury, call for emergency medical care. The URI ambulance (URIEMS) with basic EMT services will respond and provide pre-hospital care and transport to South County Hospital Emergency Department.

Emergency Care by URIEMS is available 24/7/365.



Mental Health Services

Providers at Health Services work closely with the Counseling Center located in Roosevelt Hall. Students are referred to the counselors by the physicians or nursing staff. Students may also request counseling services by calling the Counseling Center directly at 874-2288.

Emergency crisis intervention is available through either Health Services or the Counseling Center and may involve the services of a consulting psychiatrist. When Health Services is closed, emergency services are provided by the Emergency Department at South County Hospital. The Hospital, Health Services, and the Counseling Center consult as necessary to provide continuity of care. Counseling services are usually short term. When more extensive sessions are necessary, counselors can refer the students to service providers in the community. We suggest that you check your health insurance coverage. The Counseling Center, often in collaboration with Health Services, offers a broad range of educational and group programs dealing with eating problems, depression, stress, adjustment problems, and other related areas.

Health Education **874-5954**

The office of Health Education and Nutrition Counseling located on the lower level of the Potter Building provides a variety of services to promote and enhance personal and campus health and well-being. Services include:

- **Peer Education**
Currently, peer educators offer workshops in the areas of human sexuality (Sense & Sexuality, Birth Control, STI's, Healthy Relationships), and cardio-pulmonary resuscitation (CPR).
- **Health Promotion**
Programs are scheduled throughout the academic year and cover topics of major health concerns. A Wellness Clinic is held weekly and focuses on health topics of student interest such as over the counter medications, designer drugs, tanning and safe party tips.
- **Nutrition Services**
Individual counseling appointments are available. Workshops in the academic and residential settings are available upon request. The office of Health Education is open from 9:00 a.m. to 4:00 p.m. Monday through Friday, while classes are in session.
- **Health Education Library** **874-5954**
The office of Health Education in the Potter Building has a small library of recent health articles and brochures available to students.
- **Stress Reduction/Relaxation Clinic and other Wellness Programs** **874-5954**
Call Health Education for day and time.

HEALTH EDUCATION, PHARMACY

HEALTH SERVICES PHARMACY

401-874-4775

HOURS OF OPERATION

Monday through Friday, 8:00 a.m. - 8:00 p.m.

Saturday, Sunday, and Holidays: 12:30 p.m. - 4:00 p.m.

Closed: Thanksgiving Break

Open: Winter, Spring and Summer Breaks with limited hours–

Call or check our website health.uri.edu for updates

Health Services Pharmacy is licensed by the State of Rhode Island and Federal Drug Enforcement Administration and is staffed by registered pharmacists.

KEY FACTS

- **REGARDLESS** of URI or private health insurance, **ALL students who pay the Health Services Fee are eligible for pharmacy services.**
- Presently we are not able to accept private prescription insurance plans and currently only accept the URI student health insurance plan for prescription reimbursement, this will affect how some students receive maintenance medication they are presently taking. Please call our Pharmacy for advice.
- Payment is expected at time of service. We accept cash, check, VISA/MasterCard/Discover and RAM Card.
- Limited formulary* of medications, i.e., We do not carry every medication available in a retail pharmacy.
- We accept prescriptions from outside providers for medications available on our formulary.
- **NO** Special orders of medications.
- Standard tiered co-pay system for prescriptions for all students regardless of insurance type.
- Most immunizations are available. The student is responsible for the cost of the vaccine, if not covered by insurance.
- Most OTC (Over the Counter) products are no charge. Some are a nominal cost (i.e., vitamins, condoms).
- Cooperation with local retail pharmacies for the use of private prescription insurance and delivery service can be arranged by Health Services' Pharmacy staff.
- Patients are encouraged to visit URI Health Services Pharmacy for counseling regarding the most affordable option for obtaining prescriptions.
- Travel clinic medications available.

**The pharmacy operates under a formulary system where only drugs approved by the Pharmacy and Therapeutics Committee are stocked and dispensed. The formulary contains drugs which are effective in treating diseases and conditions most often affecting the majority of the student population. They reflect the prescribing requirements of the URI Health Services' medical staff. Please visit our website, health.uri.edu for updated information.*

X-RAY, LAB, IMMUNIZATIONS

What is the Cold Self Care Center?

The Cold Self Care Center is located in the waiting room of the Potter Building where students can take their temperature, assess their condition, and complete a form requesting certain over-the-counter cold remedies. The form is then taken to the pharmacy where professional staff will issue the medications, answer questions, and provide drug information. There is no charge for most of these medications.

X-Ray Services 874-4770



Our registered technologists provide routine X-ray examinations. There is a fee for X-ray work which can be billed to your insurance, **but any unpaid balance is the student's responsibility.***

The URI Student Health Insurance Plan covers most X-ray work performed at Health Services. Other insurances may vary with coverage. Referrals are made for other Diagnostic Imaging Services such as Ultrasound and M.R.I.

X-ray and Diagnostic services are available Monday-Friday during the academic year.

Laboratory Services 874-2492



The Federally licensed laboratory in the Potter Building provides routine laboratory work, i.e., blood glucose, complete blood counts, mono tests, urinalysis, pregnancy tests, rapid tests for strep and flu, HIV screening. Other work is sent to reference laboratories.

There is a fee for lab work which can be billed to your insurance, **but any unpaid balance is the student's responsibility.***

The URI Student Health Insurance Plan provides coverage for work performed in this laboratory. Laboratory services are available during the academic year from 8:30 a.m. - 7:30 p.m., Monday through Friday; 12:30 p.m. - 4:00 p.m., Saturday, Sunday, and Holidays.

Immunizations and Allergy Injections 874-2246



If medications and written instructions are provided to us by your physician, a registered nurse is available to administer allergy injections, and medications can be stored in a refrigerator at Health Services.

Nurses are available to review and update personal immunization needs. Advice and some immunizations for foreign travel are available.

Immunization and Testing Requirements: 874-4612

Before attending URI, you must meet certain immunization and testing for communicable disease requirements. The requirements are authorized by Section 23-1-18(9) of the General Laws of Rhode Island, established in accordance with the most current recommendations of the Centers for Disease Control and Prevention, and issued in the Rules and Regulations of the Rhode Island Department of Health.

Required immunizations (proof of immunity) include:

- **Rubella** (German Measles): Two (2) MMR shots required (or positive titer).
- **Mumps**: Two (2) MMR shots required (or positive titer).
- **Rubeola**: Two (2) MMR shots required (or positive titer).
- **Tetanus, Diphtheria**: A Tdap dose should be given once. A Td booster dose is required within the last ten years.
- **Hepatitis B Series**: Three (3) shots required (or positive titer).
- **Meningitis**: One (1) dose required if under 22 years old; A booster (2nd dose) required if you were vaccinated prior to your 16th birthday.
- **Varicella**: Two (2) shots required (or positive titer or a signed statement from your healthcare provider stating that you have a history of chickenpox).

Required testing for communicable disease includes:

Please go to health.uri.edu and click on New Student Health Forms, TB Screening Form for more details. This form is required and can be completed via the Patient Portal.

Students in health science majors and those doing practicum in health institutions or schools may be required to obtain TB testing. **Students are responsible for the cost of testing as it is not covered by most insurance companies.**

** Some insurances do not cover you if you use the Student Health Center for Lab/X-ray services. It is the student's responsibility to confirm coverage in advance. Our providers will furnish outside Lab/X-ray orders if requested.*

In-Patient Care

Those requiring in-patient care will be transported to the South County Hospital, located approximately 8 miles from campus. We provide a Holding Unit with two holding beds which are used for observational purposes until a disposition is arrived at by our clinical providers, i.e., hospitalization, home, or back to campus housing.

Your health services fee provides the following services:

- Routine office visits with URI providers (The student will not be billed for the office visit; however we will bill insurance companies and accept their reimbursement.)
- Ambulance/Emergency Transport Services (by URIEMS).
- Pharmacy (Most over the counter medicines and some acute care prescriptions are free. **In some cases, there is a co-pay for prescriptions for acute care.** Medications for chronic conditions are available for a cost).
- Administrative services provided at Health Services.
- Health education and prevention programs.
- The cost of most medical procedures and some medical supplies, provided by Health Services.
- You are eligible for Health Services regardless of your insurance coverage.

Accident/Sickness Insurance Policy:..... 874-4749

It is the policy of the University of Rhode Island that all full-time students as well as international students and their dependents have current health insurance to provide coverage for unexpected, extended, and expensive care resulting from accidents and illnesses that are not covered by the Student Health Service fee. Students are required to purchase the University sponsored insurance unless evidence of comparable coverage in another plan is provided to the University through a completed waiver form. **Waiver forms must be submitted online at www.uri.edu/health. Waivers are required annually.** Please contact the Insurance Office of Health Services at 401-874-4749 with any questions.

To waive the Accident/Sickness Insurance, a student must complete the waiver form online each year, prior to the waiver deadline. By completing the online waiver form, you are indicating that you have comparable insurance for lab, x-ray, and other services. It will be your full responsibility if your private insurance does not cover these expenses. You will be responsible for the cost of the insurance if the waiver is not submitted by the deadline date. If you cancel the insurance after the waiver period, no portion of the premium is refundable. **Whether you waive the health insurance or not has no bearing on your ability to utilize the Health Services – we want to be your choice for health care.**

The Accident/Sickness Insurance is optional for matriculating part-time students. Students who elect insurance coverage through the University are also required to pay the Health Services fee each semester they are registered students regardless of the number of credits they are carrying.

Part-time students at the University of Rhode Island may utilize services located in the Potter Building at URI Health Services provided they have paid the Health Service fee and are covered under a health insurance plan. If a full-time student has the University sponsored insurance in the fall and becomes a part-time student in the spring, the student, if registered for any classes, must pay the Health Services fee.

Confidentiality:

Confidentiality is important to us as well as to you. You can be assured of confidential treatment of your medical records and will have the opportunity to approve or refuse the release of information. You, the adult student, are our patient; parents do not have access to your medical records without your consent. Your record will not be shared with other offices at the University without your written consent. There are very few exceptions when release of specific information without your expressed consent is necessary (health insurance companies, emergencies or as required by law, i.e., in court cases involving claims of insurance fraud, malpractice or liability). The Health Services' staff receives ongoing training regarding patient confidentiality issues. In order to assure continuity of patient care, medical information is shared between Health Services and other health care providers as needed.

Release of Health Information:..... 874-2246

As the patient, you must sign a form to request and allow Health Services to release your medical information. On the release form, you indicate what information you wish released and to whom the information should go. There is also a section of the release form that allows you to control specific types of information.

What happens to my health records after I leave URI?

To request a copy of your record, you must complete and sign an Authorization to Release or Request Medical Information form (downloadable at www.uri.edu/health) or send a written request signed by you stating what information you want and where you would like it to be sent. Please include your Student ID# / DOB and a phone number where you can be reached. If you have any questions about requesting or releasing your health information, please call 874-4763.

There is no charge for records that are sent to another health care provider. If you wish copies of your records to be sent to you for your own personal use, there is no fee for the first copy. However, subsequent requests will be processed for a \$15 processing fee + 25¢ for each additional page thereafter. (Checks should be made payable to the University of Rhode Island Health Services.)

There is no charge for copies of immunization records. We can mail or fax your record (i.e., immunizations, lab, X-Ray results). We cannot fax an entire health record, nor can we email health records.

URI Health Services maintains medical records in compliance with Rhode Island General Laws.

PATIENT BILL OF RIGHTS

THE PATIENT BILL OF RIGHTS & RESPONSIBILITIES

The goal of Health Services is to provide all patients with high quality health care in a manner that clearly recognizes individuals' needs and rights. To accomplish this goal effectively, the student and the health care provider must work together to develop and maintain optimum health. To promote this goal, the following student rights and responsibilities have been identified:

As a patient, you have the right:

1. To receive considerate care that is respectful of your personal beliefs, your cultural, and your spiritual values;
2. To have all things explained to you in terms that you can understand and to have any questions answered concerning your diagnosis, prognosis, and treatment;
3. To know what the diagnosis is; what your prognosis is; what treatment options are available to you; how risky the treatments are; and whether they will hurt, and for how long;
4. To have all the common side effects of a drug explained;
5. To know the contents of your medical records through interpretation by the provider;
6. To know who is interviewing and examining you;
7. To have explained to you ways that you can prevent your medical problem from recurring;
8. To refuse to be examined or treated by a health practitioner and to be informed of the consequence of such a decision;
9. To be assured of the confidential treatment of disclosures in your record and to have the opportunity to approve or refuse the release of such information, except when release of specific information is required by law or is necessary to safeguard you or the university community;
10. To be informed and asked whether you wish to participate in medical research that is being conducted at Health Services;
11. To participate in the consideration of ethical issues that arise in the provision of your care;
12. To receive care in a secure and private environment so that the treatment experience is positive and supportive;
13. To receive care in a timely and professional manner within available resources from a provider with whom you are comfortable;
14. To be heard when you have a concern regarding quality of care or patient safety with resolution by empowered staff or through submission of a formal Patient Care Survey or a more formal Incident Report to the Director and, if your concern is not answered, you may contact our accrediting body, The Joint Commission;
15. To designate a Partner in Care (surrogate) decision-maker to participate with you and the provider in care decisions and delivery;
16. To have information provided regarding the health service fee, insurance requirements, cost of treatment, and payment options.
17. To have appropriate assessment and management of pain.

As a patient, you have the responsibility:

1. To provide Health Services with information about past illnesses, hospitalizations, and medications;
2. To follow the plan of care or to express concern regarding your ability to comply;
3. To ask questions if you do not understand the directions or treatment being given to you by a provider;
4. To take responsibility for the outcome of your care if you have refused treatment;
5. To keep your appointment or to telephone Health Services, with reasonable notice, if you need to cancel;
6. To be respectful of others and others' property while in Health Services facility.
7. To provide current and accurate insurance information to Health Services.
8. To be an active partner in arranging transition of care when no longer eligible for care (graduate or no longer a full-time student paying the health service fee) at URI Health Services. This includes arranging for recommended follow-up care and requesting copies of appropriate records be forwarded to a provider of your choice.

DR. PAULINE B. WOOD HEALTH SERVICES

You Paid for These Services!

Regardless of health insurance, all students who pay the Health Services Fee are eligible for services including:

- FREE/Confidential Office visits with URI Health Services providers**
- FREE/Low Cost Cold over-the-counter medicine**
(Ibuprofen, cough syrup, cold medicine, cough drops, etc.)
- FREE Ambulance/Emergency Transport Services (URI EMS)**
- FREE Health education and prevention programs**
- FREE Flu Clinic, Health Fairs**

Same day appointments available! Prescriptions are provided at lowest possible cost and often no cost!

health.uri.edu

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