

YOUR HEALTH CENTER

Tulane University

Our Mission

To provide quality
primary health care for
Tulane University
Students
with sensitivity to age,
gender, disability,
culture, ethnic
background, and sexual
orientation.



Uptown Campus, Building 92
Phone: (504) 865-5255
Fax: (504) 865-5083

Health Science Center Campus
Elk Place Building, Room 261
Phone: (504) 988-6929
Fax: (504) 988-3217

Web:
<http://www.tulane.edu/~health/>

James H. Farrow, M.D.,
Director



Accredited by



The **Student Health Center (Uptown)** is located on both the Uptown and Health Science Center (Downtown) campuses. The SHC provides medical, psychiatric and health educational services to all eligible students. Students are encouraged to utilize the health center on their respective campus.

WHEN ARE YOU OPEN?

During the academic year, we are open weekdays from 8:30 a.m. to 4:30 p.m. On Saturday, the **uptown** clinic is open from 9:00 a.m. to 12:00 noon for acute illnesses and injuries. During breaks and summer sessions, reduced hours are in effect. Call the Center or visit our website for the correct hours.



WHO IS ELIGIBLE FOR CARE?

ALL FULL-TIME STUDENTS at Tulane are eligible to receive primary care services here: **part-time and dissertation students are eligible if they pay the health center fee.**

IS THERE A FEE?

Full-time students have already prepaid their Health Center fee at the time of registration, so **most professional services are provided at no additional charge.** Fees are charged for laboratory tests, pharmacy purchases, orthopaedic appliances, immunizations, Travel Clinic, and some gynecological services, etc., but these can be billed directly to your student account, and are frequently reimbursable under your medical insurance plan. **Sorry, since most services are provided at no cost to our patients, we do not accept or bill insurance.**

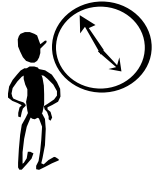
Fall semester students are eligible for health care from July 1 to December 31 and Spring semester students from January 1 to June 30. Summer-only students will be seen on a fee-for-service basis.

WHAT IS THE TULANE STUDENT MEDICAL INSURANCE PLAN?

All full-time students at Tulane are required to have some form of medical insurance in case of hospitalization. For those students who are no longer covered by their parent's policy, Tulane sponsors a fairly inexpensive Student Major Medical Insurance Program through Aetna. **Services at**

the student health center are provided to students regardless of their insurance coverage.

IF I AM SICK, SHOULD I MAKE AN APPOINTMENT OR JUST WALK IN?



Call the Nurse Triage Express line at 862-8121 first. You should phone and make an appointment so that you can be seen at a definite time with little or no waiting. Those just walking in will be seen as soon as possible by one of the primary care practitioners. Sometimes many students arrive at the same time, and this means some will have to wait, while at other times you will be seen shortly after you arrive. Whatever the wait, be assured we are trying hard to be efficient, while at the same time providing excellent medical care. Of course, emergencies take precedence over both appointed and walk-in patients. Because of reduced available during the lunch hours, students will wait less if they "walk in" before 11:00 a.m. or after 1:30 p.m.

WHAT IF I GET SICK AFTER HOURS?

If you get sick at night and need to talk to a physician, dial the Student Health Center. Instructions will be given on how to contact the physician-on-call who will return your call as soon as possible.

WHAT IF I HAVE A REAL EMERGENCY?

If you live on the uptown campus, call X5200 (Security) and they will dispatch an officer, as well as (during the fall and spring semesters) the Tulane Emergency Medical Service (TEMS) ambulance. We are proud to sponsor this dedicated group of volunteer students trained as emergency medical technicians who provide prompt 24-hour ambulance service for the campus community at no charge.



If you are off-campus, call 911, the New Orleans emergency number, and they will arrange for an ambulance.

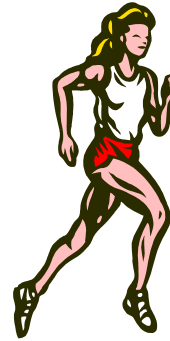
WHAT IS THE PRIMARY CARE CLINIC?

Our primary care practitioners see students by appointment or as walk-ins for urgent care. We are well equipped to manage the illnesses and injuries common to a student population. When patients need more specialized care after our evaluation, they are generally referred to one of

the full-time specialists at the Tulane University Medical Center, unless the student prefers another specialist.

DO YOU HAVE A PROGRAM FOR WOMEN'S HEALTH PROBLEMS?

There are two Women's Health Clinics: 1. Primary GYN Clinic (contraceptive care, minor gynecologic conditions, annual exams, and emergency contraception/morning after pill), for which there is no charge for practitioner services; and 2. a Consulting GYN Clinic that is on a fee-for-service basis for more complicated problems which require a gynecologist's care.



AND FOR MEN?

We have a Men's Clinic for problems, and just worries, about sexual and genitourinary health, and any other health concerns common to the male student. Students will see a male physician with special expertise in men's health.

WHAT ABOUT MY SEXUAL HEALTH?



We are confidential, sensitive, and committed to providing medical care, education and counseling to help you manage your sexual and reproductive health. If you have the symptoms, or have been exposed to, a sexually transmitted disease, you should make an appointment with the Primary Care, Gynecology, or Men's Clinics. If a woman needs the "morning-after" pill, she should come to the Primary Care Clinic promptly or after-hours through the on-call service. Pregnancy tests are available, and confidential counseling is offered if necessary. When making appointments and you are asked the reason, feel free to state "for personal reasons," and the subject will be dropped. Lesbian, bisexual, and gay men's health concerns are addressed with sensitivity.

HIV testing is available either at the time of a visit for another reason with one of the practitioners, or by specifically requesting an "anonymous" HIV appointment with the Department of Psychiatry. Most insurance companies will not cover screening tests, so students are charged for the cost of the test.

Do not hesitate to make a request for a doctor of the same sex when making an appointment, or even when you are a walk-in patient at the Primary Care Clinic. We can

almost always accommodate this request when an appointment for a future visit is being made, and will try, but cannot promise, to respond to this wish when you walk in for an acute illness.

ARE YOU ABLE TO LOOK AFTER PSYCHOLOGICAL PROBLEMS?

The Psychiatry Clinic has a staff of psychiatrists, clinical social workers and psychologist, and they provide evaluations, crisis intervention, medication management, and both short-term and group psychotherapy, always respecting confidentiality. Call 865-5255 (Psychiatry) to schedule an initial appointment or crisis visit.

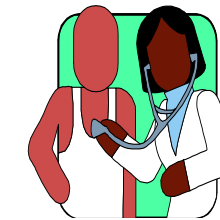
If you have a psychiatric emergency, you can walk in during regular hours, or after hours go to the Tulane University Medical Center emergency room.

Diagnosis and treatment are available for eating disorders, stress reduction, and smoking cessation.

WHAT IF I THINK I HAVE A DRUG OR ALCOHOL PROBLEM?

We have board-certified alcohol and drug counselors who provide consultation, counseling, evaluations, and referrals to appropriate treatment facilities and support groups when necessary. Educational programs on alcohol and drugs are also available.

ARE THINGS KEPT CONFIDENTIAL?



All of your medical information is strictly confidential, and we strictly observe this rule of medical ethics. You are entitled to privacy, within the capacity of the facility, and to confidentiality to the extent provided by the law.

WHAT HEALTH EDUCATION DO YOU PROVIDE?

Our Wellness and Health Promotion department provides a variety of educational programs, both on the campus and at the Center, addressing such issues as: safer sex, prevention of sexual assaults, basic nutrition, weight reduction, and smoking cessation. Our health educator is aided by a group of volunteer students, the Peer Health Advocates of Tulane (PHAT).



CAN I RECEIVE MY ALLERGY SHOTS AT THE STUDENT HEALTH CENTER?



Yes. Students who are receiving desensitization injections prescribed by their physicians at home can receive their injections at the Student Health Center. Please call and speak to the Allergy Nurse **before** coming to college in order that the appropriate forms can be sent to you and your physician. A modest fee is charged for this service.

DO YOU GIVE CLASS EXCUSES?

No. The policy of Tulane University is for the Student Health Center *not* to issue excuses for missed classes because of a student's illness or clinic visit. The only exceptions are for missed final examinations.



CAN VISITORS BE SEEN?

People from out of town who are visiting either the campus or a student can be seen in the Primary Care or Weekend Clinic if:

- The visitor is a friend of a student from out of town or is a family member from outside the New Orleans area who is visiting the student and the visitor is accompanied by an eligible student from Tulane who indicates that person is visiting with the Tulane student.
- The visitor is a high school student touring the campus as arranged by the Admission Office.
- The visitor has a Tulane Mardi Gras Visitor's ID during that week.
- Out of town family members visiting for brief periods of time who require short-term prescription refills or minor treatment.

We will provide professional services to these patients during the school year at no charge.

ARE YOU ON THE WEB?

Information about the Student Health Center, insurance, medical and health information, and links to many other health-related sites can be found on our Web Page. We can be

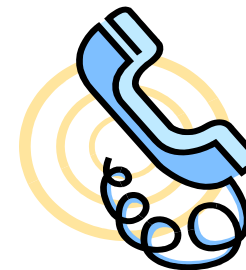


found by clicking on "Student Life" on the Tulane University Home Page and then "Student Affairs/Services". We are the first place you should look when searching for medical information.

Our Web site is: <http://www.tulane.edu/~health/>

DO THE STUDENTS HAVE ANY INPUT INTO THE HEALTH CENTER?

Absolutely. This is *your* Health Center and we value your views. Your written comments are solicited after every visit, and they are taken seriously. There is a Student Health Advisory Board chaired by a student and with members appointed by the Associated Student Body. It both critically and constructively reviews the activities of the Center, conducts its own satisfaction survey, monitors the Center's own patient-satisfaction surveys, and provides ideas for new and expanded programs. Students are encouraged to apply for membership on this committee. Students and parents can also discuss concerns with either the Director or the Patient Advocate.



Student Health Center Main Number on the Uptown campus is 865-5255

IS THERE A LABORATORY?

The laboratory is open from 8:30 a.m. to 4:30 p.m. on weekdays.

DO YOU HAVE A PHARMACY?

Our pharmacy is located in the Health Center and carries a wide variety of both prescription and over-the-counter drugs. Prices are generally below even those found in chain pharmacies.



We do not accept prescription cards or bill insurance.

The hours are 8:30 a.m to 12:30 p.m. and 1:30 p.m. to 5:00 p.m. on weekdays during the school year. Call the Center for information regarding the shorter summer hours.

WHAT IS THE TRAVEL CLINIC?

Full-time students anticipating travel abroad, especially to developing countries, are urged to make an appointment with the Travel Clinic at least three months before departure to discuss their need for immunizations, malaria prophylaxis, and for the latest travel advisory from the State Department. There is a small charge for this service.



Appointments	Ext.	200
Allergy Clinic	Ext.	200
Men's Clinic	Ext.	200
Pharmacy	Ext.	202
Administration	Ext.	209
Medical Records	Ext.	222
Women's Health Clinic	Ext.	228
Psychiatry	Ext.	230
Health Education	Ext.	237
Insurance	Ext.	239
Laboratory	Ext.	240