

A publication of the Student Health Advisory Council and the Student Health Service

UD STUDENT HEALTH SERVICE
• LAUREL HALL •

Campus Emergencies.....9-911
Appointments/Information.....831-2226
Women's Health.....831-8035
Sports Medicine.....831-2482
Comment Line.....831-4898

www.udel.edu/shs

WE'RE SERIOUS ABOUT QUALITY

How do we know that we are giving quality care at Student Health Services (SHS)? At SHS, we take quality very seriously; in late 2000, we sought and achieved accreditation through a nationally recognized organization (AAAHC) as an Accredited Ambulatory Health Care Organization. Active pursuit of quality in all areas of care/service is the major requirement for this accreditation.

On an ongoing basis we evaluate and try to improve the quality of the care/service you receive in a variety of ways, some of which are listed below.

- We participate in ongoing continuing education in many ways including a very active Staff Development Committee which arranges for speakers from the medical community to address topics of relevance to SHS. SHS staff networks on the community, state, and federal levels on issues of public health (including bioterrorism).
- We do monthly chart audits (peer review) to assure that care given by our practitioners and nurses meets acceptable standards.
- Each unit at the SHS has a Quality Improvement Committee, which is charged with seeking and making improvements in their area of responsibility. These may be related to risk management, safety, or improving our processes.
- The Student Health Advisory Council (SHAC) represents the student body when it makes suggestions for improvements or expanded services. SHAC membership is composed of student body representatives and SHS administrators.
- All complaints are thoroughly investigated by the Director of SHS, with an eye toward making improvements.
- We survey the users of SHS on a regular basis (at least annually) asking them to rate the quality of care and service and make comments and suggestions, which would help us improve. Watch for the next survey to begin in April.
- To allow suggestions to be made by any student or parent, our web site has a "contact us" site; we have a phone comment line (831-4898); and there are "How Was Your Visit?" comment cards available at the SHS.

So if you have suggestions for improvements to our care/service, please be sure to pass them along to us. We're interested in quality!



What to do and where to go when chicken soup isn't enough

The Student Health Service has many clinics and departments that offer a variety of services. Here is some information to help you decide where to go. Call 831-2226 for an appointment or more information.

ACUTE CARE CLINIC / CLINIC ROOM

For the student who has an acute health care problem that needs prompt assistance. No appointment is needed. A nurse will meet with you and help plan your care. Students with emergency or urgent problems are treated first.

ALLERGY / IMMUNIZATION CLINIC

By appointment only. Hours: Monday, Tuesday, Thursday, Friday, 8:15 am–11:30 am and 1 pm–3:45 pm. Provides the administration of allergy serum provided by your physician. Provides the administration of vaccines against preventable diseases (e.g., Hepatitis B, and measles, mumps, and rubella).

LABORATORY

Hours: Monday–Friday, 8 am–4 pm
Provides a wide range of primary lab services at no charge. Coordinates testing with an outside lab and your private physician. When an outside lab is used this testing is not included in your health service fee.

NUTRITION CLINIC

An appointment is needed as well as a referral from a Student Health Service clinician or counselor. Provides nutritional evaluation, information, and counseling about nutritional and dietary concerns.

MEDICAL CLINIC

An appointment is needed. Provides treatment and follow up for general medical care.

WART CLINIC

Hours: Wednesday 9 am–noon and 1 pm–4 pm. Must be diagnosed and referred by Student Health Service clinician before first appointment for treatment is made.

WOMEN'S HEALTH / GYN

An appointment is needed. Offers full gynecological services, emotional support, education, and referral. Services available include: routine gynecological exams, Thin Prep Pap smears, diagnosis and treatment of infections, pregnancy testing, prescriptions for various birth control methods and emergency contraception. A special sensitivity to first gyn visits. Staffed with female practitioners.

SPORTS MEDICINE

An appointment is needed. Although primarily for athletes, other students may be referred for evaluation.

X-RAY / RADIOLOGY

Hours: Monday–Friday, 8 am–noon and 1 pm–4:30 pm. Provides x-rays when ordered by a health service clinician. There is a fee for service that is not covered by the health fee.



Top 10 Questions

- 1 **Can I schedule an appointment?** Appointments can be scheduled by phone or in person Monday–Friday from 8 am–5 pm. Call 831-2226.
- 2 **Do I need to cancel my appointment?** If you are not going to keep an appointment, please call well ahead of time so we can offer this appointment to another student.
- 3 **If I become suddenly sick or injured, can I be seen without an appointment?** At the Urgent / Walk-In Clinic no appointment is needed. A nurse will assess you and schedule appropriate care.
- 4 **What if I am sick and have no way to get from my dorm to the health center?** A student living on campus can call Public Safety at any time and ask to be brought to the health center.
- 5 **If it is 2 am, do I need to wait until 8 am to come over?** No, the Student Health Service is open 24 hours a day when classes are in session except during holidays and breaks.
- 6 **What if I feel sick and don't want to stay in my room?** Students who choose to do so may stay at the health center in the inpatient area.
- 7 **I heard that if I have a cold I can come and get some free medicine. Is this true?** You can visit the Self Care Center and pick up a “URI/Cold pack” that contains some over-the-counter medicine plus disposable thermometers.
- 8 **Does it matter if I am late for my appointment?** If you arrive late for your appointment you may need to reschedule. It is advisable to arrive 10 minutes before your scheduled appointment.
- 9 **Can I call and speak with someone about health questions?** Nurses are available to speak with you regarding health related questions and concerns. If the nurse is busy leave a message and the nurse will get back to you as soon as possible.
- 10 **Where is the Student Health Service located?** In Laurel Hall, at the lower end of South Campus; follow the walkway south from the library. We are on the NE side of the intersection of South College Avenue and East Park Avenue.

A Dispensary?

A convenient place to purchase medicines or items that may keep you healthy or help you feel better.



LOCATION: First floor of the Student Health Service

HOURS: Mon.–Fri., 8:30–12 and 1–4.

Non-prescription items include: cough medicine, ibuprofen, antifungal creams, and condoms, etc.

Prescription medications include: antibiotics, inhalers, topical skin creams, Depo Provera®, oral contraceptives, etc.

Only prescriptions written by a Student Health Service clinician can be filled.

METHODS OF PAYMENT: Cash, check, credit card, Flex, and some insurance plans. Keep receipts for prescriptions to submit for insurance reimbursement.

COST: Most items are competitive and in some cases much less than private pharmacy prices.

INSURANCE: Some insurance plans may be accepted.

Be prepared

Pack a first aid kit

Getting ready to leave for school is a hectic time with lists and piles everywhere. For many students this will be the first time away from home. With this new freedom comes the responsibility of caring for yourself. It is important that along with crates and quarters that you also bring medical items that you may need to use:

- **Prescription medicines**
- **First aid items: thermometer, bandaids, ice pack**
- **Over the counter medicines:**
 - An antihistamine for allergies and insect bites
For example: Benadryl®
 - A decongestant for allergies and colds
For example: Sudafed®
 - Antacids for upset stomachs
For example: Maalox® or Mylanta®
 - An anti-diarrheal
For example: Imodium® or Pepto Bismol®
 - Antibiotic ointment
For example: Neosporin®
 - An anti-inflammatory
For example: Advil®, Aleve®, Motrin® or Tylenol® to treat fevers, pain or sprains



It Hurts when I Swallow

SORE THROAT? WHAT'S THE CURE?

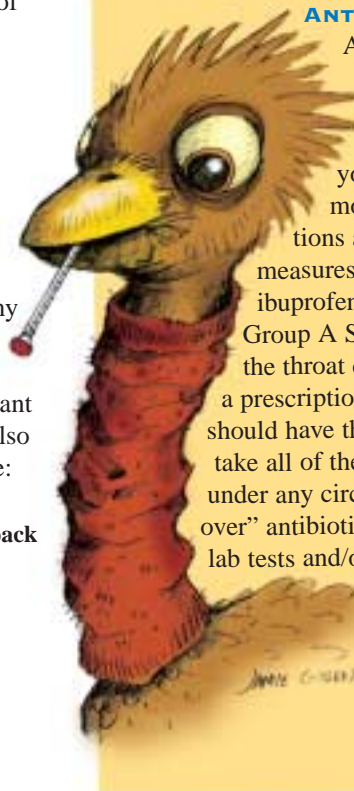
At Student Health Service, a sore throat is a common patient complaint. A sore throat is a painful and annoying symptom that accompanies both bacterial and viral infections. Unfortunately, many patients believe that they need a prescription for antibiotics to cure a sore throat. The “painful” truth is most sore throats do not require antibiotics. Most often the cause is a virus or sometimes a certain bacteria. Group A Streptococcus causes the one type of sore throat that does require a course of antibiotics. This is the “bug” that may lead to a more serious illness.

HOW CAN YOU FIND OUT WHAT'S “BUGGING YOU”?

Come to Student Health. We may collect a throat culture and/or other lab work to get to the root of the problem. Once the throat culture is collected, it may take as long as 48 hours to get a final reading. If the doctor/nurse practitioner feels that it is necessary, he/she may order a complete blood count. This may help the practitioner to determine if the infection is bacterial or viral.

ANTIBIOTICS OR NOT?

Antibiotics will not help a viral infection. As a matter of fact, they may kill off the “good bugs” in your body and contribute to more symptoms. Viral infections are treated with comfort measures such as acetaminophen or ibuprofen and/or throat lozenges. If Group A Streptococcus is found on the throat culture, you will be given a prescription for antibiotics. You should have this prescription filled and take all of the medication. Do not, under any circumstances, take “left over” antibiotics: it may interfere with lab tests and/or appropriate treatment.



REMEMBER OCTOBER IS FLU VACCINATION MONTH

For information regarding flu vaccination clinics, call the Student Health Service at 831-2226 or look in the Review this fall for upcoming dates.