

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

UD STUDENT HEALTH SERVICE

• LAUREL HALL •

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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 — so seriously, that we maintain accreditation through a nationally recognized organization: Accreditation Association for Ambulatory Health Care (AAAHC). Active pursuit of quality in all areas of care is the major requirement for this accreditation.

On an on-going basis, we evaluate and try to improve the quality of the service you receive in a variety of ways:

- We participate in on-going continuing education in many ways, including a very active Staff Development Committee that arranges for speakers from the medical community to address topics of relevance to SHS. SHS staff networks at the community, state, and federal levels on issues of public health, including bioterrorism and emerging diseases.
- We do monthly chart audits (peer review) to assure that the care given by our practitioners and nurses meets acceptable standards.
- Each unit at the SHS has a Quality Improvement Committee that 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 that would help us improve. The annual survey generally takes place in April, and those results are included in our planning for improving quality for the next academic year.
- 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). Also, there are "How Was Your Visit?" comment cards available at SHS.

So, if you have suggestions for improvements to our care or service, please be sure to pass them along to us. We're seriously 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

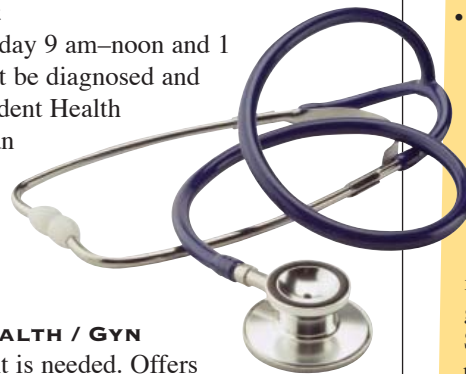
An appointment is needed. Offers full gynecological services, emotional support, education, and referral. Services available include: routine gynecological exams, Thin Prep Pap smears, diagnosis and treatment of infections, pregnancy testing, prescriptions for various birth control methods and emergency 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 am – 12 noon and 1 pm – 4 pm.

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.

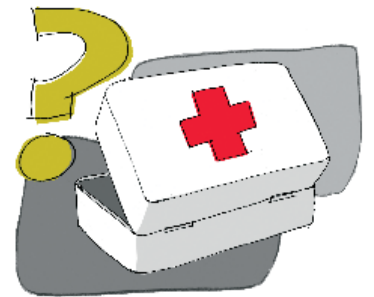
INSURANCE: Some insurance plans may be accepted.



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 antidiarrheal
For example: Imodium® or Peptol Bismol®

Antibiotic ointment
For example: Neosporin®

An anti-inflammatory
For example: Advil®, Aleve®, Motrin® or Tylenol® to treat fevers, pain or sprains

NEW TO CAMPUS?

Wonder how to get to the Student Health Service? Look straight down the Green from Memorial's South entrance. We're in Laurel Hall, the building with the “Blue Hen” weathervane on top.

