



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

UD STUDENT HEALTH SERVICE
• LAUREL HALL •

Campus Emergencies911
Appointments/Information831-2226
Women's Health831-8035
Sports Medicine831-2482
Comment Line831-4898

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—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 and service is the major requirement for this accreditation. We have recently received the results from our latest accreditation survey visit.

Here are some of the comments from the physician and nurse survey team who completed the two-day on-site review:

- "The clinical care delivered appears to be very adequate by well-qualified staff."
- "Excellent Standing Orders are present for the after-hours nurses."
- It is obvious that care is taken to maintain confidentiality of all information."
- The Quality Improvement Program is an excellent one—complete, well-documented, and relevant."
- There is excellent documentation for both short and long-range planning."
- The building is kept immaculate."
- This is an excellent and needed service [Nutrition Services]."

We are very proud of our accredited status and work hard daily to live up to such a glowing review.

UNIVERSITY OF
DELAWARE

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, 8:30 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, rubella, and meningococcal disease).

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 8:30 am–11:30 am 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, 8:30 am–noon and 1 pm–5 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 **When is the Student Health Service Open?** During the fall and spring semesters, and during winter session, the SHS is open 24/7. During semester breaks it is open weekdays 8 am to 5 pm. During the summer period, the SHS is open weekdays 8 am to 5 pm. The SHS is closed during University holidays when the residence halls are closed.
- 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.

ALL NIGHT LONG – AND MORE

Sometimes you have need of health care in the evening or the middle of the night.

Whether it be a bout with a “stomach bug,” a whopper of a migraine, or a need to talk about the stresses of school and life, the Student Health Service not only is there for you during normal office hours but also in the wee hours of the night – even on weekends.

Each night the Student Health Service has two nurses trained to handle student prob-

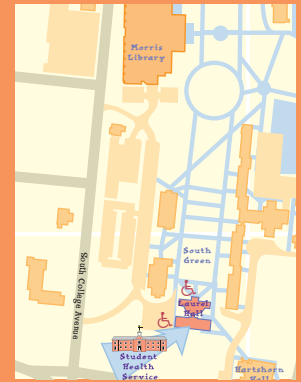


lems. The nurses can consult a Health Service physician and, if needed, care for you in our Inpatient Department. Eight inpatient beds are available to students for treatment and observation, as well as rest and recuperation.

When at home, you had someone to turn to for health care needs or a shoulder to lean on. At college, the Student Health Service is there for you day and night.

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.



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** e.g.: Benadryl®
 - **A decongestant for allergies and colds** e.g.: Sudafed®
 - **Antacids for upset stomachs** e.g.: Maalox® or Mylanta®
 - **An antidiarrheal** e.g.: Imodium®
 - **Antibiotic ointment** e.g.: Bacitracin®
 - **An anti-inflammatory** e.g.: Advil®, Aleve®, Motrin® or Tylenol® to treat fevers, pain or sprains

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.

PHONE: (302) 831-4251

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/debit cards, and Flex.

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

INSURANCE: Some insurance plans may be accepted. Keep receipts for prescriptions to submit for insurance reimbursement.