

ABOUT YOUR APPOINTMENT

Thank you for scheduling an appointment at the **Wilce Student Health Center**. In order to best serve you, there is some information about your appointment that we think you will find helpful.

First, you should **plan on about an hour** from the time that you arrive until the time that you will leave. (This can be somewhat longer if you need lab work or X-rays or a referral.)

Next, there are **several parts to your appointment**. When you arrive, you will need to **check in** at the front desk in the area where you have your appointment. For most visits, you will have some forms to read or to fill out (regarding our privacy policy, your medical history, and possibly specifically regarding the appointment you checked in for). We appreciate your efforts in helping us to keep your medical records up-to-date; that allows us to provide you the best possible care.

After you have checked in, you will be taken back to the clinical area by one of our support staff (a Nurse or Medical Assistant). This is a very important part of your appointment. They will check your **“vital signs”** (blood pressure, pulse, weight, etc.) and ask you a few questions about the **reason for your visit** today. They may also review some parts of your medical history (like your medications) and they may need to check to be sure that any lab work or test results from previous visits are available in the chart for your provider to review.

Once we have completed the first two parts of your appointment, you will be asked to have a seat in one of our waiting areas. You will also be given a copy of our **Patient Handbook** if you are a new patient, or if you have not received a copy of it in the past. While you are waiting for your provider (Physician, Nurse Practitioner, or Physician Assistant), please take a few minutes to review it.

As soon as **your provider** is finished taking care of the patient(s) scheduled before you, they will call you to come back to an examination room, where you will begin the next part of your appointment. We make every effort to see you as soon as possible. If there is an unexpected delay (as may happen if someone seen right before you is extremely ill or their diagnosis is complicated), we will try to keep you informed.

After your provider has reviewed your history and discussed your current concerns, they will perform any appropriate physical examinations necessary. After that, they will usually discuss your concern and **recommend a plan**. This plan may include a **medication/prescription** (which can be filled here at the Student Health Center or at an outside pharmacy) and possibly testing or non-medication treatments.

Most **testing** can be completed here at the Student Health Center, and you may be asked to wait while that testing is completed (especially when it would affect your immediate treatment). Other times you may need to schedule a **follow-up appointment** to discuss the test results with your provider, or to see if you are improving. (Scheduling those appointments before you leave the Health Center will assure that you have the best choice of times, and that there will be an appointment available for the time when your provider would like you to return.)

If you need **testing at an outside location**, or if you need a **referral to an outside specialist**, we will assist you with scheduling those appointments before you leave. We can also schedule any referrals within the Student Health Services (for things like Physical Therapy or Optometry).

As you can see, there are **many important parts** to every appointment. In order that we have enough time to adequately assess your problem, and yet still have enough appointments every day so that students don't have to wait too long to get an appointment, we do schedule only short appointments. That means that we do not schedule long appointments for multiple problems. You will be asked to **identify the problem that is most important to you as the reason for your appointment**. You may want to schedule additional appointments if you have other concerns.

We hope that this information is helpful. We welcome your questions and suggestions for improving your care at the Wilce Student Health Center.