Welcome to Student Life Student Health Services at The Ohio State University. We are here to support the extraordinary student experience by providing student-centered medical care, preventive services, and public health outreach. Our multi-disciplinary services include primary care, gynecology, sports medicine, preventive medicine, travel medicine, optometry, dentistry, physical therapy, laboratory, x-ray, and a full-service pharmacy. This handbook will introduce you to our department and business practices.

Student Health...it’s our mission.

Student Health Services
Wilce Student Health Center
1875 Millikin Road
Columbus, OH 43210
Patient Rights

*You have the right to...*

- Be treated with respect, dignity and consideration of your cultural, psychosocial, spiritual, and personal values, beliefs and preferences.

- Be free from mental, physical, sexual, and verbal abuse, neglect and exploitation while under the care of Student Life Student Health Services.

- Receive the best care available for your problem, without regard to national origin, race, age, gender, religious beliefs, sexual orientation, disability or illness.

- Know the identity and professional status of individuals providing your care.

- Obtain from the provider, to the degree known, information concerning your diagnosis, treatment and prognosis including a list of current medications.

- Be informed (along with your family when appropriate) about the outcomes of care, including unanticipated outcomes.

- Have your pain assessed, treated and managed appropriately.

- Participate in decisions involving your health care and in resolving conflicts about care decisions.

- Refuse care, treatment or services in accordance with law and regulation and to be informed of the medical consequences of such action.

- Refuse participation in research studies.

- Expect confidential treatment of disclosures and records and to approve or refuse the release of such information, except where release is required by law.

- Experience a safe and accessible environment.

- Receive an itemized statement of the services provided by Student Life Student Health Services, and information about fees and payment policies upon request.

- Voice concerns and/or recommend changes in policies and services.
Patient Responsibilities

You have the responsibility to...

• Provide, to the best of your ability, accurate and complete information needed to assure your proper evaluation and treatment.

• Follow treatment plans recommended by your provider and ask questions or discuss concerns with the provider when you do not understand or agree with the plan of treatment.

• Be respectful and considerate of other patients, Student Life Student Health Services staff and facility.

• Follow appropriate rules and regulations.

• Keep appointments reliably and promptly or to notify Student Life Student Health Services when you are unable to do so.

• Fulfill financial obligations for your care in a timely manner.

• Be familiar with your health insurance coverage and provide information necessary for appropriate provider referral, if needed.

Confidentiality

Privacy please!

Student Life Student Health Services enforces strict policies to ensure that we keep all medical information confidential in compliance with federal and state laws and with professional guidelines. Please review our Notice of Privacy Practices for more detailed information. This notice is available at each service area central desk or on our website at http://shs.osu.edu.

Patient Advocacy Program

How are we doing?

Tell us about your experience here at Student Life Student Health Services. We value observations about your experience and encourage you to share your feedback with us. Patient Comment forms are located in the main lobby. You can also express your comments or concerns about the quality or safety of our services directly to our Patient Advocate either in person (Third floor, room 372D), by phone at (614) 247-1834, or by email shs@osu.edu.

You may also contact The Joint Commission at: 800-994-6610 or email complaint@jointcommission.org.
Making an Appointment

We are ready for you.

Most of our services are provided by appointment. To schedule, call our appointments line at (614) 292-4321, stop by our Advice/Appointments Area to speak with one of our Associates, or schedule online via MyBuckMD at http://shs.osu.edu.

If you have an urgent problem, ask to speak with an Advice Nurse. Our Advice Nurses can evaluate injuries or illnesses that may require immediate attention and schedule you to see a medical provider on a same day basis or assist you in getting to an emergency room or other facility.

If you are unable to keep your scheduled appointment, please provide us with advance notice so that we can offer the appointment time to another student. You will be charged a $10 ‘no show’ fee for any appointment not cancelled at least 30 minutes prior to the scheduled appointment time.

Chaperone

Feeling uncomfortable? Ask for a chaperone.

If you would like a chaperone present during your exam, let us know. A chaperone is another Student Life Student Health Services employee who can provide you with comfort and reassurance during an exam and/or assist either you or the provider, if needed.
Fees for Services

How much will it cost?

There are fees for all services performed at the Student Life Student Health Center. During your visit, a provider will evaluate you, and he or she will make treatment decisions based on your signs, symptoms and the results of diagnostic tests. There is a charge for the provider’s evaluation and management of your care called the “office visit fee.” We will also bill for laboratory tests, x-rays, some office procedures, physical exams, nutrition visits, physical therapy, injections, prescriptions, dental procedures and eye exams. Ultimately, the amount you have to pay will be determined by the services provided and your specific health insurance benefits.

If you have questions about the cost of a specific service, test or procedure, please contact our Patient Accounts Department at (614) 292-0113.

We accept cash, check, BuckID, Visa, Mastercard, Discover or American Express. Make payments at the Patient Accounts/Billing Desk on the 3rd floor, by mail, or call (614) 292-0113 during business hours. You may also make payments for co-pays and fees for some same-day services at the Patient Registration Desk on the 1st floor at the time you check-in for your visit.

If you have an outstanding balance, you will receive a statement mailed to the address we have on file. Review the information carefully, and if you notice that your insurance company has not paid for your services, contact your insurance company to determine the status of your claim. If you have any questions or concerns about your ability to meet your financial obligation, please contact our Patient Accounts/Billing Office immediately. We will transfer all outstanding amounts over 90 days past due to the Office of the University Bursar Accounts Receivable Collection Service (ARCS). It is important to address bills on a timely basis because ARCS will place holds on class registration, grades and transcripts and charge interest on owed balances.
Insurance

Check your coverage.

Patients are required to visit our Patient Registration desk on the 1st floor prior to each scheduled appointment. You will be asked to verify/update your insurance and billing information. Please be sure to bring your insurance identification card or a photocopy of the front and back of your card. You need to register your insurance each year or when you have changes in your insurance information.

If you purchased OSU Comprehensive Student Health Insurance or WilceCare Supplement, the Patient Registration staff will verify your coverage in the Student Information System (SIS) and no card is needed.

If you are insured under the OSU Comprehensive Student Health Insurance, or WilceCare Supplement, your claims will be processed automatically according to the benefits to which you are entitled under your plan. For benefit details, please visit the OSU Student Health Insurance Program website at http://shi.osu.edu. Co-pay and co-insurance amounts for eye exams, dental visits, nutrition visits and prescriptions are due at the time of service.

Student Life Student Health Services is in-network for the OSU Student Health Insurance Program, NGS/Prime Care (OSU Faculty and Staff Plans), Aetna, Anthem Blue Cross Blue Shield, Medical Mutual of Ohio and United Health Care. Student Health Services is out-of-network for all other insurance plans, so you should ask your insurance company if your plan includes out-of-network benefits. When speaking with your insurance company, it is helpful to give them our tax ID number, 31-1657245, to differentiate our practice from other physician groups and medical facilities associated with The Ohio State University. This information will aid your insurance company in providing correct benefit information. Co-pay and co-insurance amounts are due at the time of service. For your convenience, SHS will automatically bill your insurance company for your visit. If your insurance carrier does not send a payment to Student Health Services within 60 days from the date of service, the full amount due becomes your responsibility. Additionally, any unpaid charges are ultimately the responsibility of the patient.

Student Life Student Health Services Pharmacy does participate with most major pharmaceutical plans. Consult our pharmacy at (614) 292-0125 for a complete list and determination of your eligibility. Co-pay amounts are due at the time of service.
Parking

_Did you drive here?_

Patient parking is available in the Wilce Student Health Center lower level parking area. Access to this lot is via 17th Avenue to Millikin Road. It costs $2.00 to park in this lot with a special Student Health Services “toke note”. You can obtain toke notes from the central check-in desk of the area you visited at the health center. If you do not have a toke note, parking is $20.

Meet Us Online

_MyBuckMD_

Student Life Student Health Services offers a secure website that enhances the provider-patient relationship which improves quality of care. MyBuckMD provides you with online access to receive test results, renew prescriptions and schedule appointments. You’ll have the ability to communicate with our staff and receive appointment reminders and other important medical information in a confidential manner. Access is easy – visit Patient Registration or Health Information Services to complete the consent form. Please be sure to have your photo ID.

Talk to us online at _shs.osu.edu/blog_

Find us on _Facebook_

Follow us on _Twitter (@buckmd)
Hours of Operation

*Not open all Saturdays. See our website for current Saturday schedule.*

Pharmacy Extended Hours

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<th>Day</th>
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May Session & Breaks

Monday–Friday 8:00 am to 5:00 pm

Student Life Student Health Services is closed all University holidays.
The health center also closes periodically throughout the year for staff in-services. These closings will be posted at each entrance prior to the special closing.

Important Numbers (area code 614)

- Advice/Appointments: 292-4321
- Pharmacy: P: 292-0125, F: 292-4790
- Administration: P: 292-0110, F: 247-6074
- Health Information Services: P: 292-0118, F: 292-7042
- Dental Services: 247-2378
- Laboratory: 247-4791
- Optometry Services: 292-1683
- Patient Accounts/Billing: 292-0113
- Patient Registration: 688-3264
- Preventive Medicine: 292-6001

For additional information, please visit our website at: http://shs.osu.edu.

This handbook is updated periodically. Information presented is subject to change without notice. (Rev. 6/2014)