Welcome to MSU Student Health Services

We provide a wide variety of health care services to MSU students in five convenient locations:

**Olin Health Center - 463 East Circle Drive:**
- Primary Care Clinic for Illness & injury
- Allergy & Immunizations Clinic
- Women’s Health Clinic
- Physical Therapy
- Nutrition Counseling
- Massage, Reiki & Reflexology
- KORU Mindfulness Meditation Classes

**Neighborhood Clinics:**
Care for minor injuries or illness and preventive services such as flu vaccines
- **East Neighborhood** – 127 S. Hubbard Hall
- **Brody Neighborhood** – 148 Brody Hall
- **South Neighborhood** – G-17 Holden Hall
- **River Trail Neighborhood** – W-9 McDonel Hall

For more information including service hours, visit olin.msu.edu or call 517-884-OLIN

**Health & Lifestyle Decision Checklist**

- **If your student will turn 18 after classes begin, complete and submit the “Medical Treatment of Minor Students” form available at olin.msu.edu/parents**
- Determine whether your student’s immunizations are current. If they are not, schedule any recommended immunizations (MMR, HPV, Tetanus, Hepatitis B, Varicella, and Meningitis.)
- Give your student a copy of their official immunization record (not the original). Patients must bring this record when receiving immunizations in the Allergy & Immunizations Clinic at Olin Health Center.
- Discuss with your student his or her medical history and any pertinent family medical history. Be sure your student is aware of any allergies (medication, food, etc.) and his or her response to allergies.
- Verify with your insurance company whether your student will be covered by health insurance while away at MSU. Know the extent of the coverage if you do have it - emergency only, routine care, etc.
- If covered by a managed care plan, determine whether the plan will pay for services received at a non-participating facility. (MSU Student Health Services does not participate with HMOs.)
- Secure a copy of the insurance card for your student to bring to MSU.
- Explain to your student the extent of coverage, the method for receiving authorization (if necessary), and the importance of carrying the insurance card at all times.

**“The 3 Visits”**

Students enrolled in MSU classes are eligible for three prepaid medical office visits each academic year. Lab, X-ray, medical procedures and other ancillary services are not considered part of the prepaid visits and charges will apply. Charges for these services can be billed to insurance, and charges not covered by insurance are billed to the student. There are no charges for most Health Promotion Department visits.
Insurance & Student Health Services

All MSU students should be covered by some form of health insurance and it may be obtained with a company of the student’s choice, through a parent’s insurance company, or through the MSU Student Health Insurance program. Information on the MSU Student Health Insurance program is mailed to students prior to the semester of enrollment and is available through the MSU Benefits office (hr.msu.edu/students).

MSU Student Health Services will bill all insurance carriers from which it can expect prompt payment. (Insurance co-pays are expected to be paid at the time of service.) We will also bill directly to insurance companies, including out-of-state sponsors, for reimbursable charges. The student is then billed for any remaining balance.

When a Student is Insured as a Dependent

Often a student is covered as a dependent on his or her parent or guardian’s health insurance plan. It is important to be familiar with the “fine print” of the policy.

It is also extremely important that a student has a personal copy of their insurance card to bring to MSU. The card will be required when seeking care with MSU Student Health Services or elsewhere. Usually, receiving a card for a dependent is as simple as contacting the insurance company and making the request. If it is not possible to get an extra card, make a photocopy or take a photo of both the front and back of the card and give that to your student.

Managed Care Plans - HMOs, PPOs, Etc.

Managed care plans usually require the student to be seen in their facility or by a participating provider. Some HMOs and PPOs have a “college coordinator” who can be consulted about what coverage a student has when out of the home area. In many cases, the plan will agree to pay for services received at MSU Student Health Services if they are approved in advance. The primary care provider should be contacted to receive advance approval for coverage of services through MSU Student Health Services. In all cases, it is very important for both parents and students to have a clear understanding of what the insurance company will and will not cover while the student is at MSU and outside of the managed care network.

Exclusive Contracts

Many insurance plans have exclusive contracts, especially for laboratory work. If an exclusive contract exists with a laboratory, the specimen must go to a designated lab in order for claims to be paid. It is possible with an exclusive contract for a student to be treated at Olin Health Center, have the specimen drawn, and have MSU Student Health Services send the specimen to the contracted laboratory to ensure that the claim will be paid. However, if the student does not inform the MSU lab staff of the exclusive contract, the test will be run at MSU, a local reference lab, or Sparrow Hospital, and the student will be liable for the charge.

Sometimes the MSU Student Health provider may decide that the student’s health condition is such that STAT or immediate testing is necessary to help in diagnosis and treatment decisions. In these cases, the MSU Student Health lab will do the requested STAT testing regardless of the insurance coverage. We will then submit the bill to the insurance company. If it is denied, the student will be billed.

It is imperative that each student be aware of his or her own insurance plan coverage, limitations, exclusions, and exclusive contracts.

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6. Health Promotion, Confidentiality, Patient Rights, Allergy Information
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When MSU Student Health Services are closed

Available year-round, MSU Student Health Services provides a 24-Hour Phone Information Nurse (517-353-5557). This RN can help a student, based on their symptoms, determine whether he/she should be seen immediately or wait and be seen the next day. If care is needed, the nurse can help arrange for after-hours transportation.

The Student Health Services website lists local facilities for after-hours care. If a student calls the MSU Student Health Services main phone line after hours, he or she will be given the location of Sparrow Hospital, the location of urgent care facilities, and the option to connect to the Phone Information Nurse.

If an emergency arises, the student should call 911 for ambulance transport to Sparrow Hospital, which is located on Michigan Avenue approximately two miles west of campus.

The emergency response team is on campus and can reach most campus locations within a few minutes.

Continuity of Care: Prescriptions, Lab, Psychiatry and Physical Therapy

Students who take medication on a regular basis, have regular lab testing done, or are receiving physical therapy or psychiatry services may find it convenient to utilize MSU Student Health Services while at MSU. Prescriptions for medication can be transferred and filled at the MSU HealthTeam Pharmacy at Olin Health Center; and their medical providers can phone in a prescription for a student to the pharmacy. (Exceptions: Schedule II drugs, such as Vyvanse or hydrocodone, are only dispensed with a written prescription from a physician.) Medical providers must be licensed in the United States.

Students who wish to have an Olin Primary Care physician take over ongoing management of ADD/ADHD medication should visit or call the Olin Medical Records department (Room 146, 517-353-9153) at least one month prior to their need for a new prescription. We have a detailed process and specific requirements for new patients seeking a refill of this controlled medication. Starting at Medical Records is required for understanding the process and avoiding delays.

Students under the care of a psychiatrist can transfer care to the Psychiatry Clinic at Olin Health Center with a referral from their home psychiatrist. For details call 517-353-8737 to speak with a Psychiatry Clinic staff member.

Students may have blood drawn and/or a lab test performed for physicians outside of MSU as long as the student presents a lab order from their physician. The student can have this lab work done at Olin and results can be sent to the physician at home.

Students completing a course of physical therapy may transfer their care to the Olin Health Center Physical Therapy Department when they arrive on campus. To begin therapy, the student will need to bring the physician prescription. If they are covered by an HMO or PPO, they will also need an authorization from their insurance company.

Talk to Us, Please!

If at any time a student has questions about why something is being done, or not done, we want him or her to feel free to ask questions. We want each patient to be an informed, satisfied health care consumer.

An ombudsman is available to discuss problems or concerns and will work with the patient to help resolve any situation. The ombudsman is available by phone (517-432-0003), by e-mail (olin@msu.edu), or through patient compliment and complaint forms available online.

Need medical care?

Students should call ahead to make an appointment whenever possible. Calling ahead can help reduce waiting time and allow the student to choose their medical provider and preferred clinic location. Students are encouraged to find an MSU provider they feel comfortable with and continue to see that provider whenever ill.

Patients who arrive without an appointment will have one scheduled for them. If illness or injury is sudden and it is medically necessary to be seen right away, the patient may be given a same day appointment, referred to a local urgent care facility, or transferred to the local emergency department when warranted.
MSU HealthTeam Pharmacies

- Free on-campus delivery and prescription pick-up service
- Prescription refills can be requested 24/7 online or by phone
- Wide selection of prescription and over-the-counter products are available, and special orders can also be accommodated.
- Easy transfer of prescriptions during summer and other breaks.

MSU HealthTeam Pharmacies participate with a wide range of insurance plans. If a student is covered by another prescription plan, he or she will receive a receipt to submit to the insurance company for reimbursement. The pharmacies accept cash, check, VISA, Discover, MasterCard, American Express and Spartan cash for payment.

Locations:

North Campus - Olin Health Center
(517) 353-9165

South Campus - MSU Clinical Center
(517) 353-4930

Visit us online: pharmacy.msu.edu

Billing Procedures

Patients must provide complete insurance information at the time of service or within 48 hours. The student’s insurance company will be billed for charges other than the first three medical office visits. The patient will be billed for whatever costs the insurance does not cover.

SHS participates with the MSU Student Insurance Plan, BCBS, BCN, and Cofinity. Other plans would consider MSU out of network.

Specific questions about the student’s health insurance policy coverage should be directed to the insurance company.

If you or your student have any billing questions, please call the phone number listed on the bill and we will be happy to help.
The State of Spartan Health

Impediments to Academic Performance

Why it Matters

- A student’s success in college may be directly influenced by a variety of issues in their lives, not just academics.
- Some of the problems (e.g., participation in extracurricular activities, internet use) are within their power to prevent or control. Others (e.g., financial difficulties, death of a family member or friend) may not be within their ability to prevent but may be managed or coped with more or less well.
- The transition to college can be stressful at times, but there are ways to make feeling overwhelmed and/or stressed out more manageable.

What MSU students say and do

- 70% Of MSU students experienced stress last year, and 27% reported that stress seriously impacted their academic performance.
- 28% Of MSU students identified their financial issues as being traumatic or very difficult to handle in the past year.

What you can do

- Be aware of the prevalence of these problems and their potential impacts on your life.
- Seek help and be aware of the many resources available at MSU.
- Understand that the transition to college can be difficult; being aware of these issues and connecting with resources is key to improving success.
- Not sure where to turn? Talk to someone (i.e., your RA, advisor, or Engagement Center Director); they are there to help!
- Attend your classes and participate every day.
- Talk to your professors and go to their office hours if you need help.
- Use coping mechanisms that worked for you in the past to counter stress (i.e., listening to music, exercise, talking to family or friends, prayer, etc.).

46% Of MSU students experienced sleep difficulties last year, and 18% reported that it seriously impacted their academic performance.

46% Of MSU students reported that dealing with their academics was traumatic/very difficult to handle in the past year.

Resources on Campus

MSU Counseling Center: Short-term individual counseling, group counseling, substance abuse assessment/services. counseling.msu.edu (caps.msu.edu in fall 2017)
Recreational Sports and Fitness Services: Keep active! Moving your body has many benefits including stress relief. Find out more at recsports.msu.edu
Office of Financial Aid: Help with student loans, budgeting, etc. finaid.msu.edu
Learning Resources Center: Learning support for MSU students. lrc.msu.edu
Neighborhood Student Success Collaborative: Provides academic advising to students for those seeking help in achieving their academic goals. nssc.msu.edu

The data in this document were obtained from the 2019 National College Health Assessment (NCHA) through Student Health Services at Clin Health Center’s membership in the American College Health Association (ACHA)
Health Promotion

The MSU Student Health Services Health Promotion Department provides services to address the health promotion, education, and prevention needs of MSU students. The department offers a wide array of campus and classroom educational programs, health promotion campaigns and other health promotion strategies including individualized educational programs such as:

**Nutrition Counseling** - Students can meet with a nutritionist at no charge to address their individual concerns. General nutrition information, diabetes, high cholesterol, weight, disordered eating/body image, eating disorders, and sports nutrition are common topics of concern, as is learning how to build a positive relationship with food.

**Center for Sexual Health Promotion** - Assists students in making responsible decisions regarding their sexual health and wellness.

**HIV/AIDS Education, Testing and Counseling** - Assessments available free of charge through the Health Promotion Department Monday through Thursday by appointment only.

**SpartanFit** - As physical activity is an essential component of overall wellness, quality of life, and academic success, we provide students with valuable educational programs, resources, assessments, and activities that support their personal goals. Fitness program offerings include:
- **IMSpartanFit Fitness & Wellness Program ($)**
- **Comprehensive Fitness Assessments ($)**
- **Wellness Coaching**
- **Fitness & Wellness Programs and Campus Events**

**Alcohol, Tobacco, and Other Drugs (ATOD)** - Individualized education is available for persons concerned about their own alcohol/drug use or that of a friend, significant other, or family member. Services are offered free of charge to MSU students.

Appointments for **Nutrition Counseling, ATOD, SpartanFit**, and **HIV Testing** can be scheduled by phone at 517-353-4660. For more information about campus-wide health education programs, campaigns, outreach efforts and volunteer/internship opportunities offered through the MSU Health Promotion office, visit olin.msu.edu or call 517-353-0718.

Confidentiality

Complete medical records are maintained for all MSU Student Health Services patients. Information in student medical records is confidential, and access to them is restricted to authorized Student Health Services personnel. By law, medical information is released to a parent or anyone else only if the student gives written consent.

Emergencies and Confidentiality

When a serious situation occurs, such as the need for admittance to the hospital for a broken leg, MSU Student Health Services staff will strongly encourage the student to contact a parent or guardian to let him or her know what is happening. Often, the clinic staff will place the call for the student to allow additional explanation from the attending physician. Only in very rare instances will a patient refuse to allow parents to be told of the situation. Parents who wish to be informed in the event of an emergency should make sure to discuss this point with their student.

Patient Rights and Responsibilities

MSU Student Health Services strives to provide health care services in an atmosphere of mutual respect. We want patients to be aware of their rights in regard to health care. Patients should also be aware that those rights come with responsibilities. A link to patient rights and responsibilities can be found on the Student Health Services page at olin.msu.edu/students.

Allergy Shots

The Olin Health Center Allergy & Immunizations Clinic provides routine immunizations as well as continuing allergy therapy as prescribed by a student’s allergist. Services are available by appointment. To schedule please call 517-353-4660.

A convenient and secure refrigerator is available for the storage of your serum. Students wishing to have their serum mailed to the Allergy Clinic can access instructions and the required form online at olin.msu.edu/parents. The form must be completed by their allergist.

Students preferring to bring their serum in at the start of the school year must also have the required form completed by their allergist.
Unique Offerings

The Courtesy Van is available for students who, because of illness or injury, would have difficulty getting to and from Olin Health Center. For patients who drive themselves, validation is available for City of East Lansing parking, or students can pay for parking in the Grand River parking ramp next to the Health Center.

Prescription Delivery Service is available to on-campus students and to off-campus students who live within a one mile radius of Olin Health Center. Call the pharmacy for details.

SHS Massage, Reiki, and Reflexology Services are a great way to help keep stress at bay. Students can choose from 30 or 60 minute appointments and may pay for services with cash, credit card, Spartan Cash, or personal check.

Olin Health Center is also home to the MSU Student Food Bank, the first food bank in the nation run by students for students.

MSU Student Health Services Contact Information (Area Code 517)

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
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<tbody>
<tr>
<td>General Medical: Primary Care, Neighborhood Clinics</td>
<td>353-4660</td>
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<tr>
<td>Allergy/Immunization</td>
<td>353-4660</td>
</tr>
<tr>
<td>Cancellations (any appt.)</td>
<td>355-7707</td>
</tr>
<tr>
<td>Massage, Reiki, Reflexology</td>
<td>353-4660</td>
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<tr>
<td>Allergy/Immunization Clinic</td>
<td>353-9763</td>
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<tr>
<td>Courtesy Van</td>
<td>353-4700</td>
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<tr>
<td>Director’s Office (Rm. 106)</td>
<td>353-2488</td>
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<tr>
<td>Health Promotion Department</td>
<td>353-0718</td>
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<tr>
<td>Medical Records (Rm. 147)</td>
<td>353-9153</td>
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<tr>
<td>Olin Ombudsman</td>
<td>432-0003</td>
</tr>
<tr>
<td>Long Distance, call Toll-free</td>
<td>1-888-755-6060</td>
</tr>
<tr>
<td>Patient Accounts</td>
<td>Please refer to phone number listed on bill</td>
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<tr>
<td>Pharmacy</td>
<td>353-9165</td>
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<tr>
<td>Phone Information Nurse (Available 24/7):</td>
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<tr>
<td>Test results &amp; general health information</td>
<td>353-5557</td>
</tr>
<tr>
<td>Physical Therapy</td>
<td>353-5008</td>
</tr>
<tr>
<td>General Information</td>
<td>884-OLIN</td>
</tr>
<tr>
<td>E-Mail Address</td>
<td><a href="mailto:olin@msu.edu">olin@msu.edu</a></td>
</tr>
<tr>
<td>Web Site Address</td>
<td>olin.msuedu</td>
</tr>
</tbody>
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MSU CAPS - Coming Fall 2017

MSU Counseling and Psychiatric Services (CAPS) will provide confidential, professional support to MSU students at Olin Health Center. Services include:

- Short-term individual and couple’s counseling
- Walk-in/Crisis screening
- Group Counseling
- Outreach services
- Psychiatric services
- Student resources

During Summer 2017, Counseling Center services will continue to be provided at the Student Services building. Students seeking emotional support or mental health services should seek care there until the Counseling Center transitions to Olin Health Center and becomes part of CAPS in Fall 2017. Visit counseling.msu.edu or call 517.355.8270 for additional information.
Olin Health Center is located on the north end of campus between Berkey Hall and the Grand River parking ramp.

**Hours:**

**Fall and Spring semesters**
8:00 a.m. to 6:00 p.m. | Monday-Friday
10:00 a.m. to 1:00 p.m. | Saturday

**Summer semesters and other breaks**
8:00 a.m. to 5:00 p.m. | Monday-Friday

Hours vary for Neighborhood and some specialty clinic services.

Current hours are posted at [olin.msu.edu](http://olin.msu.edu).