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

**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**

- 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 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 Education 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/benefits/studenthealth).

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 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 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.
When MSU Student Health Services are closed

Available year-round, MSU Student Health 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 information about 911, 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 housed on campus and can reach most campus locations within a few minutes.

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

Students who take medication on a regular basis, have regular lab testing done, or are receiving physical therapy 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 similarly, medical providers can phone in a prescription for a student to the pharmacy. (Exceptions: Schedule II drugs, such as ritalin or morphine, are only dispensed with a written prescription from a physician.) Medical providers must be licensed in the United States.

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. Common example: A student is being treated by a dermatologist at home with Accutane for acne. Certain lab tests must be routinely performed for monitoring. The student can have this lab work done at Olin and results can be sent to the dermatologist 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 the situation. The ombudsman is available by phone (517-432-0003), by e-mail (olin@msu.edu), or through patient compliment and complaint forms available throughout Olin.

Billing Procedures

It is essential that the patient provide complete insurance information at the time of service or within 48 hours. The student’s insurance company will be billed for charges not covered by the student health fee. If the insurance policy is with a company that will not reimburse us, a bill will be sent to the student. Students will be billed for whatever costs the insurance does not cover.

Specific questions about the health insurance policy covering the student 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.

Website

Looking for more information about MSU Student Health Services or other health-related issues? Visit the MSU Student Health Services website! olin.msu.edu
MSU & Immunizations

MSU regularly updates its immunization policy for new undergraduate students based on the recommendations from the Centers for Disease Control and Prevention (CDC). This policy requires students to complete the online Immunization Self-Report Form at immunize.msu.edu to report their vaccination status.

The following vaccines are of particular importance for college students:

- **Hepatitis B**: A one-time series of three doses of vaccine.
- **Tetanus/Diphtheria/Pertussis Booster (Tdap)**: After one dose of Tdap at age 11, the Td booster is recommended every 10 years.
- **Meningococcus**: One dose of vaccine at age 11 or 12 and a booster at age 16.
- **Varicella (Chickenpox)**: A one-time series of two doses of vaccine for anyone who has not had chickenpox disease.
- **Measles/Mumps/Rubella (MMR)**: A series of two doses of vaccine on or after the first birthday.
- **Influenza**: Vaccination yearly in the fall. It is especially recommended for young people with certain health risks such as asthma or any chronic disease.
- **Hepatitis A**: For people with certain health conditions or occupations.
- **Human Papilloma Virus (HPV)**: (men and women) For the prevention of genital warts and cervical cancer (series of three vaccines).
- **Pneumococcus**: For someone with diabetes, asthma, who has had a splenectomy, or who is immunocompromised.

Ideally, students should receive their vaccines prior to arriving on campus. Students who begin the hepatitis or HPV series may complete the series once they arrive on campus. It is required that the student have a copy of their official immunization record in order to receive vaccines at Olin Health Center.

Vaccines are available at Olin Health Center for a fee, from most county health departments, or from your personal physician. Some of the vaccines at county health departments are offered at reduced or no cost.

Information about the MSU immunization policy and recommended vaccinations can be found on the University Physician’s web page at: uphys.msu.edu/forstudents/immunize. Information from the CDC regarding immunization schedules for adolescents and adults can be found at: cdc.gov/vaccines/schedules/index.html.

For an appointment, call (517) 353-4660. For more information about vaccines, call (517) 353-9763.

Questions regarding MSU’s vaccine/immunization policy should be addressed to the University Physician’s Office via email to uphys@msu.edu.

Chronic Illness - A Special Concern

For students living with chronic illness, a consultation appointment with an MSU physician during the first week of classes is highly recommended. This initial consultation appointment is important to begin the patient-provider relationship before an urgent medical situation presents itself. Students may select a “primary care” physician from the Primary Care Clinic staff to provide continuity of care throughout their time spent at MSU. The MSU physician will work with the student’s physician at home to provide optimal care and can assist the student if referrals to specialists in the Lansing area are necessary.

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

Accessing MSU Medical Clinics

Students should call ahead to make an appointment whenever possible. Setting an appointment time in advance can help reduce waiting time and allow the student to choose the provider he or she wishes to see. Students are encouraged to find an MSU provider they feel comfortable with and continue to see that provider whenever ill.

Patients arriving without an appointment will have an appointment scheduled for them. If illness or injury is sudden and it is medically necessary to be treated 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.
The State of Spartan Health 2014

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, assault) 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 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 the 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.).

What MSU students say and do

- 71% Of MSU students experienced stress last year, and 28% reported that stress seriously impacted their academic performance.
- 31% Of MSU students identified financial issues as being traumatic or very difficult to handle in the past year.

Top 7 Impediments to Academic Performance in 2014
(Percents of MSU Students Experiencing)

- Stress: 27.7%
- Anxiety: 18.7%
- Sleep Difficulties: 18.6%
- Cold/flu/sore throat: 15.7%
- Work: 12.8%
- Internet use/computer games: 12.5%
- Depression: 12%

- 49% Of MSU students experienced sleep difficulties last year, and 19% reported that it seriously impaired their academic performance.
- 45% Of MSU students reported that their academics were 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, prevention education. counseling.msu.edu
- 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
- Undergraduate University Division: Provides academic advising to students for those seeking help in achieving their academic goals. uud.msu.edu

The data in this document were obtained from the 2014 National College Health Assessment (NCHA) through Student Health Services at Ohio Health Center’s membership in the American College Health Association (ACHA). For the full MSU NCHA report, please visit http://psar.msu.edu/NCHA/NCHA_2014_Report.pdf
Health Education Services

The MSU Health Education Department at Olin Health Center 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. This includes, but is not limited to: general nutrition information, diabetes, high cholesterol, weight, disordered eating/body image, eating disorders, and sports nutrition.

**Lifestyle Inventory, Fitness Evaluation, and Prescription Program (LIFE: Rx)** - Comprehensive lifestyle and exercise testing evaluates participants by checking cholesterol, HDL levels, blood pressure, aerobic capacity, muscular flexibility, strength, and other metabolic processes. As part of the fitness evaluation, an exercise plan is developed and designed to suit the student’s goals for an individualized exercise program.

**Center for Sexual Health Promotion** - Provides sexual health education by appointment to assist students in making responsible decisions regarding their sexual health and wellness. Call 517-353-4434 for an appointment.


**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. Call 517-353-4660 for an appointment.

Appointments for **Nutrition Counseling, LIFE: Rx, and HIV Testing** can be scheduled in Olin Health Center room 371 or 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 Education office, go to 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 to its patients 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.
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 a City of East Lansing parking ramp, or students can pay for metered parking in the Grand River parking ramp next to Olin 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.

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**MSU Student Health Services Contact Information** *(Area Code 517)*

Appointments:
- General Medical, Neighborhood Clinics, & Gynecology............................................353-4660
- Allergy/Immunization.................................................353-4660
- Cancellations (any appt.)............................................355-7707
- Allergy/Immunization Clinic........................................353-9763
- Courtesy Van..............................................................353-4700
- Director’s Office (Rm. 106).................................353-2488
- Health Education Services (3rd Floor)..................353-0718
- Medical Records (Rm. 147).......................................353-9153
- Olin Ombudsman.......................................................432-0003
- Long Distance, call Toll-free.....................................1-888-755-6060
- Patient Accounts.......................................................Please refer to phone number listed on bill
- Pharmacy.................................................................353-9165
- Phone Information Nurse (Available 24/7):
  - Test results & general health information.............353-5557
  - Physical Therapy.....................................................353-5008
  - General Information...............................................884-OLIN
  - E-Mail Address.....................................................olin@msu.edu
  - Web Site Address..................................................olin.msu.edu

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**Traveler’s Club**

Visit [olin.msu.edu/recovery/#travelersclub](http://olin.msu.edu/recovery/#travelersclub)

The **Traveler’s Club** is MSU’s student organization for Spartans committed to, or supportive of, recovery from addictive disorders through engagement, service, fellowship, and play. The group meets weekly to plan events, socialize, and support each other in recovery. The Traveler’s Club is the heart and soul of MSU’s Collegiate Recovery Program.

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**Life: Rx is an excellent way to monitor your progress and increase your motivation to stick with an exercise program.**

**$5.00 Discount**

Valid towards one Life: Rx Appointment

Present this coupon to the Olin cashier when paying for your visit.

To make a Life: Rx appointment call 517.353.4660.
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 -**
8am to 6pm Monday through Friday
10am to 1pm on Saturday

**Summer semesters and other breaks -**
8am to 5pm Monday through Friday

Hours vary for Neighborhood and some specialty clinic services.

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