



I2

YOUR GUIDE TO THE **STUDENT HEALTH SERVICE**

II

at the
University of
Pennsylvania

www.vpul.upenn.edu/shs



TE

WILLIAM
PEPPER
M. D. LL. D.
PROVOST OF THE
UNIVERSITY
OF
PENNSYLVANIA
1881 - 1894



CONTENTS

Welcome	2
Basics	3
Our Mission	
Where Is Student Health?	
How to Contact Student Health?	
Are You Eligible for Care?	
SHS Services	4
Primary Care	6
Women’s Health Care	9
Other Services Available at the Student Health Service	11
Medical Care Outside of Student Health Service	15
Campus Resources	17
Eligibility and Charges	19
University of Pennsylvania Health Requirements	22
Medical Records	24
Student Health Service Directory	25
Patient Rights & Responsibilities	26

Welcome to Penn and to Philadelphia. We know that your years here will be filled with new and exciting experiences, both within and outside the classroom. Your health and wellbeing are essential to your academic success, and the Student Health Service is committed to keeping you healthy and fit during your time at school.

The Student Health Service is dedicated to serving students. We offer accessible and affordable care, with services designed to meet student needs. In addition to the clinical services that we offer, we work in close collaboration with the other health and wellness departments in the University Life Division, and with our colleagues in the University of Pennsylvania Health System. We also coordinate public health programs and activities for University students, administer the University's immunization and insurance requirements, and support the academic mission of the University through teaching, mentoring, and research.

We continually assess our programs and services to make sure that we meet your expectations. Our accreditation since 1990 by the Joint Commission means that we meet rigorous standards for healthcare delivery. Achieving accreditation demonstrates our commitment as an organization to provide quality care on an ongoing basis. We also look to the Student Health Advisory Board and the Student Health Insurance Advisory Committee for ongoing feedback to make sure that we are meeting your needs and concerns.

Your health is important to you, and to us. We look forward to keeping you healthy during your years at Penn.

Evelyn Wiener, MD
Executive Director
Student Health Service

Our Mission

- To promote the health and well-being of the students of the University of Pennsylvania.
- To provide quality health care that is accessible, affordable, culturally sensitive, and student-focused.
- To support the academic mission of the University of Pennsylvania through teaching, mentoring, research, and leadership.

Where is Student Health Located?

- Our office is on the first floor of the ProMed Building at 3535 Market Street.
- The main entrance on 36th Street is wheelchair accessible.
- When you enter the lobby, show your ID to the security guard and take the elevators to the first floor.
- For directions, go to <http://www.facilities.upenn.edu/map.php>.

How Do I Get in Touch with Student Health?

- Our main telephone number is (215) 746-3535.
- You may use the directory at the back of this brochure to contact individual staff members.
- You can access our webpage at www.vpul.upenn.edu/shs for additional information.
- You can e-mail shs@upenn.edu for questions about services.

Am I Eligible for Care at the Student Health Service?

- If you are a full-time student, you are automatically eligible for care at the Student Health Service (SHS).
- Eligibility is established by:
 - Enrolling in the Penn Student Insurance Plan;
 - Paying the Clinical Fee – which is automatically billed to full-time students (the clinical fee is reversed if you enroll in PSIP).
- The Clinical Fee is optional if you are a part-time or dissertation-status student.
- If you are a student in a special program, you should check with your schools to see if you are eligible for care.
- If you are a student taking non-credit courses, you are not eligible to use SHS.
- Check our website at www.vpul.upenn.edu/shs/Eligibility.php for more information.

What Services are Available at Student Health?

Services available at Student Health include:

- Primary care
- Women's Health care
- Sports Medicine
- Podiatry
- Nutrition counseling
- HIV counseling and testing
- Immunization
- Allergy desensitization
- Health promotion and education
- Acupuncture/Massage therapy
- Stress management and smoking cessation
- Travel consultations

Other sources of care:

- Students needing subspecialty care are referred to consultants, usually at the Hospital of the University of Pennsylvania (HUP) or Penn Presbyterian Medical Center.
- Students who need emergency services should go to the HUP Emergency Room. Follow-up care will be arranged at Student Health.
- Student Health maintains contact with students who are hospitalized and assists in discharge planning.



What are the Charges for Care at Student Health?

Most services you receive at Student Health are fully covered by the Clinical Fee or PSIP. These include:

- Primary care visits
- Women's Health office visits
- Sports Medicine visits
- Nursing care visits
- Allergy desensitization
- Travel consultations
- Nutrition consultations
- On-site rapid HIV testing

Student Health does charge for some services and procedures, including the following:

- Medications
- Diagnostic lab tests performed on-site
- Immunizations
- Prescription services and various medical supplies (see page 13)
- Certain clinical procedures
- Podiatry office visits
- Massage and Acupuncture

Many charges are covered by PSIP, but certain services are charged to all students regardless of insurance coverage. Student Health does not bill other third party insurance. Payment is expected at the time of service. Student Health accepts checks or cash and can charge your student financial account. We can provide you with a detailed invoice that you can submit to your insurance carrier for reimbursement.

You are responsible for the costs associated with any care obtained outside Student Health, including any care or treatment at HUP or its Emergency Room, Radiology, and lab work drawn at SHS but performed at outside labs.

More information is available at www.vpul.upenn.edu/shs/incharges.php.

PRIMARY CARE

www.vpul.upenn.edu/shs/primarycare.php

What Services are Available in the Primary Care Section?

- Initial evaluation, treatment, and follow-up for acute injuries and illness
- Care for chronic health problems
- Men's health care
- Evaluation and treatment for eating disorders
- Screening and preventative health services
- Evaluation and treatment for sexual and reproductive health concerns, including sexually transmissible infections
- Pre-participation athletic, employment, driver's license and travel physical exams (fees may apply for exams conducted for non-Penn programs)
- Travel consultation
- Coordination of outside care and referrals

Can I Select a Primary Care Provider (PCP)?

- We recommend that all students select a PCP; whenever possible, you should schedule all your visits with that provider.
- You may change your PCP at any time.
- Other clinicians can see you if your primary care provider is not available.

How Do I Schedule a Primary Care Appointment?

- You may schedule appointments by phone, online or in person.
- To schedule appointments by phone, call 215-746-3535 and select option 2.
- Some appointments may be scheduled online via the Penn Portal; you may access the Portal from our webpage: <https://shs.upenn.edu>.

Where Do I Go for My Appointment?

- Enter 3535 Market from 36th Street. Show your PennCard to the guard and take the elevators to the 1st Floor.
- You should arrive at least 10 minutes before your appointment time.
- **Be sure to bring your insurance card.** If you need any diagnostic tests, we will need that information to schedule those services.
- You may check in at the kiosks in the main lobby or with the receptionist.
- You will then be directed to the Primary Care waiting area.
- **Please note that you will be asked to reschedule your visit if you are more than 15 minutes late for your appointment.**
- If you cannot keep your appointment, please call us to cancel so that we can offer that appointment to another student.

What Happens if I Come to SHS Without a Scheduled Appointment?

- You will be offered the next available appointment time but it may *not* be the same day.
- A nurse will evaluate you if you feel you cannot wait for an appointment with a provider.

When is Primary Care Open?

During the academic year, care is available between the following hours:

Monday	8:00 a.m. to 7:30 p.m.
Tuesday	8:00 a.m. to 12:00 p.m. 2:00 p.m. to 7:30 p.m.
Wednesday	8:00 a.m. to 7:30 p.m.
Thursday	10:30 a.m. to 5:30 p.m.
Friday	8:00 a.m. to 5:30 p.m.
Saturday	11:00 a.m. to 4:30 p.m.

- Hours are subject to change during breaks and over the summer.
Visit www.vpul.upenn.edu/shs/ for more information.

What Should I Do if I Have an Emergency After Hours?

- Even when we are not in the office, a Student Health Service provider is always on call for telephone consultation about urgent problems
 - Call 215-746-3535 and select option 1.
 - A hospital operator will take your message and contact the on-call provider who will then call you back.
- Emergency or urgent care is available at HUP Emergency Room; charges for ER care are not covered by SHS but can be billed to insurance.
- SHS will be notified when necessary.
- See www.vpul.upenn.edu/shs/emergency.php for details on emergency transportation.



Women's Health Care

www.vpul.upenn.edu/shs/whealth.php

What Services are Available in the Women's Health Section?

- Well-woman care, including annual exams and contraceptive management.
- Evaluation, treatment, and counseling for sexual and reproductive health concerns, including sexually transmissible infections and emergency contraception, menstrual disorders, preconception counseling, pregnancy testing and options counseling, and reproductive health education.

How Do I Schedule a Women's Health Appointment?

- You may schedule appointments by phone, online or in person.
- We schedule routine visits for the next available advance appointment time; we schedule a same-day appointment if you have a problem requiring immediate attention.
- To schedule advance and same-day appointments by phone, call 215-746-3535 and select option 2.
- Some appointments may be scheduled online via the Penn Portal; you may access the Portal from our webpage: <https://shs.upenn.edu>.

Where Do I Go for My Appointment?

- Enter 3535 Market from 36th Street. Show your PennCard to the guard and take the elevators to the 1st Floor.
- You should arrive at least 10 minutes before your appointment.
- **Be sure to bring your insurance card.** If you need any diagnostic tests, we will need that information to schedule those services.
- You may check in at the kiosks in the main lobby or with the receptionist.
- You will then be directed to the Women's Health office.
- **Please note that you will be asked to reschedule your visit if you are more than 15 minutes late for your appointment.**
- If you cannot keep your appointment, please call us to cancel so that we can offer that appointment to another student.

What Happens if I Come in Without a Scheduled Women's Health Appointment?

- You will be scheduled for the next available appointment time; an appointment may not be available that same day.

When is Women's Health Open?

- During the academic year, care is available between the following hours:

Monday	9:00 a.m. to 7:30 p.m.
Tuesday	9:00 a.m. to 12:00 p.m. 2:00 p.m. to 5:00 p.m.
Wednesday	9:00 a.m. to 5:00 p.m.
Thursday	10:30 a.m. to 5:00 p.m.
Friday	9:00 a.m. to 5:00 p.m.

Hours are subject to change during breaks and over the summer – visit www.vpul.upenn.edu/shs/.

Where Can I Get Care When Women's Health is Closed?

- If SHS is open, Primary Care clinicians provide non-routine care. Please check the Primary Care section for information on hours.
- Even when we are not in the office, a Student Health Service provider is always on call for telephone consultation about urgent problems.
 - Call 215-746-3535 and select option 1.
 - A hospital operator will take your message and contact the on-call provider who will then call you back.
- Emergency or urgent care is available at HUP Emergency Room; charges for ER care are not covered by SHS but can be billed to insurance.
- SHS will be notified when necessary.
- See www.vpul.upenn.edu/shs/emergency.php for details on emergency



WHAT OTHER SERVICES ARE AVAILABLE AT STUDENT HEALTH?

www.vpul.upenn.edu/shs/services.php

Sports Medicine

- Sports medicine physicians provide care for acute and chronic sports-related problems (musculoskeletal pain, fatigue, etc.).
- These services are available whether or not the problem stems from a sports injury.

Podiatry

- An experienced podiatrist is available at SHS two mornings a week.
- Services include care for common foot and ankle problems.
- Most charges for podiatric care are covered by the Clinical Fee and/or PSIP if you are enrolled in the plan; otherwise, charges will be billed to your student account.

Nutrition

- Our nutritionists can help you with food choices and diet.
- You may consult with them for specific medical or dietary concerns. Services are covered in full by the Clinical Fee and/or PSIP.
- Care is available by appointment several sessions a week.

HIV Counseling and Testing

- An HIV counselor is available by appointment for counseling and testing.
- Counseling is important to help you assess and reduce risks for HIV and other communicable diseases.
- We provide rapid testing on-site without charge to you or your insurance.

Immunizations

- All full-time students are required to show proof of immunization against certain vaccine-preventable diseases. Those requirements are available on our website under Immunization Compliance.
 - All required immunizations are available at SHS.
 - PSIP covers the cost of required immunizations.
 - Students with private coverage are billed directly; we provide forms that you can submit to insurance for reimbursement.
- Immunizations needed for travel or study abroad are also available.
 - A travel consultation visit will help you determine what vaccinations you need for safe travel.
 - You should schedule appointments well in advance of departure; be sure to request appointments for both consultation and immunization.
 - You will be responsible for charges for travel-related vaccines.

Allergy Desensitization Injections

- If you are on a desensitization program, you may deliver your allergy sera to nursing staff at SHS with a written schedule signed by your physician.
- If you are on a desensitization program and would like to continue injections while on campus, please see the website for the protocol on receiving shots (www.vpul.upenn.edu/shs/allergyimmu.php).
- Injections are performed daily by an appointment with the allergy nurse at no charge.

Medication Services

- Many commonly prescribed medications are available at SHS at reduced cost.
- Oral contraceptive pills, injections, and condoms are available at reduced prices.
- You must make payment at time of purchase by cash, check or bursar bill.
- We provide a receipt that you can submit to your insurance company for reimbursement.

Health Promotion and Education

- The Department of Health Promotion and Education provides harm reduction and health promotion services to the campus which include data collection and analysis, educational workshops, health awareness events and campaigns, trainings and consultations.
- Programs and services offer an integrative approach to well-being and are designed to address the health and social issues that impede academic performance.
- Our Health Promotion staff partners with several peer health education and advocacy groups on campus.

Massage Therapy and Acupuncture

- Massage Therapy is a well-known antidote for stress. Reducing stress gives you more energy and, in the process, reduces the likelihood of injury and illness.
- Acupuncture is an ancient system of healing developed in China over the last several thousand years. It restores and maintains health by the gentle insertion of small, very fine, sterile needles into natural energy points (meridians) just below the skin's surface.

A flat rate is charged for each session and must be paid to our billing office by bursar, check or cash at the time of service. There will be a **no-show fee** for any appointment that is not kept, or that is cancelled less than 24 hours ahead of time.

WHAT IF I NEED MEDICAL CARE OUTSIDE OF STUDENT HEALTH?

- Call 215-746-3535 and select option 6.
 - A Call Center representative will connect you to a staff member who can help you make arrangements for care outside of Student Health and facilitate appointments with outside providers.
 - After hours, and for urgent issues, a Student Health Service provider is on call and accessible via 215-746-3535, option 1 for telephone consultation.
- Care outside of SHS is at your expense.
 - You may submit charges to your insurance plan.
 - You are responsible for payment of any charges not covered by your insurance plan.

What Should I Do if I Have a Medical Emergency?

www.upul.upenn.edu/shs/emergency.php

- Treatment for urgent medical illnesses and/or injuries is available at the Emergency Room of the Hospital of the University of Pennsylvania (HUP).
 - If you are not sure if you need to go to the Emergency Room, a Student Health Service provider is on call to provide telephone advice.
 - Call 215-746-3535 and select option 1.
 - A hospital operator will take your message and contact the on-call provider who will then call you back.
- If you go to the Emergency Room, Student Health will contact you the next workday to arrange for any follow up care.
 - Please note that the HUP Emergency Room is separate from Student Health, and that charges for Emergency Room care are *not* covered by the Clinical Fee.
 - You are responsible for providing information about your insurance to the Emergency Room and for paying any charges not covered by insurance.

What Happens if I Am Hospitalized?

If you are hospitalized at HUP

- Student Health staff will:
 - Make regular hospital visits;
 - Coordinate with attending HUP physicians and assist with discharge planning;
 - Assist with communication to your family (if you wish);
 - Assist with communication to the University (if you wish).
- HUP will charge and bill you for in-patient services.
- You are responsible for providing information about insurance to the hospital.
- You are responsible for payment of any charges not covered by insurance.
- HUP will charge and bill you for surgical services and related expenses.
 - You are responsible for providing information about insurance to the surgeon and hospital.
 - You are responsible for payment of any charges not covered by insurance.
 - Call SHS at 215-746-3535, **option 2**, with questions.

What Happens if I Need to See A Specialist?

- We will refer you to specialists at HUP or area hospitals for evaluation or treatment not available within Student Health.
- *If you have PSIP:* referral from SHS is required for non-emergency care within a 25-mile radius of the University.
 - A referral requirement does not apply to any follow up at SHS after an ER visit.
 - A referral is needed for all care except mental health care, women's health services, annual eye examinations, and dental care.
 - To obtain a referral, or schedule an appointment with your SHS provider – call 215-746-3535 and select option 2.
- *If you have private insurance:*
 - Your plan may require pre-authorization from your carrier and/or a referral from your primary care provider.
 - You are responsible for knowing what your plan's requirements are for referrals and specialty care.

What Happens if I Need Diagnostic Tests (Lab Tests and Radiology)?

- Most lab tests, X-rays, and other diagnostic studies are performed at HUP or Quest Diagnostic Labs.
- You may be required to register as a HUP patient to obtain services.
- **You are responsible for payment of any tests performed outside of and at Student Health.**
- You must notify us if:
 - Your private insurance plan requires prior authorization for diagnostic tests or services.
 - Your plan requires tests to be performed at a specific site other than HUP or Quest.
- Lab tests or X-rays requested by an outside provider:
 - Tests can be arranged through SHS; an appointment with an SHS provider is **required**.
 - Call 215-746-3535, option 2, for an appointment.

How Do I Get Dental Care?

- You may enroll in the Aetna Advantage Dental Plan, regardless of your medical insurance selection.
 - This plan provides coverage for preventative and basic dental services by Aetna's network of dental providers.
 - For questions, call our Insurance Office at 215-746-3535, option 3.
 - To enroll, go to www.aetnastudenthealth.com.
- Routine dental care and checkups can be obtained at HUP's Department of Dental Medicine or the Dental Care Center of the Dental School; call 215-898-4615 to arrange care.
- All dental care outside of SHS, including the Dental School, is at your expense.

How Do I Get Eye Care?

- Acute eye problems are evaluated by SHS primary care staff; referrals are made as necessary.
 - For routine eye care:
 - If you are on PSIP, Aetna Vision Discount Program benefits apply for annual eye exams.
 - The Vital Savings plan is available through Aetna Student Health (www.aetnastudenthealth.com).

OTHER CAMPUS RESOURCES

Counseling and Psychological Services
215-898-7021

Student Disabilities Services
215-573-9235

Office of Alcohol and Other Drug
Program Initiatives
215-573-3525



Eligibility of Spouses and Domestic Partners for Care

www.vpul.upenn.edu/shs/Eligibility.php

- Spouses and domestic partners are charged for all office visits.
- Eligible spouses and partners must present a current Penn Guest Card.
- Payment for services if a student's spouse/partner is enrolled in PSIP:
 - Covered charges (including visit fees) are billed directly to insurance;
 - All other charges are posted to student's account.
- Payment for services if the spouse/partner is not enrolled in PSIP:
 - The student must be eligible for services (by clinical fee);
 - Payment must be made at time of visit, or charges will be posted to student's account.

Services and Charges to Students

Service	Students with PSIP	Students with private insurance
	Covered via PSIP	Covered via Clinical Fee
Primary care visits at SHS	Covered via PSIP	Covered via Clinical Fee
Nursing care visits at SHS	Covered via PSIP	Covered via Clinical Fee
Nutrition consultations at SHS	Covered via PSIP	Covered via Clinical Fee
Sports medicine visits at SHS	Covered via PSIP	Covered via Clinical Fee
Women's Health visits at SHS, including annual exams	Covered via PSIP	Covered via Clinical Fee
Allergy injections at SHS	Covered through PSIP	Covered through Clinical Fee
	Billed to PSIP	Billed to you/your student account
Podiatry visits at SHS	Covered via PSIP	Billed to you/your insurance plan. Coverage is subject to terms of your insurance plan Billed to you/your student account
Diagnostic tests done on-site at SHS	Billed to PSIP	Billed to you/your student account
Diagnostic tests done outside of SHS	Billed to PSIP; coverage subject to satisfaction of deductible and copay	Billed to you/your insurance plan. Coverage is subject to terms of your insurance plan
Orthopedic supplies at SHS	Billed to PSIP	Billed to you/your student account
Routine/required immunizations at SHS	Billed to PSIP	Billed to you/your student account
Women's Health annual exam lab tests	Billed to PSIP	Billed to you/your student account
	Billed to you/your student account	Billed to you/your student account
Medications dispensed at SHS	Billed to you/your student account	Billed to you/your student account
Travel immunizations at SHS	Billed to you/your student account	Billed to you/your student account
Massage/Acupuncture**	Billed to you/your student account	Billed to you/your student account

Service	Students with PSIP	Students with private insurance
Consultations outside of SHS	Billed to PSIP; coverage subject to satisfaction of deductible and co-pay	Billed to you/your insurance plan. Coverage is subject to terms of your insurance plan
Counseling	Care limited to students. Free through Counseling and Psychological Services (CAPS). <i>PSIP also has a Mental Health benefit. Please see the PSIP brochure for details or visit the SHS website.</i>	Care limited to students. Free through Counseling and Psychological Services (CAPS).
Emergency Room	Billed to PSIP; coverage subject to satisfaction of co-pay	Billed to you/your insurance plan. Coverage is subject to terms of your insurance plan
Health Education programs and materials	Available through the Office of Health Education at no charge	Available through the Office of Health Education at no charge.
Hospitalization	Billed to PSIP; coverage subject to satisfaction of deductible and co-pay	Billed to you/your insurance plan. Coverage is subject to terms of your insurance plan
STI testing and screening	Usually covered through or billed to PSIP	Some selected tests covered by Clinical Fee; Others may be billed to you/your student account
Surgery	Billed to PSIP; coverage subject to satisfaction of deductible and co-pay	Billed to you/your insurance plan. Coverage is subject to terms of your insurance plan
X-rays and ultrasound studies	Billed to PSIP; coverage subject to satisfaction of deductible and co-pay	Billed to you/your insurance plan. Coverage is subject to terms of your insurance plan

UNIVERSITY OF PENNSYLVANIA HEALTH INSURANCE HEALTH INSURANCE REQUIREMENTS

All Full-Time Students:

- Must have comprehensive Health Insurance <http://www.vpul.upenn.edu/shs/insurance>.
- Full-time students must maintain medical insurance with coverage for inpatient care and catastrophic illness and injury.
- You may satisfy the insurance requirements through enrollment in PSIP or other acceptable insurance plans. You may request a waiver of the PSIP coverage by submitting other insurance policies for review.
 - Other plans must: be provided by a company licensed to do business in the United States, with a U.S. claims payment office and a U.S. phone number. *Company must have a process to remit claim costs to providers within the U.S.*
 - Provide coverage for both in-patient and out-patient medical care in the Philadelphia area, including, but not limited, to routine care, specialist office visits, diagnostic testing, imaging and physical therapy.
 - Provide for both in-patient and out-patient mental health care in the Philadelphia area.
 - May not limit coverage to Emergency or Urgent medical or mental health care in the Philadelphia area.
 - May **not exclude** coverage for the following:
 - *Pre-existing conditions (or the plan must have been in effect long enough that any waiting period has passed).*
 - *Conditions related to depression, eating disorders, suicide attempts or counseling, and drug or alcohol counseling/treatment.*
 - *Congenital and non-congenital health conditions. Sports injuries, alcohol-related injuries or conditions, pregnancies, eating disorders.*
 - Must offer a lifetime maximum benefit of *at least* \$500,000 in coverage for each service.
- Your waiver may be audited.
- You will be enrolled and billed for PSIP by the University unless information about other acceptable insurance coverage is received each academic year

Please note that full-time students who wish to be enrolled in PSIP are required to actively do so using the online system each year. Students who do not actively enroll and are instead enrolled by the University may experience a gap in coverage due to the increased processing time. Also, changes in your registration status can affect your eligibility for coverage. Dependents cannot be enrolled in PSIP unless you actively enroll them.

Dissertation and Exchange Students

- Access to Student Health Services is based on payment of the Clinical Fee which is optional to dissertation students.
- Exchange students who are here for longer than one semester are charged the Clinical Fee.
- Dissertation and exchange students who are here for one semester or longer are subject to insurance requirement (please see above).
 - If you are a dissertation or exchange student, you will be enrolled and billed for PSIP if information about alternate insurance coverage is not received.

Part-Time Students

- Part-time students are not subject to insurance requirements nor the Clinical Fee.
 - If you are a part-time student, you may enroll yourself and your dependents voluntarily in PSIP. You must continue to enroll annually to continue coverage.

New (Incoming) Full-Time Students – Immunization Requirements

- Incoming students must satisfy the University insurance requirements, plus:
 - Submit their Health History Questionnaire (online);
 - Submit their Tuberculosis Screening Questionnaire (online);
 - Submit their Consents and Privacy Acknowledgement (online).
- Immunization requirements for incoming students:
 - Immunization history must be submitted online **before** matriculation.
 - Proof of immunity is required for:
 - Measles-mumps-rubella,
 - Hepatitis B,
 - Varicella (chicken pox),
 - Tetanus-diphtheria-pertussis,
 - Required immunizations should be completed before arrival, but are available at SHS.
 - You will be blocked from registration if these requirements are not met.
 - Call (215) 746-3535, option 4, or visit www.vpul.upenn.edu/shs/immunization.php for more information.

Students Living in Campus Housing – Additional Requirement

- All students, full- or part-time, living on campus, are subject to the University's immunization requirements – including Pennsylvania's state meningococcal requirement.
 - Students who are age 21 or younger must have one dose of meningococcal vaccine, given since age 16.
 - Students who are age 22 or older either must have one dose of meningococcal vaccine or submit a waiver form (see www.vpul.upenn.edu/shs/mening.php).

Release of Medical Records

Call Medical Records – 215-746-3535, option 5.

Fax requests to 215-746-0487, attn. Medical Records.

- SHS does not routinely notify parents, professors, or anyone else about your medical condition.
- Patients must give permission to their provider to discuss medical information with anyone not directly involved in their treatment.
- Copies of medical records may be requested by patient (charges may apply).
- SHS's Notice of Privacy Practices is available online at www.vpul.upenn.edu/shs/privacy.php.



STUDENT HEALTH SERVICE DIRECTORY

Evelyn Wiener, MD

Executive Director
wiener@upenn.edu
215-746-0803

Sallyann Bowman, MD

Deputy Director
sbowman@upenn.edu
215-746-0804

Erika Gross

Director for Finance, Administration
& Risk Management
egross@upenn.edu
215-746-0821

Lamar Smith

Administrative Assistant
shs@upenn.edu
215-746-0822

Anne Cunningham, RNC, MSN

Nurse Manager
annec@upenn.edu
215-746-0824

Leslie Thompson, MD

Primary Care Section Chief
lthompo@upenn.edu
215-746-0823

Deborah Mathis, CRNP

Women's Health Administrative Chief
mathis@upenn.edu
215-746-0828

Janice Asher, MD

Women's Health Clinical Chief
asherj@upenn.edu
215-746-0829

Dennis Shinnors

Compliance Officer
shinnors@upenn.edu
215-746-0809

Patient Rights and Responsibilities

PATIENT RIGHTS

- You have the right to receive considerate and respectful care at the Student Health Service.
- You have the right to be treated in accordance with all measures of the University of Pennsylvania Nondiscrimination Statement.
- You have the right to an explanation of your diagnosis, treatment, and prognosis in terms you can understand.
- You have the right to receive the necessary information, including potential costs of care, in order to participate in decisions concerning your health care and to give your informed consent before any diagnostic or therapeutic procedure is performed.
- You have the right to a complete explanation of any research or experimental procedure proposed for treatment, and the opportunity to give your informed consent before any procedure is begun.
- You have the right to obtain a second medical opinion prior to any procedure.
- You have the right to refuse medical treatment, except as prohibited by law, and to be completely informed of the consequences of making this decision.
- You have the right to involve family members in your care decisions. When you cannot make care decisions, a family member or other surrogate decision-maker will be designated.
- You have the right to expect that if you are unable to receive information about your medical treatment (i.e. comatose) or if your health care practitioners are concerned that such information would be inadvisable to be given to you, such information will be made available to an individual designated by you or to a legally authorized individual.
- You have the right to be treated with respect for your personal privacy by all staff at the Student Health Service.

- You have the right to have your medical records kept confidential and to be released only with your written consent or for public health disclosures, in cases of medical emergencies, or in response to court-ordered subpoenas. In addition, you have the right to restrict disclosures of your personal health information, and to request an accounting of disclosures on or after April 14, 2004.
- You have the right to review any medical records created and maintained by the SHS regarding your care and treatment, and to request amendments to these records.
- You have the right to know the names and positions of those individuals involved in your care, by official name tags or personal introductions.
- You have the right to file a grievance with the administration of Student Health Service if you feel any of these rights have been violated.
- You have the right to have pain appropriately assessed and managed.
- You have the right to know when something goes wrong with your care.
- You have the right to get an up-to-date list of all of your current medicines.
- You have the right to be listened to.
- You have the right to report any concerns about patient safety or quality of care that have not been addressed to your satisfaction to the Joint Commission.

PATIENT RESPONSIBILITIES

- You are responsible for providing accurate information concerning your medical history.
- You are responsible for asking questions if you do not understand the explanation of your diagnosis, treatment, prognosis, or any instructions given to you.
- You are responsible for providing information necessary for processing insurance claims.
- You are responsible for any charges billed to you for services provided.
- You are responsible for following all rules and regulations that are posted within SHS.

University of Pennsylvania Nondiscrimination Statement

The University of Pennsylvania values diversity and seeks talented students, faculty and staff from diverse backgrounds. The University of Pennsylvania does not discriminate on the basis of race, sex, sexual orientation, gender identity, religion, color, national or ethnic origin, age, disability, or status as a Vietnam Era Veteran or disabled veteran in the administration of educational policies, programs or activities; admissions policies; scholarship and loan awards; athletic, or other University administered programs or employment.

Questions or complaints regarding this policy should be directed to:
Executive Director, Office of Affirmative Action and Equal
Opportunity Programs, Sansom Place East, 3600 Chestnut Street,
Suite 228, Philadelphia, PA 19104-6106 or by phone, at
(215)898-6693 (Voice) or (215)898-7803 (TDD).

Comments

If you have any comments or concerns about your care or about patient safety, please notify Student Health Service administration by phone at 215.746.3535 or by e-mail at shs@pobox.upenn.edu.

The Office of the Vice Provost for University Life is available by phone at 215.898.6081 if the Student Health Service cannot resolve your concerns. You may also contact the Office of Quality Monitoring at the Joint Commission to report any concerns of register complaints either by phone at 1-800-994-6610 or by email at complaint@jointcommission.org.

Student Health Service
University of Pennsylvania
3535 Market Street, Suite 100
Philadelphia, PA 19104-3376
(215) 746-3535
www.vpul.upenn.edu/shs

