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YOUR GUIDE TO THE **STUDENT HEALTH SERVICE**

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at the
University of
Pennsylvania

www.vpul.upenn.edu/shs



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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 student 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
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?

- Call (215) 746-3535.
- You may use the directory at the back of this brochure to contact individual staff members.
- Access our webpage at www.vpul.upenn.edu/shs for additional information.
- E-mail shs@upenn.edu for questions about services.

Am I Eligible for Care at the Student Health Service?

- All full-time students are automatically eligible for care at the Student Health Service.
- Please see page 16 for details or if you are in a special program.
- Check our website 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

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 the Student Health Service.
- 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 (if you have private insurance) or the Penn Student Insurance Plan (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 HIV testing
- Podiatry office visits

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

- Medications
- Diagnostic lab tests performed on-site
- Immunizations
- Prescription services and various supplies (see page 18)
- Certain clinical procedures

You are responsible for any care obtained outside Student Health, including any care or treatment at HUP or its Emergency Room, 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/sbs/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)?

- Primary care providers work in teams (Red and Blue).
- 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 from the same team 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://sbs.upenn.edu/opencommunicator>

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 outside of SHS, 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 nurses station.
- **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 and treat you if you feel you cannot wait for an appointment with your provider.

When is Primary Care Open?

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

Monday	8:00 am to 7:30 pm
Tuesday	8:00 am to 12:00 pm 2:00 pm to 7:30 pm
Wednesday	8:00 am to 7:30 pm
Thursday	10:30 am to 5:30 pm
Friday	8:00 am to 5:30 pm
Saturday	11:00 am to 4:30 pm

- 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/sbs/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, emergency contraception, and menstrual disorders
- preconception counseling, pregnancy testing, and options counseling
- 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:
<http://www.vpul.upenn.edu/shs/appointments.php>.

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 outside of SHS, 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 nurses station.
- **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 am to 7:30 pm
Tuesday	9:00 am to 12:00 pm 2:00 pm to 5:00 pm
Wednesday	9:00 am to 5:00 pm
Thursday	10:30 am to 5:00 pm
Friday	9:00 am to 5:00 pm

Hours are subject to change during breaks and over the summer – visit <http://www.vpul.upenn.edu/shs/index.php>.

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

- If SHS is open, Primary Care clinicians provide care. Please check the Primary Care section for information on hours.
- If SHS is closed, a Student Health Service provider is 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.
- 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 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 musculoskeletal problems (back pain, knee problems, etc.).
- These services are available whether or not problem stems from 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.

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 insurance.

Immunizations

- All full-time students are required to show proof of immunization against certain vaccine-preventable diseases.
 - 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.

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 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.vpul.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 rounds
 - 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 inpatient services
 - You are responsible for providing information about insurance to the hospital.
- You are responsible for payment of any charges not covered by insurance

If you have surgery at HUP

- 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 the SHS at 215-746-3535, *option 2*, with questions.

What Happens if I Need to See A Specialist?

- Referrals are made 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 visits 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, 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 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 Dental Advantage[®] 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 VisionSM Discount Program benefits apply for annual eye exams.
 - The Vital Saving plan is available through Aetna Student Health (www.aetnastudenthealth.com).

OTHER CAMPUS RESOURCES

Counseling and Psychological Services
215-898-7021

Office of Health Education
215-573-3525

Student Disabilities Services
215-573-9235

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

WHO IS ELIGIBLE FOR CARE AT THE STUDENT HEALTH SERVICE?

- Eligibility for care at SHS is established by
 - Enrolling in the Penn Student Insurance Plan (PSIP) (www.vpul.upenn.edu/shs/inreq.php), or
 - Paying the Clinical Fee (www.vpul.upenn.edu/shs/clinicalfee.php).
 - The Clinical Fee is *mandatory* for all full-time students.
 - The Clinical Fee is automatically billed to full-time students.
 - If you enroll in PSIP, the fee is reversed when the insurance premium is billed.
 - The Clinical Fee is *optional* for part-time or dissertation-status students.
- Students in special programs should check with their school to see if they are eligible for care.
- Students taking non-credit courses are not eligible to use SHS.



Eligibility of Spouses and Domestic Partners for Care

www.vpul.upenn.edu/sbs/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
Primary care visits at SHS	Covered through PSIP	Covered through Clinical Fee
Nursing care visits at SHS	Covered through PSIP	Covered through Clinical Fee
Nutrition consultations at SHS	Covered through PSIP	Covered through Clinical Fee
Podiatry visits at SHS	Covered through PSIP	Covered through Clinical Fee
Sports medicine visits at SHS	Covered through PSIP	Covered through Clinical Fee
Women's Health visits at SHS, including annual exams	Covered through PSIP	Covered through Clinical Fee
Allergy injections at SHS	Covered through PSIP	Covered through Clinical Fee
Colposcopy 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
Travel immunizations at SHS	Billed to you/your student account	Billed to you/your student account
Orthopedic supplies at SHS	Billed to PSIP	Billed to you/your student account
Medications dispensed at SHS	Billed to you/your student account	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
Women's Health annual exam lab tests	Billed to PSIP	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 copay	Billed to you/your insurance plan. Coverage is subject to terms of your insurance plan
Counseling	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 copay.	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 copay	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	Many tests covered by Clinical Fee; elective STI screening may be billed to you/your student account.
Surgery	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
X-rays and ultrasound studies	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

UNIVERSITY OF PENNSYLVANIA HEALTH REQUIREMENTS

All Full-Time Students:

- Must have coverage for outpatient care at SHS through payment of Clinical Fee (www.vpul.upenn.edu/shs/clinicalfee.php) or enrollment in the Penn Student Insurance Plan (PSIP)
- Must have comprehensive Health Insurance
<http://www.vpul.upenn.edu/shs/insurance.php>
 - 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.
 - Other plans must provide:
 - coverage by a company licensed to do business in the United States, with a U.S. claims payment office and a U.S. phone number.
 - coverage for pre-existing conditions.
 - a lifetime maximum benefit of at least \$500,000.
 - coverage for routine inpatient and outpatient medical care in the Philadelphia area (coverage for emergency-only care is not sufficient).
 - coverage for routine inpatient and outpatient mental health care in the Philadelphia area (coverage for emergency-only care is not sufficient).
 - Your waiver may be audited.
 - You will be default enrolled and billed for PSIP 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 should always actively do so using the online system. Students who are default enrolled may experience a gap in coverage due to the increased processing time.

Dissertation and Part-Time Students

- Coverage for Student Health is optional.
- Dissertation students are subject to insurance requirement.
 - If you are a dissertation student, you will be enrolled and billed for PSIP if information about alternate insurance coverage is not received.
- Part-time students are not subject to insurance requirement.
 - If you are a part-time student you may enroll voluntarily in PSIP.

New (Incoming) Full-Time Students – Additional Requirements

- Incoming students must satisfy the SHS and 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 state meningococcal requirement.
 - Undergraduates must have one dose of meningococcal vaccine.
 - Graduate/professional students must have one dose of meningococcal vaccine or submit 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 215-746-0800, 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.
- Copy of medical records may be requested by patient (\$20.00 charge).
- Release of records to a third party requires signed authorization. Contact Medical Records; please allow time for duplicating and mailing records.
- SHS's Notice of Privacy Practices is available online (www.vpul.upenn.edu/shs/privacy.php).

Medical Excuses for Missing Class/ Incomplete Work:

- SHS will provide written documentation of contact with Student Health *only* if patient was treated in SHS *at the time* of the illness or injury.
- No information is provided about diagnosis, prognosis, or ability to complete academic assignments.
- Only the faculty member conducting a course can grant an excuse from academic coursework.



STUDENT HEALTH SERVICE DIRECTORY

Evelyn Wiener, MD
Director
wiener@upenn.edu
215-746-0803

Sallyann Bowman, MD
Deputy Director
sbowman@upenn.edu
215-746-0804

Jennifer Petrina
Director for Finance &
Administration
petrinaj@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

Raishell Baxter
Practice Manager
raishell@upenn.edu
215-746-0825

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 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, to any persons not legitimately involved with your care, 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, 2003.
- 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.
- 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 or 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