Welcome to Health Services at Portland State University’s Center for Student Health and Counseling (SHAC). This document is an introduction to SHAC services and provides information pertaining to your rights and responsibilities including eligibility, fees, staff, the Center, and confidentiality. If you have any questions after reading this information, please discuss them with a provider.

What to Expect: During your initial visit to Health Services you will be asked to complete a health history form, agree to the notifications of our policies, and read and sign this consent form. Accurate completion of these forms will assist our staff in your health care. Appointments will be scheduled based on your medical need. For medical concerns, a nurse will often be able to assess your condition to determine if a physician's appointment is required and to determine how soon you need to be seen.

Eligibility for Services: The PSU Student Health Fee is a mandatory fee assessed to any student taking 5 or more PSU credit hours for Fall, Winter, Spring or Summer terms. This fee provides accessibility to SHAC services regardless of personal health insurance. If you drop below 5 credit hours within the first four weeks of the term, you will lose your Student Health Fee and will not be eligible for SHAC services.

Health Insurance: The PSU Student Health Insurance Plan is a mandatory health insurance plan for any student enrolled in 5 or more PSU credit hours for Fall, Winter, Spring or Summer terms. This plan can be waived if you have private health insurance that is comparable in coverage. As long as you maintain 5 credit hours, you can be seen at SHAC regardless of your health insurance plan. However, your health insurance plan does affect how you are billed for SHAC services that incur a charge. Please refer to the Disclosure of Billing & Insurance Practices.

Fees: Provider and nurse visits are provided at no charge during all terms for students who have paid the Student Health Fee (acupuncture services incur fees and Summer term fees may apply to those not enrolled). However, students must pay for any medications prescribed, medical equipment received, various procedures, and any diagnostic work that exceeds the provisions of the PSU Student Health Insurance Plan. If you have opted out of the PSU Student Health Insurance Plan and incur charges at SHAC you may request a statement of those charges to submit to your private insurance for possible reimbursement.

Staff: Health Services is composed of a multidisciplinary staff including Family Practice and Internal Medicine physicians, a Nurse Practitioner, Physicians’ Assistant, Registered Nurses, Medical Assistants and an Acupuncturist. Health Services is also a training site for Internal Medicine and Family Practice residents from Oregon Health & Science University and for nursing students from various nursing programs in the greater Portland area.

Hours of Operation: SHAC is open Monday-Friday from 9AM-5PM. Health Services are available on an appointment basis except in emergency situations. An after-hours nurse triage phone line is available if you have questions about a health condition or concern at 844-224-3145. If you require emergency care, you are advised to go to the nearest Emergency Department.

Your Basic Responsibilities

- To be respectful in speech and manner to the SHAC staff
- To seek medical attention promptly
- To be honest about your medical history
- To ask questions about anything you do not understand
- To follow health advice and medical instructions
- To report any significant changes in symptoms or failure to improve
- To respect clinic policies
- To keep appointments or cancel in advance. If you fail to keep or cancel an appointment by the close of the prior business day or do not show for your scheduled appointment, a $25 will be charged to your student account. Extenuating circumstances will always be considered.
- To seek non-emergency care during regular business hours
- To provide useful feedback about services and policies
- To maintain a current address and phone number in the PSU system in order to facilitate communication as necessary. Updates can be made at www.banweb.pdx.edu
- To present photo identification for services
Your Basic Rights

- To be treated with dignity and respect
- To know the names and professional status of the people serving you
- To confidentiality (except in the situations described below under “Confidentiality”)
- To receive accurate information about your health related concerns
- To know the effectiveness, possible side effects and problems of all forms of treatment
- To participate in choosing a form of treatment
- To select and or change your health care provider
- To review your medical records with a clinician
- To information about services and any related costs

Confidentiality

In accordance with state and federal laws as well as professional ethical guidelines established for physicians, nurses, and dietitians, Health Services maintains confidential records of all patient contacts. This means that except for diagnostic or referral purposes, no information about contacts with a physician, nurse, or dietitian will be disclosed to parties outside of Health Services without written permission from you for such disclosure. There are some exceptions to confidentiality. Clinical staff may be required to release certain information if the following situations exist: (1) If you state intent to harm yourself or others; (2) If you are diagnosed with a reportable disease as required by the State Health Department; (3) If you reveal abuse or neglect of a child or vulnerable adult; (4) At risk of operating a motor vehicle; or (5) If you initiate legal proceedings regarding your treatment or when an illness defense is used in a criminal or civil action. Confidentiality in these cases will be limited to the extent the law allows.

In addition, if you see a therapist from PSU’s Counseling Services your Health Services provider may share information with your therapist to the extent necessary to ensure optimal communication about your complete care. If you receive psychiatric medication from Health Services, brief notes about your treatment with Counseling Services will be included in your Health Services chart.

A signed Release of Information is required for the release of your medical records to any party outside of SHAC, including to yourself. As a university health service, please be aware than any records taken outside the clinic become an Educational Record governed under the laws of the Federal Educational Rights and Privacy Act (FERPA). There is a fee to have records released to you.

Consent

BY SIGNING BELOW I indicate that I give permission for Health Services to bill my PSU Student Health Insurance Plan for expenses incurred for billable services performed during my visit to the Health Services. The information given to the insurance company includes date of service, diagnosis, and the name of service provided. Failure to sign will result in you being billed for the service(s) received.

Additionally, there are some circumstances under which the PSU Student Health Insurance Plan will request medical records in order to further process a claim. BY SIGNING BELOW I am giving my consent to release medical records to the PSU Student Health Insurance Plan as necessary for the processing of a related insurance claim.

Furthermore, under FERPA we are excluded from continuation of care. Therefore, BY SIGNING BELOW we may obtain records from your previous Emergency Department or Urgent Care visit should you require follow-up care at SHAC. This will help to expedite services for you and aid in our ability to provide efficient and quality care. (This excludes mental health records.)

By signing below you indicate that you understand the information presented in this document and you consent to receiving services at Health Services.

Signature (required): ______________________________________    Date: ____/_____/_______
Printed Name: _________________________________    PSU Student Id: _____________________