

Access to Services

I. Policy

The access to services policy gives direction to the SHC scheduling staff on appointment scheduling protocol or allowances outside of the traditional patient who is an enrolled student and has paid the semester Medical Services fee for access to the Student Health Center

II. Procedure

A. General Scheduling Guidelines

Students who have had the medical service fee assessed to their account and are currently enrolled at SHSU are eligible to receive services from the SHC.

1. Eligibility may be verified by:
 - a. *Eligible* status noted on their account in the electronic health record
 - b. Verifying enrollment in Banner
 - c. Verifying the Health Center Fee on their account in Banner
2. A student may access the SHC during the defined academic term for which the Medical Service Fee activates eligibility
 - a. Eligibility is established each semester and covers the full month that opens and closes the semester schedule.
 - i. Fall Eligibility is August - December
 - ii. Spring Eligibility is January - May
 - iii. Summer Eligibility is May – July
 - b. **Graduating Seniors** will have a last day of eligibility designated as 72 hours prior to graduation day to allow for all possible charges to be reconciled
 - c. If a student is *not registering for classes* in the **Summer sessions** but wishes to still maintain eligibility to use the SHC over the Summer they must:
 - i. Be registered for the Fall semester directly following summer sessions as either a returning or incoming student
 - ii. Agree to applicable fees being added to their account. The student may select to
 1. Pay the \$75 fee to have access for full Summer 1 and Summer 2 unlimited appointment scheduling **OR,**
 2. Select to pay a \$20 office visit fee for each appointment they schedule throughout the Summer
 - iii. The registrar's office will be notified by the SHC front desk supervisor when a Summer medical services fee needs to be assessed to the student account for eligibility.
 - iv. The SHC front desk staff will add the office visit fee to the

student ticket at the time of scheduling if this option is chosen.

- v. An exception to paying the \$75 access for Summer **may be given** to a student who is employed at SHSU as a student worker and **actively working** during the Summer.

NOTE: To receive this allowance, student worker must have their supervisor send a verification of employment email to shc@shsu.edu

- 3. In general, when a student withdraws or resigns from the university, she/he is no longer eligible to receive Student Health Center services.
 - 4. Students who are involuntarily withdrawn or suspended from the university are ineligible to receive Student Health Center services since such dismissals may involve the student being barred from the campus. In such instances, students should be provided with referral information when clinically indicated.
- B. Allowances: The below groups have access to the clinic based on defined terms other than the General Scheduling Guidelines:
- a. University camp attendees- see SHC policy, [Summer Campers and Related Non-students Accessing SHC Services](#)
 - b. ELI programs- Reduced fee assessed to student by International Programs and paid to the SHC
 - c. ROTC/ Safe to Train/ DOD physicals- Departmental payment to SHC
 - d. UPD physicals-Department paid
 - e. Athletic physicals-Department paid
 - f. Follow-up treatment from the previous semester that is deemed medically necessary to facilitate referral and transition of care (requires Medical Director Approval)
 - g. Student Health Center Director approval (presented on a case-by-case basis)
 - h. Action deemed necessary to contribute to the public health and safety of the campus and/or surrounding communities.
- C. Medical Emergencies
Persons presenting to the SHC with obvious, declared, or suspected medical emergencies should be triaged by a health care professional before clarifying eligibility as per the [Nurse Triage Protocol](#). The encounter should be documented on a [Visitor Report](#) and filed with the front desk manager who will maintain the report's security and confidentiality.
- D. The Health Center Director or Medical Director has the authority to allow for modified access in times of a declared pandemic or other health related emergency.

III. Attachments

- 1. [Summer Campers and Related Non-students Accessing SHC Services](#)
- 2. [Visitor Report](#)

IV. References

- 1. AAAHC, Chapter 1 Patient Rights and Responsibilities