Appointment Scheduling

I.   **Policy**
      The SHC will schedule appointments for its patients in a manner that facilitates the efficient delivery of healthcare services.

II.   **Definitions**
      Eligible student-Student who has paid the medical services fee.
      Ineligible student-Student who has not paid the medical services fee.

III. **Procedure**
      Appointments may be scheduled in person, by telephone, or self-scheduled through the patient portal. All front office staff should follow the procedure for scheduling an appointment outlined below:
      A. Prior to Scheduling
          1. Before scheduling an appointment, staff should verify student eligibility in the EHR (Electronic Medical Record). Additional verification can be obtained through banner as needed.
              a. Students that have not paid for SHC medical services fee will generally not be eligible for services.
              b. The Director/Medical Director can be notified to request a review of this on a case-by-case basis.
          2. For minor (17 years old and under) students, the following steps should be taken prior to scheduling an appointment:
              a. Staff member should check for a signed parental consent form already in the chart.
              b. If the form is already on file, staff member can schedule the appointment.
              c. If form is not on file, the student may still be scheduled but should be advised of the following:
                  i.   The visit may require consent from their parent and offer to assist in getting consent prior to the appointment.
                  ii. Otherwise, the student should
                       a) Arrive 30 minutes early
                       b) During self check-in, the student will complete a form to determine if parental consent is required.
                       c) If consent is not required, we will proceed with the scheduled visit.
                       d) If consent is required, we will assist the student with obtaining consent. However, the visit may need to be re-scheduled if the consent cannot be obtained in a timely manner.
      B. Scheduling
          1. After determining the student is eligible, the staff member will request:
              a. Student ID number
              b. Email address

  c. Preferred mailing address for receiving health center correspondence

2. The staff member will find an available patient appointment time on a provider-nurse team schedule or refer the patient for triage as per SHC [Nurse Triage Protocol](#).
  Note: Patients have the right to request a specific provider or nurse.

3. Appointment times in EHR are set up with allotted time based on visit reason (see Attachment 2, SHC *Appointment Reasons*). To override an allotted time, it is required to have supervisor, Director, or Medical Director approval.

4. Staff member will inform student of the date and time of appointment, name and title of provider, and advise them of the "no-show" charge.

5. If the student is scheduling with the SHC for the first time, they will be informed about the following information:
  a. No office visit fee charged- covered by medical services fee; other charges may be incurred.
  b. Lab services are available- charges are billed through the Bursar's Office.
  c. To cancel an appointment must call one hour before scheduled appointment.
  d. Academic Health Plan is only insurance accepted.

6. Patient should be advised to arrive for appointment 20 min early to perform self check-in.

IV. Attachments
1. SHC *Triage and Scheduling Procedure*
2. SHC *Appointment Reasons*

V. References
1. Consent for Treatment Policy