

JMU HEALTH CENTER FAQ

This provides answers to the most **Frequently Asked Questions** about the University Health Center and the services available. The University Health Center provides health care and learning opportunities that help students ***be well, stay well and do well.***

540.568.6178

jmu.edu/healthcenter

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Services & Access to Care

What do students do if they get sick?

Learning to implement self-care and understanding when it's appropriate to seek medical care is an important part of a young adult's life. To assist in this understanding, self-care resources are available on our website for self-limited illnesses (conditions that are healed by the body's immune system and can be treated at home without seeing a medical provider).

For general and routine care, students may make an appointment at General Medicine in the University Health Center. If a student has an urgent medical need they may come to our Urgent Care, but we request they call us first at 540-568-6178, option 2.

What if a student isn't sure if an appointment is needed to see a medical provider?

We provide a "Talk to a Nurse" option during regular business hours. Students will speak with a Registered Nurse to help determine the best course of care for a medical problem.

What if a student needs to see a medical provider when you are not open?

We suggest utilizing one of our local urgent care centers, or the Sentara RMH Emergency Department.

- MedExpress: 540-432-3080
- Emergicare: 540-432-9996
- Valley Urgent Care: 540-434-5709
- SRMH Emergency Room: 540-689-1000

If a student does not have a car, how can they get to these places?

We suggest students utilize the local bus transit system, ask friends for rides, take a cab, Uber, Lyft or similar options.

If a student is hospitalized, how will parents/families be notified?

If a student is hospitalized and able to communicate with hospital staff, the student determines who is to be notified and have access to their medical information.

If a student is hospitalized and unable to communicate with hospital staff then the hospital will contact the JMU Police Department. The JMU Police Department will contact whoever is listed as an emergency contact in MyMadison.

What is MyJMUChart?

A way to schedule appointments, access receipts and enter medical and immunization history. It is a secure online patient portal which gives students the ability to receive secure messages from the University Health Center.

Do you offer flu shots for students?

The JMU Health center has a limited number of flu shots since we do not bill insurance. Because it is cheaper for insured students to get the flu shot at one of the many local pharmacies that offer this service we typically encourage students to take advantage of this option. There may be a flu shot clinic in the fall with a third party that can bill insurance. Students should watch their email for more information.

What should a student do about a life-threatening allergy?

We recommend that students do the following:

- Carry their self-administered epinephrine (if they have one)
- Contact the Office of Disability Services if there are any requested accommodations
- If the allergy is food related, visit www.foodallergy.org to complete an action plan and contact Dining Services at dining@jmu.edu.
- Wear a medical alert bracelet or necklace
- Include in the brief health history on MyJMUChart

For students with a chronic condition (Diabetes, Crohn's, etc.) can the UHC be the health care provider and help them manage their condition?

We are able to manage acute illness and injury regardless of chronic conditions and can assign them to a provider that will be familiar with their health. However, if the chronic condition complicates the situation, a student may need to consult with a specialist in the community. We can help make the referral.

We recommend being knowledgeable about local specialists and having a referral made in advance from your local medical provider in the event that a student needs to be seen immediately for their chronic condition. You may call Sentara RMH for a physician referral at 1-800-SENTARA or visit their Find a Doctor site.

We have a Registered Dietitian on staff to help students manage chronic conditions that require nutritional attention. The Office of Disability Services is a resource for academic accommodations, and the Office of Residence Life is a resource for housing accommodations.

Does the UHC administer allergy shots?

Yes, please visit our website for required forms and details. We also have an allergy serum drop-off during student move-in. Visit jmu.edu/healthcenter for details.

Can students get their lab work done at the UHC?

Yes, students can either upload their orders to MyJMUChart or they can be faxed to our Health Information department for review and approval. Once reviewed, students will receive a secure message through MyJMUChart regarding approval. If approved, the student can then call the Health Center for an appointment. All results will be sent to the ordering medical provider.

My student has depression or anxiety, do you treat that?

The Counseling Center has a variety of services available to help with mental health issues. Learn more at jmu.edu/counselingctr.

Immunization/TB Screening Forms & Medical Records

Is a physical required?

We do not require a physical, only documentation of the required immunizations and a TB screening. We will accept official immunization records from schools or medical providers. All required immunizations must be listed and up to date, including the online TB screening.

What happens if the student's Immunization Form is not submitted and confirmed by the due date?

All communication regarding completeness of their record will be with the student directly through secure messaging on MyJMUChart. A \$50 fine and a hold may be placed on any student's account if they are missing all or part of the required immunizations and TB Screening at the start of the semester. This means the student will not be able to add any classes to their schedule until they provide the required information and pay the fine at the University Business Office (located on the 5th floor of the Student Success Center).

Is there a waiver for parents/families to have access to their student's medical records?

We are unable to grant blanket access to a student's medical records. Each time a student visits the UHC, they are asked if they give permission to discuss details of their appointment with their parents/guardians about their visit. It is up to the student to decide who has access to their medical records. This is consistent with federal security and privacy regulations.

Medications, Prescriptions & the UHC Pharmacy

Will your pharmacy fill or refill prescriptions from a home medical provider?

Our pharmacy can fill some prescriptions written by an off-campus medical provider. The UHC pharmacy does not carry controlled medications (such as Adderall or narcotics). See our website for a list of medications available.

If a student is on prescribed medications, will you keep them at the UHC or do they have lock boxes in the residence halls?

Students are responsible for keeping their own medications. We recommend they bring a lock box with them if they are on medications that could be abused (including controlled substances such as Adderall or narcotics).

Where can a student get ADHD medication?

There are a few options for students to obtain their ADHD medication since our providers do not prescribe and pharmacy does not dispense these medications:

- The student may take their written prescription to a local pharmacy. There are some within walking distance of JMU or on the bus route.
- Parents/families may choose to send medication directly to the student.
- If a student needs to be prescribed ADHD medication, we recommend having your current medical provider refer them to someone in the Harrisonburg area. You may also call Sentara RMH for a physician referral at 1-800-SENTARA or visit their Find a Doctor site.

Where can a student get birth control?

Birth control pills

- Prescriptions can be received from the Women's Health Clinic.
- Prescriptions from home provider can transfer to the University Pharmacy if the brand is available (see website for available list).

Once a prescription has been provided to the student, they can purchase from the University Pharmacy at minimal cost or purchase with insurance at a local pharmacy.

Intrauterine Devices (IUD) and Implantable Rod (Nexplanon)

- Make an appointment with our Women's Health Clinic for discussion on the process and procedure information.

Depo-Provera Injection

- If home provider has prescribed, the student may pick up the medication from an outside pharmacy and make an appointment with the Nurse Clinic for injection.
- New starts or refills should make a Women's Clinic appointment.

Insurance

Does the UHC bill insurance?

We are currently working to implement insurance billing ONLY for in-house testing since newer and more accurate lab technology is associated with higher costs. In-house lab tests are the only services we plan to bill to insurance. There is no fee to see a UHC medical provider. Some of our services have nominal fees, but generally our costs are kept to a minimum. Students may access their receipts for possible health insurance reimbursement via their MyJMUCart secure portal (reimbursement varies; contact your health insurance carrier to determine what is covered).

Students are expected to pay any incurred costs at the time of their visit. We accept:

- Cash (except in the pharmacy)
- Check (made payable to JMU)
- FLEX (on the JACard)
- Discover, MasterCard or Visa credit card (in the student's name)
- Flexible Spending Account Cards (health flex benefits card)
- Android Pay
- Apple Pay

If you don't bill insurance, why does a student have to upload a copy of their health insurance card to MyJMUCart?

Since we are adding the option of billing insurance for in-house lab testing, we ask students to upload their insurance cards onto MyJMUCart and recommend they have a copy with them. The insurance information is required to bill insurance for labs and is helpful to have in the event they would have to go to the emergency room, need an x-ray, or are referred to a specialist.

OUR HEALTH AND MEDICAL STAFF AND SERVICES

The University Health Center is staffed by a medical team of board-certified providers. We administer care in a confidential and professional manner.

Physicians	General Medicine
Nurse Practitioners	Women's Health
Physician Assistants	Urgent Care
Registered Nurses	Allergy Injections
Pharmacist	Travel Clinic
Dietitian	Immunization and TB Screening
Lab Technician	(Sentara RMH) X-ray and Orthopedic/Sports Medicine