

Introduction to Student Health Services

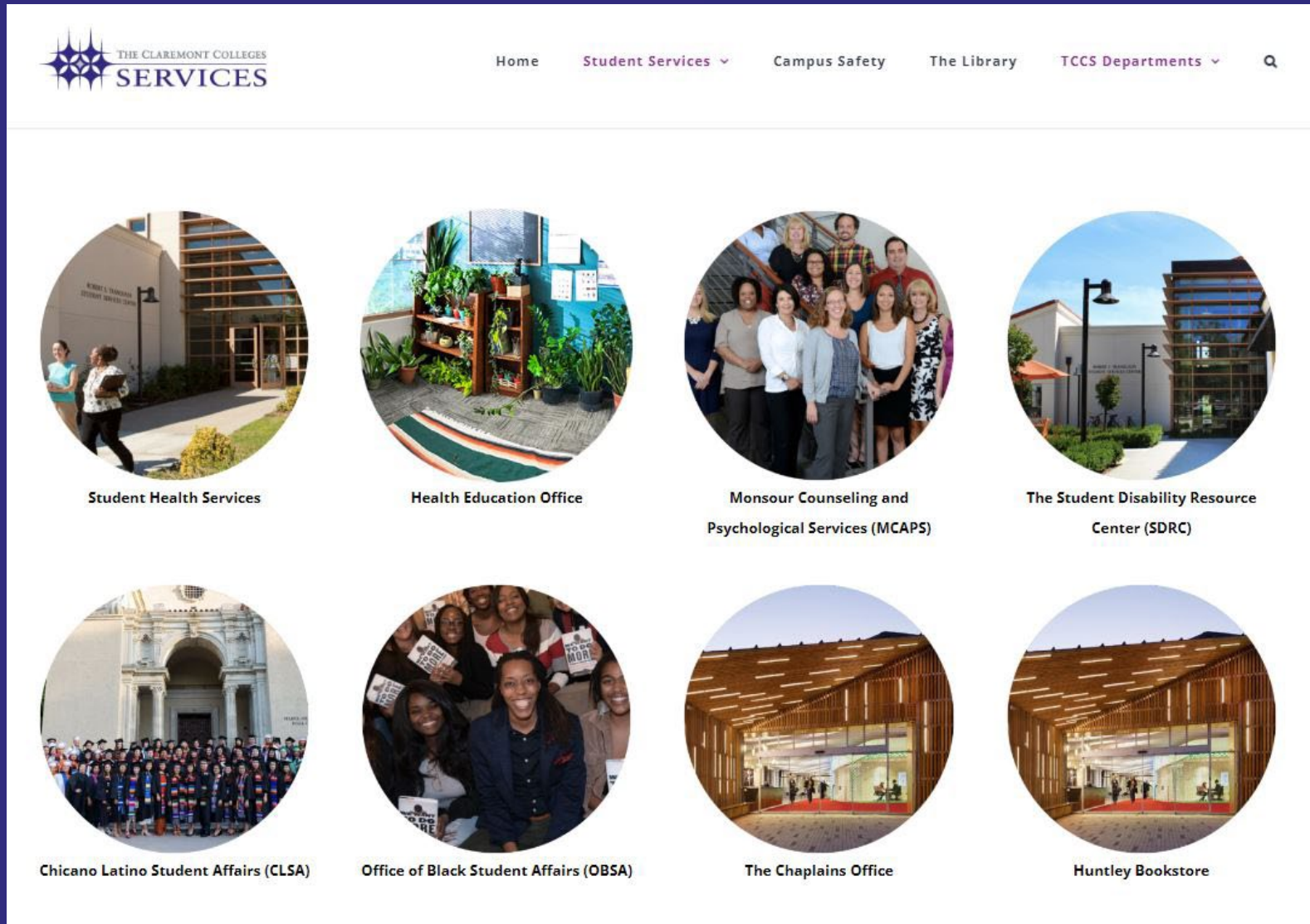


Committed to promoting the physical health and wellness of all students at The Claremont Colleges.

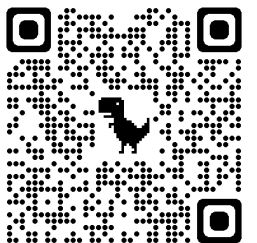
Fall 2023



The Claremont College Services (TCCS)



<https://services.claremont.edu/student-services/>



Introduction to Student Health Services (SHS)

- SHS founded in 1952 with a gift by Dr. George Baxter, operated by TCCS
- Services are available for undergraduate students enrolled and taking classes at the 5Cs (Pomona, Scripps, Harvey Mudd, Claremont McKenna, and Pitzer)
- Located on the First Floor, Tranquada Building
 - 757 College Way (across from the Library)
- Multidisciplinary team
 - Nurses
 - Nurse Practitioners
 - Physicians
 - Medical Assistants
 - Receptionists
 - Medical records & student accounts specialists
 - Clinical & operational leaders





STUDENT HEALTH SERVICES IS OPEN! WALK IN OR CALL SHS AT (909) 621-8222 TO SCHEDULE AN APPOINTMENT.

MONDAY - FRIDAY 8 AM - 5 PM

CLOSED DAILY FROM 12 PM - 1 PM

CLOSED FOR SUMMER HOLIDAYS: MAY 29, JUNE 19, JULY 4



Contact SHS

Phone | (909) 621-8222

Fax | (909) 621-8472

After Hours Emergency | (909) 607-2000

[After Hours and Emergency Care including 7C Health](#)

[7C Health](#) - 24/7 Free Telehealth Service for Students

[How Do I Reach SHS](#) - Appointments, Emergencies, Telehealth

[Helpful Tips](#) - From Check In to Check Out

Regular hours during Summer 2023

Monday - Friday 8 a.m. - 5 p.m.

Closed daily from 12 p.m. - 1 p.m.

Closed Wednesdays from 12 p.m. - 1:40 p.m.

SHS Summer Closure

Memorial Day - Monday, May 29th

Juneteenth - Monday, June 19th

Independence Day - Tuesday, July 4th

SHS Training - August 7th - August 11th

Forms Sent to Student Health Services:

[Upload Medical Records](#)



Introduction to SHS

Services at SHS

- All medical information is confidential and cannot be disclosed without your consent.
- The only exceptions are:
 1. if you pose a danger to yourself or to others or
 2. there is required reporting to the state of California or local health departments.

Same day urgent visits

For Illness or injuries

SHS stocks frequently used medications so you can skip that trip to the pharmacy!

General Medical Visits

For routine care and managing your medical conditions

SHS offers visits for sexual & reproductive health services like contraception, STI testing & treatment, PEP & PrEP, hormone therapy and more!

Specialty visits on campus such as:

Physicals for sports & study abroad

Discreet testing for HIV and pregnancy

Find the full list of services and fee schedules on our website:
<https://services.claremont.edu/student-health-services/>



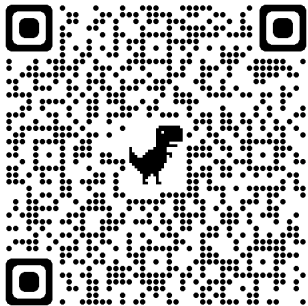
Introduction to SHS

Fee Schedules



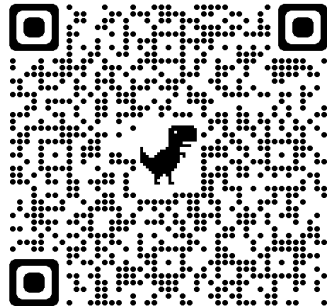
Office Charges

(visits, immunizations
radiology,
procedures, etc)



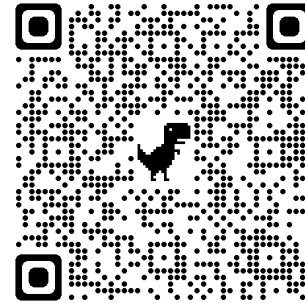
Supplies

(ace wraps, braces,
cold & hot packs,
crutches, etc)



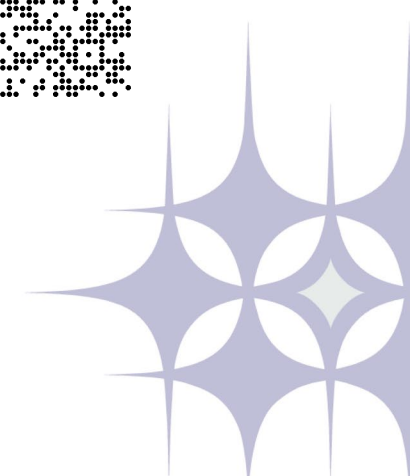
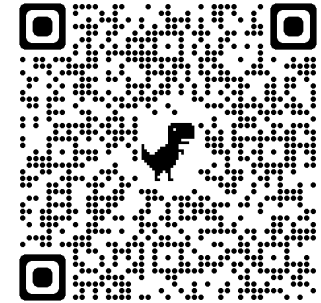
Labs

(Blood counts,
electrolyte checks,
strep swabs, etc)



Formulary

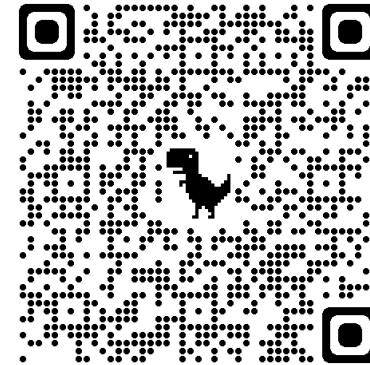
(medications
such as antibiotics,
contraception,
hormones)



Introduction to SHS

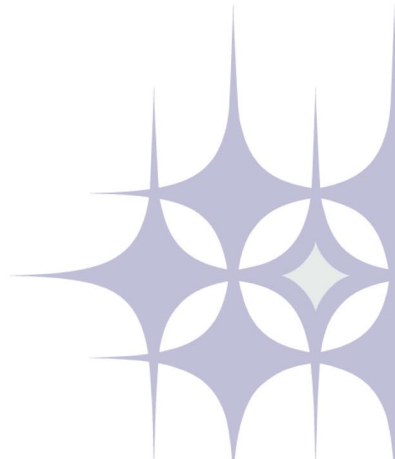
Online Health Portal

- SHS offers an online portal thru our electronic medical record
- In the portal you can:
 - Receive test results
 - Review, update, and print immunization records
 - Exchange secure messages with health center staff
 - Upload medical records
 - View your financial account summary
 - Online booking (Arriving this Fall!)
 - Schedule, view, and cancel visits from wherever you are ... coming soon!
 - And more!



Online Health Portal

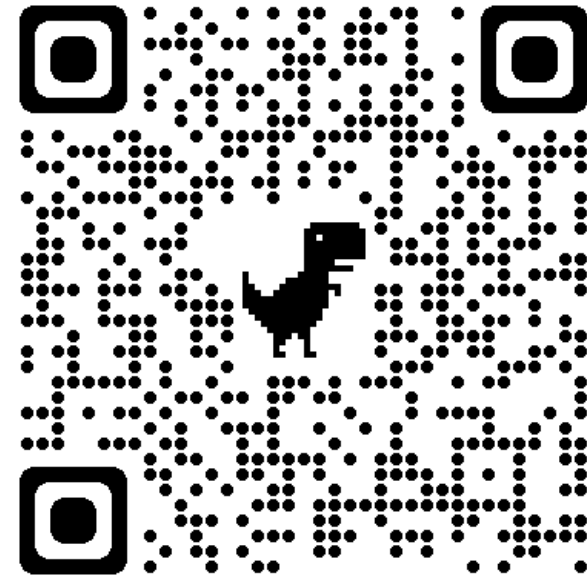
<https://shshealthportal.cuc.claremont.edu>





From Check-in to Check-out

Helpful Tips to Making the Most of Your Visit to SHS



From Check-In to Check-Out

Helpful Tips for Making the Most of Your Visit to Student Health Services

Appointments



SHS has same-day appointment availability Monday-Friday; with walk-in appointments available for some urgent needs.

- Phone lines open at 8 a.m. (9 a.m. on Thursdays), with slots filling up quickly during peak times.
- Our nursing team triages urgent needs and works closely with our provider team to determine the best next steps - from a visit to a clinic or a recommendation for an ER visit. The goal is always to get students the best care at the right time.

SHS is open for appointments throughout most of the year, including much of summer but closed for Thanksgiving and winter break.

A \$15 no-show charge is assessed for missing an appointment or canceling without two-hour advance notice.



Insurance-Payment Information



All enrolled students are eligible for services at SHS whether a student has SHIP or private insurance (e.g., through their parents or on their own).

There is no charge for the office visit to see a provider. If tests or procedures are required or any medications/vaccinations administered/dispensed, charges will be incurred.

Students do not need to pay for charges at the time of service.

Students have 15 days from their appointment to make payments on their account. Students may make payments by check, cash, Claremont Cash, or credit card (Visa and Mastercard). If your bill has yet to be paid after 15 days, it will be sent to your student account at your college; the college will request payment according to their campus policies. We can extend payment beyond 15 days with advance coordination. Please discuss with a receptionist at check out.



Insurance-Payment Information Cont.



SHS does not bill your insurance. Students must submit their walk-out statement of charges to their insurance for reimbursement. SHIP generally provides full reimbursement of SHS charges, and students can use that reimbursement to pay off their SHS charges. SHS is usually considered an out-of-network provider for those not on SHIP. Students should check with their insurance company to determine SHS reimbursement policies and the extent of coverage.

SHS staff or a campus liaison can guide you on the claim reimbursement process for SHIP.

You may access a copy of the SHIP insurance card from our Student Health Services [website](#). A PDF and additional information about your plan is available at aetnastudenthealth.com.





Other Important Details

A physical exam (within the last 12 months) and required vaccinations are due BEFORE coming to campus as an incoming student.

A signed release of information form is needed if you would like to share your medical records with your parents or an outside party. It can be revoked at any time.

Our SHS website is a great resource with links, FAQs, information about services, and more.

SHS provides minor surgical procedures, simple laceration (cuts in the skin) repair, foreign body removal, wart removal/cryotherapy, abscess (boil) incision and drainage, and ingrown toenail excisions.

Free and confidential HIV and pregnancy screening is available.

7C.Health's telehealth services are available 24/7, 365 days a year (in the United States). SHS works closely with 7C.Health to create the best experience for students.



Intro to SHS

Important Reminders

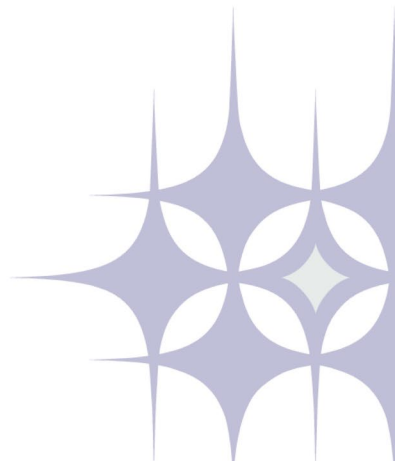


Don't forget ...

- To bring your current student ID
- It costs \$15 if you miss your appointment so please cancel at least 2 hours in advance
- If you are running behind, late arrivals may be rescheduled to allow your fellow students visits to start on time

Our website has this info and much more:

<https://services.claremont.edu/student-health-services/>



COVID Services on Campus

Last updated 7/28/23

- Routine asymptomatic screening can be done by saliva PCR test available without a visit in vending machines on campus
- Symptomatic testing is offered as part of a provider visit
 - SHS offers rapid antigen and PCR testing
- Contact Tracing is required and conducted on campus
- COVID-19 vaccinations (including boosters, when indicated/available)
 - Requirements vary per school

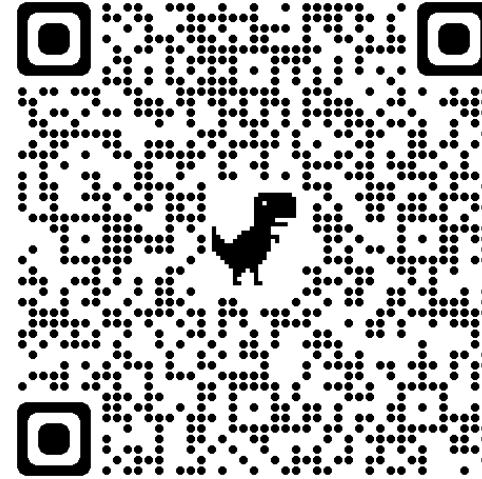


Introduction to SHS

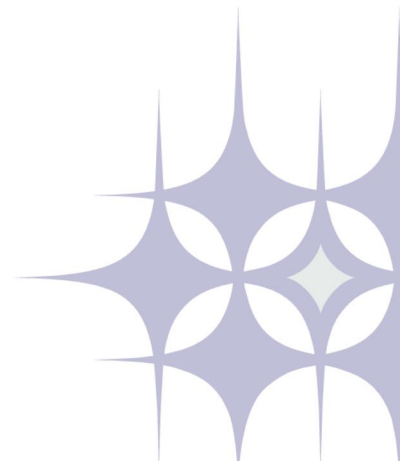
Emergencies and on-demand care



- For all Medical Emergencies, contact Campus Safety at (909)607-2000
- Urgent care and emergency medical services can be found online using the QR code to the right
- SHS partners with TimelyCare to provide 24/7 on demand and scheduled medical & mental health visits



Acute care and emergency care resources near Claremont, CA





*Use this QR code
to register or
download the
App!*

*Remember to use
your college email
to sign up!*

Virtual care from anywhere. Otherwise known as everywhere.

Counselors, doctors, nurse
practitioners and more: You name it,
we've got it. And so do you, right in
your pocket.

[Get the app](#)

The Claremont Colleges Care Guide

Are you or someone you know in distress?

Yes and there are safety concerns:
Call Campus Safety (909) 607-2000

Yes and I need to speak with a counselor:
Call Monsour Counseling & Psychological Services
(MCAPS) (909) 621-8202 or a Crisis Line

Not sure, but I am concerned: Call Monsour
Counseling and Psychological Services (MCAPS)
(909) 621-8202 or a Crisis Line

No, but the person is having:
• Personal concerns: Call the appropriate dean's
office below or MCAPS (909) 621-8202
• Academic concerns: Call the appropriate
dean's office below.

7C Campus Resources for Students

Campus Safety	(909) 607-2000
Monsour Counseling and Psychological Services	(909) 621-8202
Student Health Center	(909) 621-8222
The EmPOWER Center	(909) 607-0690
Queer Resource Center	(909) 607-1817
International Place	(909) 607-4571
Office of Black Student Affairs	(909) 607-3669
Office of Chicano/Latino Student Affairs	(909) 621-8044
Office of the Chaplains	(909) 621-8685
Health Education Outreach	(909) 607-3602
Student Disability Resource Center	(909) 607-7419
Title IX Website	https://services.claremont.edu/titleix

7C Campus Resources for Faculty/Staff

Employee Assistance Program	(800) 234-5465
-----------------------------	----------------

Crisis Lines

Monsour Counseling and Psychological Services 24/7 crisis line	(909) 621-8202
National Suicide Prevention Hotline	(800) 273-8255
Project Sister	(909) 626-4357
The Trevor Lifeline (LGBTQ+)	(866) 488-7386
Crisis Text line	Text HELLO to 741741
Students of Color crisis text line	Text STEVE to 741741
Campus.Health	http://7C.Health

Claremont Graduate University	(909) 607-9448 Dean of Students (909) 607-3318 Provost's Office (909) 607-9448 Title IX
-------------------------------	---

Claremont McKenna College	(909) 621-8114 Dean of Students (909) 621-8117 Dean of Faculty (909) 607-8131 Title IX
---------------------------	--

Keck Graduate Institute	(909) 607-7150 Dean of Students (909) 607-4699 Dean of Faculty (909) 607-9649 Title IX
-------------------------	--

Harvey Mudd College	(909) 621-8125 Dean of Students (909) 621-8122 Dean of Faculty (909) 607-3148 Title IX
---------------------	--

Pitzer College	(909) 621-8241 Dean of Students (909) 621-8217 Dean of Faculty (909) 607-2958 Title IX
----------------	--

Pomona College	(909) 621-8017 Dean of Students (909) 621-8137 Dean of Faculty (909) 621-8017 Title IX
----------------	--

Scripps College	(909) 621-8277 Dean of Students (909) 607-2822 Dean of Faculty (909) 607-7142 Title IX
-----------------	--





THE
CLAREMONT
COLLEGES

SERVICES

Thank you for your attention!

services.claremont.edu

