Introduction to Student Health Services

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

Fall 2023
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 TC Health

TC 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!

https://shshealthportal.cuc.claremont.edu
From Check-in to Check-out

Helpful Tips to Making the Most of Your Visit to SHS
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.
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

https://services.claremont.edu/covid/vending-machines/
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
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 Pomona Counseling & 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 deans' office below

### 7C Campus Resources for Students

<table>
<thead>
<tr>
<th>Resource/Department</th>
<th>Contact Information</th>
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<tbody>
<tr>
<td>Campus Safety</td>
<td>(909) 607-2000</td>
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<tr>
<td>Pomona Counseling and Psychological Services</td>
<td>(909) 621-8202</td>
</tr>
<tr>
<td>Student Health Center</td>
<td>(909) 621-8222</td>
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<tr>
<td>The EMPower Center</td>
<td>(909) 607-0690</td>
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<tr>
<td>Queer Resource Center</td>
<td>(909) 607-1817</td>
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<tr>
<td>International Office</td>
<td>(909) 607-4571</td>
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<tr>
<td>Office of Black Student Affairs</td>
<td>(909) 607-3659</td>
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<tr>
<td>Office of Chicano/Latino Student Affairs</td>
<td>(909) 621-8044</td>
</tr>
<tr>
<td>Office of the Chaplains</td>
<td>(909) 621-8665</td>
</tr>
<tr>
<td>Health Education Outreach</td>
<td>(909) 607-3602</td>
</tr>
<tr>
<td>Student Disability Resource Center</td>
<td>(909) 607-7410</td>
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### 7C Campus Resources for Faculty/Staff

<table>
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<tr>
<th>Resource/Department</th>
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<tbody>
<tr>
<td>Employee Assistance Program</td>
<td>(800) 214-5465</td>
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### Crisis Lines

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<th>Resource/Department</th>
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<tbody>
<tr>
<td>Pomona Counseling and Psychological Services 24/7 crisis line</td>
<td>(909) 621-8202</td>
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<tr>
<td>National Suicide Prevention Hotline</td>
<td>(800) 273-8255</td>
</tr>
<tr>
<td>Project Sistet</td>
<td>(909) 626-4357</td>
</tr>
<tr>
<td>The Trevor Lifeline (LGBTQ+)</td>
<td>(866) 468-7386</td>
</tr>
<tr>
<td>Crisis Text Line</td>
<td>Text HELO to 717711</td>
</tr>
<tr>
<td>Students of Color crisis text line</td>
<td>Text STEVE to 741741</td>
</tr>
<tr>
<td>Campus Health</td>
<td><a href="http://7CHealth.claremont.edu">http://7CHealth.claremont.edu</a></td>
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### Academy

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<th>Contact Information</th>
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<tbody>
<tr>
<td>Claremont Graduate University</td>
<td>(909) 607-8446 Dean of Students (909) 607-9416 Title IX</td>
</tr>
<tr>
<td>Claremont McKenna College</td>
<td>(909) 621-8117 Dean of Faculty (909) 607-8181 Title IX</td>
</tr>
<tr>
<td>Keck Graduate Institute</td>
<td>(909) 607-7150 Dean of Students (909) 607-4699 Dean of Faculty (909) 607-5610 Title IX</td>
</tr>
<tr>
<td>Harvey Mudd College</td>
<td>(909) 621-8225 Dean of Students (909) 621-8225 Dean of Faculty (909) 607-3148 Title IX</td>
</tr>
<tr>
<td>Pitzer College</td>
<td>(909) 621-8241 Dean of Students (909) 621-8217 Dean of Faculty (909) 607-2058 Title IX</td>
</tr>
<tr>
<td>Pomona College</td>
<td>(909) 621-8017 Dean of Students (909) 621-8017 Dean of Faculty (909) 621-8017 Title IX</td>
</tr>
<tr>
<td>Scripps College</td>
<td>(909) 621-8277 Dean of Students (909) 607-2822 Dean of Faculty (909) 607-7142 Title IX</td>
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Thank you for your attention!

services.claremont.edu