HEALTH SERVICES FAQ

Questions and answers to frequently asked questions at the Geisel School of Medicine

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How do I find what I need quickly in this document?
Just use search for a key word!

Always identify yourself as a Geisel Student when contacting Health Services!
Mental Health Questions

• What do I do and where do I go if I am experiencing a mental health crisis?
  
  o The Counseling and Human Development Center (CHD) is the place on campus for all mental health related concerns for medical students. The center is located on the 2\textsuperscript{nd} floor of Health Services.
  
  o Medical students can access the counselor on call when crises arise. \textbf{During regular business hours:} CHD is open from 8am to 4:30pm, Monday through Friday. Summer term hours are 8am to 4pm, as are hours during the College’s break times, which are posted online. \textbf{After regular business hours:} You can access the counselor on-call by calling Health Services Inpatient Department (IPD) at (603)646-9440 or by calling Safety and Security at (603)646-3333.

• I need to see a mental health counselor but it is not a crisis. What should I do?
  
  o To schedule an appointment with a mental health counselor, call (603)646-9442. Students are not allowed to make appointments online for mental health services. CHD is aware of the challenging schedules for 3\textsuperscript{rd} and 4\textsuperscript{th} year medical students and can accommodate them when necessary. Be sure to let the receptionist know if you are a 3\textsuperscript{rd} or 4\textsuperscript{th} year student.
• What is the average wait time for a mental health appointment at CHD?

  o The average wait time for a mental health appointment that is NOT a crisis is 3 to 5 days. However, if the presenting issue is a crisis, students can see the counselor on call that day.

• How do I decide if I need to see a mental health provider at Health Services?

  o Please refer to the Geisel “Map of Where to Turn” for mental health problems and personal counseling. This “map” is in the resource section of the Student Affairs website and on the bulletin boards in both student lounges. There are many options for personal counseling and advising which include SNAP representatives, Chaplains, Faculty, or Advising Deans.

  o Be proactive. If you can’t decide, it is probably best to make a routine appointment.

  o Students need not worry that accessing mental health care will be reported in their Dean’s letter. This is confidential care.

If you decide to see a provider at CHD:

  o CHD offers short-term counseling for students (up to 10 sessions). Staff clinicians conduct evaluations to make a determination about whether students’ concerns can be treated in a short-term model. If students’ concerns require longer term care, CHD can assist with facilitating a referral to a provider in the community. CHD can also assist with a community referral if students wish to continue
with counseling after they’ve exceeded their 10 session limit.

- I know DHMC residents help provide medical care at Health Services. Are medical students seen by residents?
  - Psychiatry residents do not provide any type of care to Geisel Medical students.

- Are my sessions confidential? What about faculty who could be grading me?
  - On occasion, medical students have expressed concern or reluctance to access mental health services out of fear that their faculty and/or administrators at Geisel will know about their counseling sessions. CHD does not communicate with Geisel administrators or faculty without a completed release of information form signed by the student. Please know that in times of crises, CHD can communicate basic information to Geisel Administrators that allows them to support medical students through their crises. Students are made aware whenever that happens.
  - Providers of student health care at CHD may not be involved in the assessment of Geisel Students (including grading or summative feedback) or a member of the Committee of Student Performance and Conduct (CSPC).
• If I want to see a counselor, how do I avoid running into a resident or someone else I may know personally while I am waiting?
  o Be sure to point out your concern and need for an alternative waiting space when you check in. Alternate waiting spaces can be made available.

Scheduling at Health Services: Online Scheduling, Reserved Geisel Urgent Care Appointments and Early am Blood Draws

Online Scheduling

As part of an ongoing effort to improve services at the College Health Service, appointments are now available to schedule online. This system may be accessed at any time for scheduling visits in our primary care/women’s health clinic.

The online appointment system can be accessed through the Health Services On-Line link on your Banner page. You must be registered to use this system.

The available appointment times constantly change, both for call-in and online appointments. Therefore, if you do not see an online appointment that suits your schedule, please call the Appointment Office at (603) 646-9401. Please note the times specifically reserved for Geisel students (urgent, lunch, weekend visits and early am blood draws) cannot be scheduled online. Please call the Appointment Office.

Once you have chosen the reason for your visit online, the first available appointments will fill the screen.
How do I schedule far in advance? Call the Appointment Office, especially if you are requesting a specific provider.

All registered students should have access to the appointment system from the Health Service On-Line link. If you can’t access the Health Service On-Line link on your Banner page, or you receive an error message please contact Health.Service.Information.Technology@dartmouth.edu

Here are a couple of tips to help you with online scheduling:

- Carefully select the reason for your visit. An incorrectly web-booked appointment may mean we have to reschedule your visit.

- If you are asked to fill out a pre-visit questionnaire, please do so before your visit. The questionnaire will aid in the efficiency of your visit. In the event a questionnaire is not completed at the time of your visit, we may have to reschedule your appointment to another time.

You are welcome to contact the Appointment Office (603-646-9401) or email Dick’s.House.Primary.Care@dartmouth.edu during regular business hours, Monday – Friday 8am – 4pm, if you have additional questions or concerns, or if you wish to discuss options for care should you not see an appointment time that works with your schedule. Our goal is to answer phone calls and emails in the order they are received and within 24 hours. See the section below on reserved Geisel times that are not available through online scheduling, since they are reserved only for Geisel.

Appointments Reserved for Geisel Students Only: Urgent care weekday lunch times, urgent care weekend and early a.m. blood draws
**Lunch time appointments:** To accommodate the demanding schedule of the med school, Health Services offers *urgent* care noon time appointments in the Primary Care clinic, specifically for Geisel patients, on Tuesdays and Thursdays. We do request that Geisel students call the Appointment Office and identify themselves as such, so that we are able to ascertain that we are scheduling these appointments for an appropriate patient. These appointments are not available through electronic scheduling since they are only available to Geisel students.

Health Services does continue to offer limited noon time appointments every weekday as part of our triage clinic.

**Urgent care and weekend appointments:** The Health Services weekend clinic provider will see two Geisel students each morning during our Saturday and Sunday weekend/urgent care clinics for *urgent* care concerns and script refills. These clinics are from 9am – 1pm and are for urgent issues. Geisel students are asked to follow the routine protocol for contacting the weekend clinician. Please call the main number for DHMC, (603) 650-5000 and ask the switchboard to page the Health Services provider on call. Please identify yourself as a Geisel student, giving them your name and phone number. The weekend provider will call back with an appointment time

**Third years:** Please continue to utilize the day off between clerkships to schedule your routine appointments. Appointments are specifically reserved for Geisel students until 2 weeks prior to the day off when they are opened to all Dartmouth students.

A great tip: As soon as you have your third year schedule sit down and schedule your routine care appointments in advance!

**Urgent care weekdays:** Health Services will continue to offer urgent care visits on Monday through Friday from 4:30pm to 6pm for urgent concerns for all students. Keep in mind that this clinic is for any and all students, and we have one provider available during this
time, without support staff. The provider covering the clinic will triage based on the acuity of the concerns at that time. However, if the clinic is not full, Geisel students may also be seen during this time for non-acute needs, such as for script refills and referrals.

**Early a.m. blood draws:** For labs ordered by a Health Services clinician, we have an arrangement for Geisel patients to come in between 6am – 7:30am weekdays for blood draws except during undergraduate intersessions. Appointments must be scheduled in advance. Between 6am – 7:30am, please call the Nurse’s Station at (603) 646-9440. Between 7:30am – 8am, please schedule through the Appointment Office (603) 646-9401. This is not available in electronic scheduling since this is only available to Geisel students.

**Scheduling Resources**

Health Services hours follow the Undergrad schedule. Between terms and during breaks, all offices close at 4pm. The Infirmary is closed during those times as well. Regular hours for Counseling are 8am-4:30pm during the spring, fall and winter terms. Summer and between terms they close at 4pm.

- Links to the undergraduate calendars can be found at: [http://www.dartmouth.edu/~reg/calendars/academic/index.html](http://www.dartmouth.edu/~reg/calendars/academic/index.html)
- For Health Services links and information, see: [http://www.dartmouth.edu/~health/](http://www.dartmouth.edu/~health/)
- Urgent Care: Monday - Friday, 4:30pm-6pm, limited appointments available
- Nurse Advice Line: (603)646-9440 for assessment and telephone advice during nights and weekends
- Mental Health Services: (603)646-9442
Frequently Asked Questions: Scheduling

• I think I may have a UTI and I am on a clerkship, so it is difficult to make arrangements to be absent from early morning rounds to be seen at Health Services.
  
  o Call the Health Service Appointment Office at (603)646-9401 between 8am and 4pm or the Reception Desk at (603)646-9400 between 4pm and 6pm. Appropriate scheduling options can be suggested/scheduled based on your current schedule and staffing at the Health Service. Telephone triage and/or after hours nursing care may be an option depending on your specific symptoms. Please note: Clinical Education and clerkship directors will excuse you for medical illnesses that require attention, as will preclinical course directors. Follow the attendance policy regarding notifying the faculty.

• I had a UTI, was treated, and they asked me to drop off a urine culture to follow-up. I am on surgery and my weekday work hours are from 5am to 6pm. How can I do this?
  
  o Urine samples are processed in house during regular business hours at the Health Service. However, you can drop your sample off at Health Services after hours at the second floor nurses’ station during the fall, winter and spring terms. Please call ahead at (603)646-9440 so the nursing team can plan for your arrival.

• I have some unexpected free time; can I drop by to get a blood draw for titers without an appointment?
  
  o If a Medical Assistant is available, sure. All visits are by appointment only, but if a Medical Assistant has
a free slot the Appointment Office will schedule you right in. Also see the section on the reserved “early am” blood draws for Geisel students.

• I was told to have a follow-up appointment for my “X” in 4 weeks. Will that be an excused clerkship absence?

  o Yes, our policies clearly state that this is an excused absence. An absence is excused in the event of student illnesses including infections that could put patients or other staff at risk. Time-sensitive follow-ups recommended by your provider are always excused. This has been discussed and is a policy from the clerkship director and advisors’ meetings. You should notify the clerkship director and administrator as soon as you schedule the appointment.

• I am a third year student who was seen at Health Services for a problem visit. They asked me to come back in four weeks. I will be on Ob-Gyn at DHMC. I am not sure when my afternoon posts call will be. If I wait to get the schedule, the appointment slots will be filled. What should I do?

  o First, check the clerkship information. They may have already defined your call schedule.
  o If you do not know your schedule and need to schedule a follow-up appointment, schedule it in advance and let the clerkship director know. When you receive your clerkship call schedule, contact Health Services and see if a return appointment is possible on your now “known” afternoon off. If not, let the clerkship director know and keep your original follow-up appointment.
If you will be off site and need a time sensitive follow-up, see the question below.

- Are there “after hours” times for me?
  
  - If you have an urgent problem, see the section “Geisel Reserved appointments”. There are often times available from 4:30pm to 6pm each weekday. You could call (603)646 9401 to verify. If you are experiencing an urgent medical issue after regular business hours, we encourage you to call the Nursing Department at (603)646-9440 to determine the best way to access care. Always identify yourself as a Geisel student. If you are a third year use the day off between clerkships.

Prescription Issues
(Also see section on away clerkships and prescriptions when off campus)

- Is it possible to have a prescription refilled via telephone or e-mail? (i.e.: albuterol inhaler)
  
  - If you have refills left, yes. Call the pharmacy at (603)646-9456 and ask them to refill the prescription. Saves time at pick up. If you need a new prescription written, you can call the Appointment Office and ask for the prescription. They will check with your provider and arrange for the refill or the provider will contact you.
If you are picking up a mental health prescription, you would typically need to provide your photo ID at pickup. You would also need prior approval from your provider on file for someone else to pick up your medication.

- Can someone else pick up a prescription for me at Dick’s House pharmacy?
  - Yes, although if there is a charge (co-pay) they would have to pay for it.
  - Please call ahead to let the pharmacy know.

**VSAS, Immunization Records, and Health Information Forms**

- Some VSAS applications require health information. I am uncomfortable getting my anti-depressant through Health Services, as I do not want this shared with another institution. Also why do they need to know if I had an abnormal Pap smear and a high risk HPV? Do you have any suggestions?
  - Talk to Michele Jaeger, the Registrar, before loading any of this information into your application. You may not be in the right place on the form, as this is not standard or typical health information.

- I need my immunization records how can I get them?
  - For some situations you will need an official record from the Health Service. If so, contact Medical Records at (603)646-9404, or Medical.Records@dartmouth.edu. Sometimes you just need a printout for your own use, or an unofficial record. Good news! This is readily available on Banner:
1. Access Banner Page
2. Click on the “Health Services On-Line “ link
3. In the green bar on the left, click on Immunizations, then print.

- I need forms completed for away rotations, how do I do that?
  
  o Students should complete all personal information on each school form and answer any applicable TB screening questions. Forms may be brought to Dick’s House for completion, or scanned and sent to: medical.records@dartmouth.edu

  Please do not fill in the vaccine dates; this will be completed by Health services. You will be notified of any missing vaccines, titers, etc. *Be advised, titers are not covered under the DSGHP. A bill will be generated from DHMC and titers cost between $50 -$100. Please contact the insurance office directly with any coverage questions. See below for contact information.

**Insurance Questions**

- Insurance Issues: “My bills seem way too high!”

  o We have had some significant billing issues emerge over the last several years when students are seen outside of the Health Service. These have been complex and we are working to find all of the reasons for these issues which include some new database compatibility issues.

  Basic take home: We can get the bills corrected and we are working on preventing this issue.
Remember you always need a referral from Health Services to access consultants at DHMC.

- I have a question about my Dartmouth Student Group Health Plan (DSGHP) policy. Who do I contact?

You can call, stop by or send an e-mail. The DSGHP office is open from 8am to 4:30pm Monday through Friday. You can reach them by phone at (603)646-9449 or (603)646-9438 and by e-mail at Dartmouth.Student.Health.Plan@Dartmouth.edu or ask Dino!

- Why don’t we have vision insurance?

  - Several careful financial analyses of vision insurance have been done and the plans are not cost effective. The costs for these on an annual basis far exceed what the vast majority of our students would spend on vision/dental care. However, for dental work you can save money by utilizing the “Basix Dental Savings Program”, which is outlined on the Dartmouth Student Group Health Plan webpage:

    http://www.dartmouth.edu/~health/depts/insurance/

Away Clerkship Issues: where to get care and pharmacy issues (also applies to other times you are off campus!)

- I am away on rotation and need to be seen right away and am covered under the Dartmouth Student Group Health Plan (DSGHP). How do I find out where I can go based on my policy?

  - We encourage you to familiarize yourself with plan providers in the area to which you will be traveling before you leave campus. This information is reviewed
as part of the year three orientation process. You can contact a physician within the provider network, which can be accessed via the “Cigna” website: www.cigna.com If you are off campus, you do not need a referral (On campus you ALWAYS need a referral!) All you do is fill in your location and what type of provider you need on the form that is pasted below.

- If you are not covered by DSGHP but still need to be seen while you are away, contact the customer service number on the back of your Health Plan ID card for assistance. They will ask for your policy and group numbers located on the front of your ID card.

- I need 8 weeks of my medication while I am gone on my clerkship. I won’t have enough given my current renewal date falls smack dab in the middle of my clerkship in Tuba City, Arizona. What should I do?

- This may be complicated or relatively easy depending on what medication you are on, when your last refill was and if you are on the DSGHP. The DSGHP allows up to three months of quantity per fill on many prescriptions. Some prescriptions, however, cannot be refilled for that length of time per New Hampshire law.
• Non DSGHP insurances have individual rules about refills and may not allow multiple refills. In this case an individualized pharmacy consult will usually be able to help solve your dilemma. Or, you can review your pharmacy benefits with your insurance company.

Here are some basic strategies: **Plan ahead!**

**Second years, post lottery:** If you are on DSHGP (or a private insurance that also allows medications to be dispensed in advance), look at your away clerkship schedule and figure out a renewal date that would allow common prescriptions to be refilled on a 3 month basis. Notify the pharmacist by phone call or email (Dicks.House.Pharmacy@dartmouth.edu) to discuss your options with the pharmacist. Be sure to mention that you are a Geisel student. Please do this as soon as possible in the spring to allow for individual differences between state laws and insurance companies to be overcome!

If you are on a medication that does not allow this (as described above) then please contact the pharmacist. The solution may need to be individualized depending on what state you are going to for your clerkship. The pharmacist will work with you to find a solution which may include transfer in your prescription to that state. **If you have never seen a Health Service provider it is an excellent idea to have a routine primary care visit so you can communicate easily and work with a health provider while you are away.** Obtaining prescriptions and medical advice without an in-person visit are more easily facilitated.

• While away in Valdez, Alaska for my clerkship I developed otitis and was given an antibiotic prescription. How do I get reimbursed under the DSGHP?
• Use your prescription insurance plan when you have the prescription filled if the pharmacy accepts the plan. The reimbursement form can be found on the DSGHP website: www.dartmouth.edu/~health/DSGHP%20Pharmacy%20Claim%20Form.pdf

• If I am not covered by DSGHP, how do I get reimbursed?
  
  o Contact the customer service number located on the back of your Health Plan ID card.

• I need to pick up a prescription from Health Services but can’t be there during regular hours, can someone else pick up a prescription for me? (Maybe a little sib for upperclassman?)
  
  o Yes, although if there is a charge (co-pay) they would have to pay for it.

Customer Service Issues: Communication

Feedback Form and Contacts

Please use the Health Services feedback form, or call Student Affairs with any new Health Services issues so we can continue to improve your access and health care.

• What is the feedback form?
  
  o Student Affairs meets regularly with the Health Services to review student feedback to “fishbone” challenges from the feedback forms. This type of approach has led to many improvements! The feedback form will not be linked to your name. The link: https://www.surveymonkey.com/r/Q9LXQ3F
• If appropriate, please contact the following supervisory staff members at the Health Service:

  o Medical Records/Immunization Compliance, elective forms: Diane Epstein Diane.L.Epstein@dartmouth.edu
  o DSGHP, Insurance Information, Patient Accounts: Ginger Farewell-Lawrence, Ginger.L.Farewell.Lawrence@Dartmouth.edu
  o Appointments/Clinical Affairs: Sandee Robinson, Sandra.Robinson@dartmouth.edu

• I need to contact a person in billing or DSGHP during off hours, how do I do that?
  o Send a request to the general mailbox with the person’s name you want to speak with (or department) and request a phone meeting. They are happy to accommodate these requests or use secure messaging.

Secure Messaging

The Health Service uses an application called Secure Messaging to provide secure communication between our patients and their clinicians. The Secure Messaging feature encrypts data to and from the patient, which protects information about confidential health care. Recognizing that Geisel students often have limited time for phone calls during regular business hours, Health Services encourages patients to use Secure Messaging as a way to communicate with their providers. The Health Services providers may facilitate prescription refills, follow up care and referrals for established patients who may need additional medical care to cover their needs while away from campus for an extended period of time.
To view a Secure Message from your provider:

1. You will receive an email message from the Health Service. The message reads:

   “You have received a secure message from Health Services. To view this message, sign on to your Banner page and click on the “Health Services On Line” link. There you will find access to your messages. This message may contain confidential health information.”

2. Log on to your Banner page.

3. Near the bottom of your Banner page, you will notice a link “Health Service On Line.”

4. Press the CTRL key while clicking on the “Health Service On Line” link. (Pressing the CTRL key will eliminate problems with pop-up blockers.)

5. The home page for Health Service On Line Services will appear.

6. On the left side of the page, you will notice several links, click on the Messages link.

7. The Secure Message inbox displays the sender’s name, date, time, and subject.

8. Click on the “Read It” button to read your message.

9. Click on the “Reply” button to respond to the Secure Message, and then click “Send” & “Proceed”.

10. The Secure Message inbox will return to your screen.
To initiate a new Secure Message to a different provider:

1. Log on to your Banner page.

2. Near the bottom of your Banner page, you will notice a link “Health Service On-Line.”

3. Press the CTRL key while clicking on the “Health Service On-Line” link. (Pressing the CTRL key will eliminate problems with pop-up blockers.)

4. The home page for Health Services On-Line Services will appear.

5. On the left side of the page, you will notice several links, click on the Messages link.

6. The Secure Message inbox will appear.

7. Click on New Message

8. Choose the group of providers you would like to message and then click “Continue.”

9. Click “Add Recipient.”

10. Click on the name of the clinician from the listing.

11. Type in your message and click “Send” & “Proceed.”

What about drug screening for away electives?
See the student handbook for the health policies on immunizations, influenza waivers, and drug screens. Also, there is important information regarding how to assess whether you are well enough to be in clinical care settings.

If you have had a Geisel mandatory drug screen, it will be noted in your Health Services record. If an away elective requires a more
recent test, you will need to contact Occupational Medicine at DHMC so this can be ordered. Please note: you will be billed for this non-Geisel mandated drug screen.