

Dartmouth College Health Service

FAQ

Answers to frequently asked
questions at the Geisel School of Medicine

Updated: Summer 2018

Health Services FAQ Contents

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When contacting the Health Service be sure to identify yourself as a Geisel student!



INTRODUCTION TO THE DARTMOUTH COLLEGE HEALTH SERVICE

The information provided in this publication is to help you know what medical services are available, who to call for services and how the services will be covered or paid for.

The Dartmouth College Health Service is known on campus as Dick's House — an abbreviation for Dick Hall's House. Dick Hall's House was donated in 1927 to Dartmouth College by Mr. and Mrs. Edward K. Hall in memory of their son, Richard Drew Hall '27, who died of polio during his sophomore year.

The Health Service at Dick's House is state-licensed and works closely with the Dartmouth-Hitchcock Medical Center (DHMC). Our staff will assist with referrals to DHMC or other community providers for services not available through the Health Service. When the Health Service is closed, students requiring immediate medical attention are directed to the DHMC Emergency Department or Clear Choice Urgent Care in Lebanon. The cost of DHMC and other non-Health Service care is billed by the provider to the student.

OUR MISSION

The Dartmouth College Health Service, located within Dick's House, provides a student-centered medical home to all Dartmouth students. Our staff is committed to providing inclusive, culturally sensitive, quality health care to our diverse population.

The Health Service strives to support the personal wellness of our community which provides an essential foundation for both academic and lifelong success.

CONFIDENTIALITY POLICY

The Health Service maintains a strict policy of confidentiality to safeguard the privacy of your health information. We will not use or disclose a student's health information without the student's consent except as described in our Notice of Privacy Practices. Our careful observance of confidentiality promotes good communication between staff and students. Confidentiality is an essential component of quality health care.

Should you have questions about the confidentiality policy or the procedures we follow to obtain permission before releasing your information, please contact the Medical Records Office at (603) 646-9405. Copies of the Notice of Privacy Practices are available at the Health Service Reception Desk.

SERVICES AVAILABLE & SCHEDULING

◆ What services are available at the Health Service?

The Health Service offers a wide variety of services with the majority free of charge to students who are registered for classes and paying the health access fee. Information regarding the services offered at the Health Service is available on-line at dartgo.org/healthservice.

◆ How do I schedule a medical appointment with the Health Service?

There are several ways to schedule an appointment with the Health Service.

Calling the Medical Appointment Office at (603) 646-9401.

Stop by the Medical Appointment Office located on the first floor of the Health Service.

Schedule medical appointments on-line through the student information system, Banner, or by logging directly in to the Health Service portal at <https://healthservices.dartmouth.edu>. The Counseling Center does not offer on-line scheduling, you will need to call them directly.

Please Note: You must be an active Dartmouth student to access on-line scheduling.

Not all available appointments are able to be scheduled on-line. If you do not see a time that works for you, please call the Medical Appointment Office to see if there are other openings. In addition, the Health Service has appointment times specifically reserved for Geisel students that include urgent, weekend visits and early morning blood draws. These appointment times cannot be scheduled on-line, you will need to call the Medical Appointment Office to schedule an appointment for one of the reserved times.

◆ How do I schedule a counseling appointment at the Health Service?

An appointment with a counselor can be scheduled in one of two ways:

Calling the Counseling Center at (603) 646-9442.

Stop by the Counseling Center Appointment Office located on the second floor of the Health Service.

Please Note: Counseling appointments cannot be scheduled on-line.

A Great Tip

As soon as you have your class/rotation schedule sit down and schedule your routine care appointments in advance!

SERVICES AVAILABLE & SCHEDULING

Medical Appointments: On-line Scheduling Tips

Carefully select the reason for your visit. An incorrectly web-booked appointment may result in a rescheduled appointment.

If you are asked to complete a 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.

If you receive an error message when trying to schedule an appointment on-line you should contact either of the following?

Dick's House Patient Accounts

Phone: (603) 646-9439

E-mail: Dicks.House.Patient.Accounts@Dartmouth.edu

Office: 1st floor of the Health Service, room 105A

IT Specialist:

E-mail: Health.Services.Information.Technology@Dartmouth.edu

You are always welcome to call the Medical Appointment Office (603) 646-9401, or e-mail Dick's.House.Primary.Care@Dartmouth.edu during regular business hours of Monday - Friday 8:00am to 4:00pm if you have scheduling questions or concerns, if you are unable to locate a time that works for you on-line, or if you receive an error message.

Medical Appointments: Reserved Geisel Appointments

Urgent care and weekend appointments: The Health Service 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 9:00am – 1:00pm 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 Service 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 Year Students: Please continue to utilize your 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.

Urgent care weekdays: The Health Service will continue to offer urgent care visits Monday through Friday from 4:30pm to 6:00pm 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.

SERVICES AVAILABLE & SCHEDULING

Medical Appointments: Reserved Geisel Appointments

Early morning blood draws: For labs ordered by a Health Service clinician, we have an arrangement for Geisel students to come in between 6:00am – 7:30am on weekdays for blood draws except during undergraduate intersessions. **Appointments must be scheduled in advance.** For appointments between 6:00am – 7:30am, please call the Nurse’s Station at (603) 646-9440. For appointments between 7:30am – 8:00am, please schedule through the Medical Appointment Office (603) 646-9401. This is not available in on-line scheduling since this is only available to Geisel students.

Scheduling Resources

The Health Service hours follow the Undergrad schedule. Between terms and during breaks, all offices close at 4:00pm and the Inpatient Infirmary is closed.

Links to the undergraduate calendars can be found at:

<http://www.dartmouth.edu/~reg/calendars/academic/index.html>

Health Service links and information can be found at:

dartgo.org/healthservice

Urgent Care: Monday - Friday, 4:30pm-6:00pm, limited appointments available (603) 646-9401

Nurse Advice Line: (603) 646-9440 for assessment and telephone advice during nights and weekends

Mental Health Services: (603) 646-9442

YOUR THOUGHTS & CONCERNS

The Health Service staff want to provide quality care that is responsive to your needs. We value your observations about your experience at the Health Service and encourage you to discuss any concerns with your provider.

We welcome your input via our web page under “**feedback**,” or by contacting the Director of the Health Service at (603) 646 - 9423.

Feedback Form

◆ **What is the feedback form?**

Geisel Student Affairs meets with the Health Service staff to review student comments on the feedback forms. This type of approach has led to many improvements! The feedback form is anonymous and will not be linked to your name. The link: <https://www.surveymonkey.com/r/Q9LXQ3F>.

SECURE MESSAGING A HEALTH SERVICE PROVIDER

The Health Service uses an application called Secure Messaging to provide secure communication between our students and their providers. The secure messaging feature encrypts data to and from the student, 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 students to use secure messaging as a way to communicate with their providers. Health Service providers may facilitate prescription refills, follow up care and referrals for established students 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 in box will return to your screen.

To initiate a new Secure Message to a different provider:

1. Follow steps 2 through 6 above

2. The Secure Message inbox will appear.

3. Click on New Message

4. Choose the clinical department you would like to message and then click “Continue.”

5. Click “Add Recipient.”

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

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

HEALTH SERVICE DEPARTMENTS

Medical Records & Reception

A medical record is created for each student upon entry to Dartmouth College. This begins with the immunization and health history you submit for your pre-matriculation requirements. These records are maintained by the Health Service during your time at Dartmouth and are retained for ten years. You can request any part of your medical record to be released at any time as long as it is within 10 years of your last visit.

We work closely with Dartmouth-Hitchcock Medical Center in Hanover to process lab results and x-ray interpretations. Lab results and x-ray interpretations will be conveyed to you by your provider here at the Health Service. Results are also available in the my-DH patient portal for DHMC. Despite our close working relationship with DHMC, our records systems remain separate. Clinical notes from DHMC or any outside provider may be submitted to the Medical Records Office to be added to your medical record at the Health Service.

Dartmouth Student Group Health Plan

The Dartmouth Student Group Health Plan (DSGHP) is a major medical health plan offered by the College that will assist with payment of medical expenses should they occur.

All active Dartmouth students are enrolled in the Plan each year they are eligible. If you already have a health plan that meets Dartmouth's insurance requirements, you may elect to waive this coverage by completing the waiver process by July 1.

The DSGHP Office is located in the building next door to the Health Service, 37 Dewey Field Road, one floor above Dana Library, and the staff is available to assist with claim questions or submissions.

Primary Care Outpatient Clinic

The providers in our Primary Care outpatient clinic are dedicated to personal, confidential outpatient visits and high quality medical care for your illnesses and injuries. The clinic offers flexible scheduling with many same day appointments available through web booking or by calling our Appointment Office. Lab and x-ray studies for most needs are available through our office.

Our medical staff includes physicians, physician assistants and nurse practitioners. Our staff members are licensed and board certified, have Drug Enforcement Agency (DEA) prescription privileges, and maintain national and state continuing medical education and medical licensing requirements. We work closely with our medical assistants, appointment and reception staff, pharmacists, x-ray technologist, nurses and others to provide you with excellent care.

For concerns outside the scope of our practice, appropriate diagnostic studies and referrals to specialists are arranged.

Patient Accounts

While the majority of services at the Health Service are free to students who are registered and paying the health access fee, there are some services that have a fee associated with them. A complete listing of these fees is available on the Patient Accounts web page located at dartgo.org/patientaccounts. Please contact the Patient Accounts Office with any questions regarding Health Service fees prior to your appointment.

HEALTH SERVICE DEPARTMENTS

Counseling Center

The Counseling Center is the department for psychological services at Dartmouth College. We are located on the second floor of the Health Service.

We offer a wide variety of psychological services to assist students in managing the many demands and developmental challenges of medical school. These services, provided by a diverse and multiculturally competent professional staff, include short-term counseling, group counseling, medication evaluation and monitoring, and consultation. Additionally, we provide same-day services for crisis and emergency situations.

In addition to clinical services, we provide a range of programs to promote mental health, emotional resilience, and wellness throughout the campus community. Our counselors can present/facilitate programs on topics such as anxiety, stress management, depression, and adjusting to medical school.

Our services are available for all full-time, enrolled students and there is no charge for counseling services at the Counseling Center. We maintain a confidentiality policy in which privacy is respected. For more information, please visit our website located at dartgo.org/counseling.

Dick Hall's House Pharmacy

Located on the first floor of the Health Service past the Appointment Office, the Dick Hall's House Pharmacy, operated by Dartmouth-Hitchcock, is open during the fall, winter and spring terms weekdays from 9:00am to 5:00pm and closed every day for lunch from 12:30-1:00pm. During intersessions and summer term, the Pharmacy is open 9:00am to 4:00pm, closed 12:30-1pm for lunch Monday through Friday. The Pharmacy is staffed by registered pharmacists and certified pharmacy technicians and accepts most insurance plans. Prescriptions can be phoned, e-prescribed, faxed, dropped off or transferred to the Pharmacy and most prescriptions are ready within 20 minutes or less. The Pharmacy email address is Dicks.House.Pharmacy@Dartmouth.edu, phone number is (603) 646-9456, and fax number is (844) 771-0140. Pharmacists are available for consults and medication reviews any time the Pharmacy is open.

Students may charge purchases to DA\$H or pay with cash or credit cards. Charges made to DA\$H accounts do not state the name of the medication dispensed as that information is confidential and cannot be released without student consent. The Pharmacy stocks a full supply of OTC items, snacks, and small gifts and students and employees are eligible to receive a 10% discount on all over-the-counter items. Customers are encouraged to visit the Pharmacy during operating hours, but if an OTC item is needed, a vending machine is available 24/7 in the lobby of the Health Service. Although this is convenient, the 10% discount is not available on these items. These purchases can be paid using DA\$H or cash.

Inpatient

The Inpatient Department (IPD) is a ten bed infirmary hospital unit located on the second floor of the Health Service. Our staff is dedicated to providing quality health care and education in a setting which offers the least disruption to a student's academic program. Both a Health Service medical provider and counselor are available on-site or on-call 24 hours a day 7 days a week during fall, winter and spring terms.

The Inpatient Department provides 24 hour care for medical, post-surgical, mental health concerns, after hours assessments and nursing advice.

FREQUENTLY ASKED QUESTIONS BY GEISEL STUDENTS

Scheduling Medical Appointments

- ◆ **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.**

Call the Health Service Medical Appointment Office at (603) 646-9401 between 8:00am and 4:00pm or the Reception Desk at (603) 646-9400 between 4:00pm and 6:00pm. 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 have some unexpected free time. Can I drop by to get a blood draw for titers without an appointment?**

If a medical assistant is available, sure. All visits are by appointment only, but if a medical assistant has a free slot, the Medical Appointment Office will schedule you right in.

- ◆ **I was told to have a follow-up appointment in four weeks. Will that be an excused clerkship absence?**

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 students 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 post call will be. If I wait to get the schedule, the appointment slots will be filled. What should I do?**

First, check the clerkship information. They may have already defined your call schedule. 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 medical problem, see the section "Medical Appointments: Geisel Reserved Appointments". There are often times available from 4:30pm to 6:00pm 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.

FREQUENTLY ASKED QUESTIONS BY GEISEL STUDENTS

Counseling - Mental Health

◆ **How do I schedule a Counseling appointment?**

To schedule an appointment with a mental health counselor, call (603) 646-9442, or stop by the Counseling Center. Students are not able to make counseling appointments online.

Office Hours: 8:00am to 4:30pm Monday - Friday; Summer & Breaks 8:00am - 4:00pm

Phone: (603) 646-9442

E-mail: Counseling@Dartmouth.edu

Office: Health Service, 2nd Floor

Website: dartgo.org/counseling

After Hours Counselor on Call: Inpatient: (603) 646-9440 or Safety & Security: (603) 646-4000

◆ **What do I do and where do I go if I am experiencing a mental health crisis?**

If you are in crisis, call the Counseling Center during office hours. After hours, call Safety & Security at (603) 646-4000 and request to be connected with the on-call counselor.

◆ **Is there a cost associated with counseling sessions at the Health Service?**

There are no counseling session costs for students who are registered for the term and paying the health access fee. Students on a leave term are still eligible, but would need to enroll into, and pay for, the Health Service Eligibility Program.

◆ **What is the average wait time for a mental health appointment at the Counseling Center?**

The average wait time for a mental health appointment that is NOT a crisis is 2 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 the Health Service?**

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. Be proactive. If you can’t decide, it is probably best to make a routine appointment. Students need not worry that accessing mental health care will be reported in their Dean’s letter, this care is confidential.

◆ **What can I expect from the first appointment?**

The initial appointment in the Counseling Center is called a Triage appointment. At check-in the student will complete an online assessment and some paperwork. The student will then meet with a counselor for up to 30 minutes to go over their concerns. At the end of the triage appointment, the counselor will make recommendations for the next steps. The next step might be a referral for short-term counseling within the Counseling Center, a referral to an upcoming workshop or group held by the Counseling Center, a referral for a medication evaluation, or a referral to a community therapist.

FREQUENTLY ASKED QUESTIONS BY GEISEL STUDENTS

Counseling - Mental Health

◆ **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. The Counseling Center does not communicate with Geisel administrators or faculty without a completed release of information (ROI) form signed by the student. Providers of student health care at the Counseling Center may not be involved in the academic 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 at the Health Service, how do I avoid running into a resident or someone else I may know personally while I am waiting?**

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.

◆ **What if it is after business hours or a weekend and I need to talk with a counselor?**

If you are in crisis and need to speak with a counselor after hours, please call the Inpatient Nursing Department at (603) 646-9440 (fall, winter, spring terms- following the undergraduate academic calendar) or Safety & Security at (603) 646-4000 (summer term and term breaks - following the undergraduate academic calendar).

◆ **How can I borrow a Seasonal Affective Disorder (SAD) lamp?**

The Counseling Center loans SAD lamps to students for a period of 1-2 weeks depending on demand. Lamps can be reserved by stopping by the Counseling Center Office or calling to check availability. Your name will be placed on a waiting list if a lamp is not immediately available to borrow.

◆ **How can I get help for a friend whose behavior is troubling?**

If you feel your friend is in crisis, you can stop by the Counseling Center Office and request to speak with the Counselor On-call. The counselor can offer advice on how to best support your friend. If it is after hours, please call the Inpatient Nursing Department at (603) 646-9440 (fall, winter, spring terms) or Safety & Security at (603) 646-4000 (summer term and term breaks).

FREQUENTLY ASKED QUESTIONS BY GEISEL STUDENTS

Inpatient Nursing

◆ **Where is the Inpatient Nursing department located and what are their hours?**

The Inpatient Nursing department is located on the second floor of the Health Service and is open 24 hours a day during fall, winter and spring terms.

Office Hours:

Fall, Winter & Spring Terms - Open 24 Hours A Day

Summer Term & Breaks - Closed

Phone: (603) 646-9440

E-mail: Dicks.House.Nurse@Dartmouth.EDU

Location: Health Service, 2nd Floor

Website: dartgo.org/inpatient

◆ **What types of services does the Inpatient Nursing department provide?**

The Inpatient Department (IPD) is a ten bed infirmary, located on the second floor of the Health Service. Our staff is dedicated to providing quality health care and education in a setting which offers the least disruption to a student's academic program. Both a Health Service provider and a counselor are on-call 24 hours a day 7 days a week.

The Inpatient Department provides 24 hour care for medical, post-surgical, mental health concerns, after hours assessments and nursing advice during fall, winter and spring terms.

◆ **I need to drop off a specimen or have blood drawn, but can't make it during normal business hours due to my schedule. Can the Inpatient Nursing department help me?**

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.

Arrangements can be made to have the nurses draw blood as well. Please call ahead at (603) 646-9440 so the nursing team can plan for your arrival.

◆ **Is there a charge for staying overnight in the Inpatient Nursing department?**

Charges for an overnight stay depend on the treatment needed. If you are admitted due to alcohol intoxication or in need of IV fluids, you will be charged. For the most current fees, please refer to the Patient Accounts webpage located at dartgo.org/patientaccounts.

◆ **Do I need to make an appointment with the Inpatient Nursing department or can I just walk in?**

The Inpatient Nursing department doesn't offer scheduled appointments. Availability is dependent upon how many students have been admitted. Please call the Nursing Advice line at (603) 646-9440 for availability before walking in for services.

FREQUENTLY ASKED QUESTIONS BY GEISEL STUDENTS

Medical Records

◆ **Where is the Medical Records Office located and what are their hours?**

Office Hours: 8:00am - 6:00pm Monday - Friday Fall, Winter & Spring Terms

8:00am - 4:00pm Monday - Friday Summer Term & Breaks

Phone: (603) 646-9400

E-mail: Dick's.House.Medical.Records@Dartmouth.edu

Office: Health Service, first floor, room 105

Website: dartgo.org/medicalrecords

◆ **If I haven't completed my pre-matriculation immunization and health requirements, what should I do?**

You should call the Medical Records Office as soon as possible!

◆ **How can I get a copy of my immunization record?**

If you need an official immunization record from the Health Service, contact Medical Records at (603) 646-9405 or Medical.Records@dartmouth.edu. If you need a printout for your own use or an unofficial record, this is readily available in 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.

Copies of your immunizations are free of charge; however, if you would like a copy of your entire medical record, there will be a charge and a release of information required. The release of information can be found on-line at dartgo.org/roi.

◆ **Some VSAS applications require health information. I am uncomfortable getting my anti-depressant through the Health Service 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 Geisel 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 forms completed for away rotations. How do I do that?**

Students should complete all personal information on each school form and answer any applicable TB screening questions. Forms may be brought to the Health Service for completion or scanned and sent to: Medical.Records@Dartmouth.edu

Please do not fill in the vaccine dates; this will be completed by Medical Records. You will be notified of any missing vaccines, titers, etc.

◆ **Why do I have to do annual Tuberculosis testing?**

It is a requirement of the Geisel Medical School.

FREQUENTLY ASKED QUESTIONS BY GEISEL STUDENTS

Medical Records

◆ **Why is the flu shot I had at DHMC not included in my immunization record?**

The Dartmouth-Hitchcock Medical Center has a separate medical record system from ours. You would need to request that information be sent to us to be included in your record here.

◆ **What do I do if I want a copy of my Counseling records?**

If you would like a copy of your counseling records, please call the Counseling Center at (603) 646-9442.

FREQUENTLY ASKED QUESTIONS BY GEISEL STUDENTS

Billing & Eligibility

◆ **Who is eligible to receive services at the Health Service?**

All Dartmouth students who are classified as “Active” in the Student Information System, Banner, are eligible to receive services at the Health Service. **Student** eligibility is dependent on student status, not insurance coverage.

Student **spouses** enrolled in the Dartmouth Student Group Health Plan (DSGHP) are also eligible for medical appointments.

◆ **I don't have the Dartmouth student insurance. Can I still get care at the Health Service?**

As long as you are an active Dartmouth student, you are eligible for care at the Health Service regardless of your insurance.

◆ **How do I determine if I will be billed for a service at the Health Service?**

While the majority of services at the Health Service are free, there are some services that have a fee associated with them. To determine if you will be billed for a service, please contact the Patient Accounts Office or check their website for the most up to date fee listing.

Office Hours: 8:00am - 4:30pm Monday - Friday, Summer & Breaks 8:00am - 4:00pm

Phone: (603) 646-9439

E-mail: Dicks.House.Patient.Accounts@Dartmouth.edu

Office: Health Service, 1st Floor, Room 105A

Website: dartgo.org/patientaccounts

◆ **What are the services that the Health Service charges a fee for?**

Leave Term Clinic Visits

Physicals

w/Forms or Documentation

Athletic

Employment

Peace Corps

Pre-Operation

DOT

Immunizations

Birth Control Devices

Rapid Flu Tests

Cane or Crutches

Copy of Medical Record

Copy of X-ray

Inpatient Admissions

Requiring Hospital Level Care (IV Needed)

Intoxication

FREQUENTLY ASKED QUESTIONS BY GEISEL STUDENTS

Insurance

◆ 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 to the Dartmouth Student Group Health Plan Office.

Office Hours: 8:00am - 4:30pm Monday - Friday, Summer & Breaks 8:00am - 4:00pm

Phone: (603) 646-9449 or (603) 646-9438

E-mail: Dartmouth.Student.Health.Plan@Dartmouth.edu

Office: 37 Dewey Field Road, 4th Floor, Rooms 403 and 408

Website: dartgo.org/studentinsurance

Or contact the Claims Administrator, HealthSmart, directly at:

Phone: (844) 206-0372

E-mail: akronclaims@HealthSmart.com

Website: www.HealthSmart.com

Hours: Monday through Friday 8:00am - 4:00pm EST

◆ I received a bill from my visit with a provider that states I'm uninsured. What does that mean?

This could mean that the provider's office may not have your health insurance on file. Contact the provider's billing department and provide them with your health insurance information. Once this information is provided, they will submit the claim.

◆ I received a bill from my visit with my provider that seems too high. Why is that?

If the provider's office has your health insurance information listed and submitted the bill to your health plan, it could mean one of the following:

It may have been applied toward your annual deductible and/or co-insurance/co-payment.

Some health insurance plans require that a referral from your primary care provider be on file for the service to receive the maximum allowed benefits from the Plan.

Some health insurance plans require additional information from you before they can process and pay on your claim, such as:

Are you covered by another plan?

Accident details if it was an injury.

FREQUENTLY ASKED QUESTIONS BY GEISEL STUDENTS

Insurance

◆ **I'm going on rotation soon, how do I find a provider in my network?**

Most health insurance ID cards will list the network your plan participates in. If you need assistance, contact the customer service number located on your ID card. The customer service representative will ask you for your policy and group numbers.

Example, DSGHP lists the PPO network, Cigna PPO, on the front side of the card along with the customer service information on the backside. You can locate a physician within the Cigna network, which can be accessed via the Cigna website located at www.cigna.com.

Important Note For DSGHP Members: To receive the maximum benefits from the plan while accessing care in the Hanover, NH area, you ALWAYS need a referral from the Health Service, even when accessing care at DHMC. In an emergent situation or out of the Hanover, NH area, you do not need a referral.

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 eight weeks of medication while I am gone on my clerkship. I won't have enough medication given my current renewal date will be during the time I am away. What should I do?**

Check with your health insurance plan and find out how your prescription benefits will work when you are away from the Health Service Pharmacy as some prescriptions cannot be refilled for that length of time per state laws including New Hampshire.

DSGHP benefits can be found on-line in the plan document under the benefit chart and prescription benefits sections located at dartgo.org/studentinsurance.

◆ **I had to use an outside pharmacy in Alaska, and they do not accept my prescription plan. How do I get reimbursed?**

Contact the customer service number located on your health insurance ID card for assistance.

◆ **Does the health plan cover the cost of titers?**

The following five titers are covered under the Dartmouth Student Group Health Plan, with the deductible and co-insurance applied: Hepatitis B, Mumps, Rubella, Rubeola and Varicella-Zoster. A bill will be generated from DHMC. Please contact the Medical Records Office for specific cost questions and the Insurance Office with any coverage questions.

FREQUENTLY ASKED QUESTIONS BY GEISEL STUDENTS

Pharmacy

♦ **What are the Dick Hall's House Pharmacy hours and how may I contact them?**

Office Hours: 9:00am - 5:00pm Monday - Friday, Summer & Breaks 9:00am - 4:00pm
Closed 12:30pm - 1:00pm daily for lunch

Phone: (603) 646-9456

Fax: (844) 771-0140

E-mail: Dicks.House.Pharmacy@Dartmouth.EDU

Website: dartgo.org/dickshousepharmacy

♦ **Are Pharmacists available to answer my questions?**

Yes, during normal business hours.

♦ **Can my doctor from home call, e-prescribe or fax a prescription?**

Yes, call the Dick Hall's House Pharmacy at (603) 646-9456, e-prescribe to Dick Hall's House Pharmacy or fax to (844) 771-0140.

♦ **Does the Dick Hall's House Pharmacy carry over-the-counter products?**

Yes, there is a good selection of over-the-counter items!

♦ **I need to pick up a prescription from the Dick Hall's House Pharmacy but can't be there during regular hours. Can someone else pick up a prescription for me?**

Yes, the person picking up the prescription(s) will need to verify the student's date of birth and address, and be able to provide payment.

♦ **How can I pay for my prescriptions?**

Purchases made in the Dick Hall's House Pharmacy can be paid using cash, credit card or DA\$H account.

♦ **Is it possible to request a refill via telephone or email?**

Yes, if refills remain on the prescription, call the Dick Hall's House Pharmacy at (603) 646-9456 or send an e-mail to Dicks.House.Pharmacy@Dartmouth.EDU to request a refill. This saves time at pick up.

♦ **Can my prescriptions be transferred?**

Yes, as long as there are refills remaining and depending on state laws.

If a prescription is to be filled at the Dick Hall's House Pharmacy, email or call Dick Hall's House Pharmacy with the student name and date of birth and prescription information and other pharmacy's phone number. Occasionally a transfer may take up to 24 hours to complete, so be sure to allow ample time for the transfer to occur.

If a prescription is to be filled at another pharmacy, have the receiving pharmacy call Dick Hall's House Pharmacy.

♦ **Will the Pharmacy take my prescription insurance?**

Yes, the Dick Hall's House Pharmacy takes most third party insurance plans.

FREQUENTLY ASKED QUESTIONS BY GEISEL STUDENTS

Pharmacy

◆ **Are my co-pays the same or more at Dick Hall's House Pharmacy?**

Co-payments through private insurance are variable and dependent on the plan.

DSGHP members have the lowest co-payments at Dick Hall's House Pharmacy, Dartmouth-Hitchcock Pharmacy and Dartmouth-Hitchcock at Centerra Pharmacy.

◆ **What happens if I need medications for travelling out of the country?**

Notify the Dick Hall's House Pharmacy in advance of travel and the Pharmacy may be able to get a vacation supply override to fill enough medication for the trip.

Please Note: Some classes of medications cannot be filled for extended periods of time per New Hampshire law.

FREQUENTLY ASKED QUESTIONS BY GEISEL STUDENTS

Primary Care Outpatient Clinic

◆ What are the Primary Care hours and contact information?

Office Hours: 8:00am - 4:00pm Monday - Friday

Urgent Care: 4:30pm - 6:00pm, Monday - Friday during Fall, Winter & Spring terms

Phone: (603) 646-9401

Fax: (603) 646-9410

E-mail: Dick's.House.Primary.Care@Dartmouth.edu

Website: dartgo.org/primarycare

◆ If I need a primary care provider, where do I go?

The clinical team at the Health Service is your primary care while you are at Geisel.

◆ If I want to do STI testing, what does that entail? Will it be expensive?

Specimen collection may be oral, urine, cultural swab and/or blood, which is dependent on risk factors determined in the context of your consult with a clinician. Most labs are covered; however, if you have questions related to cost, we recommend you check with your insurance company prior to your visit.

◆ If I am in my third and fourth year and working all of the time, how can I access care?

Plan to utilize the day off between clerkships to schedule your routine appointments.

Urgent Care weekdays: the Health Service will continue to offer urgent care visits on Monday through Friday from 4:30pm – 6:00pm for urgent concerns for all students. Keep in mind that this clinic is for any and all students. 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 am blood draws: For labs ordered by a Health Service clinician, we have an arrangement for Geisel students to come in between 6:00am – 7:30am weekdays for blood draws (except during undergraduate intersessions). Please call the Nurses' Station in advance at (603) 646-9440. After 8:00am, please schedule through the Medical Appointment Office at (603) 646-9401.

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.

◆ If I want to see a specialist at DHMC, how do I go about doing that?

You will need a referral from the Health Service. If you have already seen a Health Service clinician, you may choose to come in for a follow-up visit or you may send a secure message to the clinician to discuss the appropriateness of a referral to a specialist.

◆ I'm worried about confidentiality, especially as a medical student here at Dartmouth. How is this protected?

The Health Service adheres to the HIPAA Privacy Rule. We do not communicate with anyone, including Geisel administrators or faculty, without a completed release of information form signed by the student.

FREQUENTLY ASKED QUESTIONS BY GEISEL STUDENTS

Primary Care Outpatient Clinic

◆ **If I am on the road doing away rotations and need prescriptions, what do I do? What if I want an antibiotic?**

If you have refills left, call the pharmacy where you last had them filled and ask for assistance with a pharmacy-to-pharmacy transfer. The Dick Hall's House Pharmacy may be reached at (603) 646-9456.

Send a Secure Message thru Banner to the clinician who prescribed for you. We are able to send an e-Script to most pharmacies nationwide.

Call the Medical Appointment Office (603) 646-9401 for assistance.

If you need an immediate prescription refill or if you believe you may need an antibiotic or other medication, plan to seek care at a local urgent care facility.

◆ **If I think I have a fracture, where do I go?**

If you are in the Hanover, NH area you should come to the Health Service during regular business hours. We also have onsite x-ray services.

If your injury occurs after the Health Service regular business hours or if you are away from the Hanover, NH area, plan to go to a local emergency department.

◆ **What do I do if I am totally stressed out?**

Contact us. We are aware of the challenging schedules for Geisel students, and we will accommodate as best as we can.

The Counseling Center is the place on campus for all mental health related concerns for medical students. The Counseling Center can be reached at (603) 646-9442.

The counselor on call may be accessed in the event of a crisis.

◆ **I'm planning to volunteer in a clinic in Ghana. How do I get travel advice?**

You will need to schedule a travel consult with a clinician at the Health Service. These are scheduled via the Health Services online link on Banner.

You will be asked to populate your travel dates and itinerary. We use a provider-based travel program, which will tailor immunization and medication requirements specifically for your trip.

◆ **I'm anticipating orthopedic surgery next fall. Can the Health Service help with post-op care?**

Yes, the Health Service Inpatient Department is available 24/7 during fall, winter and spring terms. It is staffed with nurses and a clinical team who will manage your post-op care.

◆ **I need regular blood work. Can I get this done at the Health Service?**

Yes, recurring visits may be scheduled in the clinic with our medical assistants via the Health Services online link on Banner or by scheduling thru the Medical Appointment Office (603) 646-9401.

We have an arrangement for Geisel students to come in to the Nurses' Station in the Inpatient unit for early morning and/or evening blood draws. To access this service, please call the nurses directly at (603) 646-9440.

CONTACT INFORMATION BY DEPARTMENT

Primary Care Outpatient Clinic

Office Hours: 8:00am - 4:00pm Monday - Friday

Urgent Care: 4:30pm - 6:00pm, Monday - Friday during Fall, Winter & Spring terms

Phone: (603) 646-9400

Fax: (603) 646-9410

E-mail: Dick's.House.Primary.Care@Dartmouth.edu

Website: dartgo.org/primarycare

Radiology

Office Hours: 9:00am - 1:00pm Monday - Friday

Phone: (603) 646-9400

Fax: (603) 646-9410

E-mail: Dick's.House.Primary.Care@Dartmouth.edu

Website: <https://www.dartmouth.edu/~health/services/xray.html>

Counseling Center & Nutrition

Office Hours: 8:00am - 4:30pm Monday - Friday

Summer & Breaks 8:00am - 4:00pm

Phone: (603) 646-9442

E-mail: Counseling@Dartmouth.edu

Office: Health Service, 2nd Floor

Website: dartgo.org/counseling

After Hours Counselor on Call: (603) 646-9440, or Safety & Security: (603) 646-4000

Nursing

Office Hours: Fall, Winter & Spring Terms - Open 24 Hours A Day

Summer Term & Breaks - Closed

Phone: (603) 646-9440

E-mail: Dicks.House.Nurse@Dartmouth.EDU

Location: Health Service, 2nd Floor

Website: dartgo.org/inpatient

CONTACT INFORMATION BY DEPARTMENT

Pharmacy

Office Hours: 9:00am - 5:00pm Monday - Friday
Summer & Breaks 9:00am - 4:00pm
Closed 12:30pm - 1:00pm daily for lunch

Phone: (603) 646-9456

Fax: (844) 771-0140

E-mail: Dicks.House.Pharmacy@Dartmouth.EDU

Website: dartgo.org/dickshousepharmacy

Medical Records

Office Hours: 8:00am - 6:00pm Monday - Friday Fall, Winter & Spring Terms
8:00am - 4:00pm Monday - Friday Summer Term & Breaks

Phone: (603) 646-9400

E-mail: Dick's.House.Medical.Records@Dartmouth.edu

Office: Health Service, first floor, room 105

Website: dartgo.org/medicalrecords

Patient Accounts

Office Hours: 8:00am - 4:30pm Monday - Friday
Summer & Breaks 8:00am - 4:00pm

Phone: (603) 646-9439

E-mail: Dicks.House.Patient.Accounts@Dartmouth.edu

Office: Health Service, 1st Floor, Room 105A

Website: dartgo.org/patientaccounts

Dartmouth Student Group Health Plan & Insurance Information Office

Office Hours: 8:00am - 4:30pm Monday - Friday
Summer & Breaks 8:00am - 4:00pm

Phone: (603) 646-9449 & (603) 646-9438

E-mail: Dartmouth.Student.Health.Plan@Dartmouth.edu

Office: 37 Dewey Field Road, 4th Floor, Rooms 403 and 408

Website: dartgo.org/studentinsurance