



# East Carolina University Student Health Service

Policy No. A017

Effective Date 10/15/1997

Revised Date 06/06/2017

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Approved by \_\_\_\_\_

## ELIGIBILITY FOR CARE

### Policy:

According to the mission of the East Carolina University Student Health Service, a quality program of primary health care services is provided relevant to the needs of eligible members of the University Community. Eligible members of the University Community is defined as students currently enrolled who have paid a student health fee and special groups of people, ECU Language Academy Students, visitors, and staff/faculty who are determined as eligible for care. People with medical problems outside of the scope of care provided at ECU SHS are appropriately referred for care. Ineligible individuals seeking medical care are offered information regarding other health care providers.

### Purpose:

To define the criteria for determining eligibility for care at SHS.

### Procedure:

#### Eligible Students

- Students currently enrolled in ECU.
- Students that were enrolled in ECU during the spring semester and are registered for the fall semester, and have paid the summer health service fee.
- Students that were enrolled in ECU during the spring semester and are registered for the fall semester, and pay for each office visit, at the time of visit.
- Students who are no longer enrolled in classes at ECU but need a follow up visit, including those students mentioned above. Follow-up visits will be defined as a visit for purposes of follow-up of a previous diagnosis, occurring no later than four weeks after the initial diagnosis. For students that are graduating, a grace period of two weeks post-graduation will be given for follow-up. ECU Graduates who are no longer enrolled will not be eligible for care after the two-week grace period. At the time of the follow up visit, these students will be advised to secure the services of their own health care provider for any additional health care needs, including physicals and gynecological examinations. Student Health Service will provide - on request - a list of local Health Care Providers. Persons no longer enrolled in the University may request copies of their medical records at any time. (See policies HIM 30 and HIM 32).

#### Distance Learners

- Effective Spring 2005, Distance Learners are eligible for treatment in SHS by paying a student health access fee of \$30 at the time of the visit.

#### Eligible Students during Intersession

- Beginning the last day of summer school until fall move-in, students who attended class the previous spring or either summer session - and are registered for fall will be charged a \$30 intersession fee for each office visit, at the time of visit (including those with the university sponsored insurance plan).



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- Beginning the last day of fall semester until the 1<sup>st</sup> day of spring semester students who attended class the in the fall and are registered for spring will be charged a \$30 intercession fee for each office visit, at the time of visit (including those with the university sponsored insurance plan).
- Beginning the last day of spring semester and ending the first day of first summer session students who attended class the in the spring and are registered for fall will be charged a \$30 intercession fee for each office visit, at the time of visit (including those with the university sponsored insurance plan).

### ECU Language Academy Students

- Students currently enrolled in ECU Language Academy who have paid the Student Health fee will be eligible for SHS services as of Spring Semester 2016.
- Students enrolled in ECU Language Academy will only be eligible for services during the semester in which they are enrolled.
- Students who are no longer enrolled in classes at ECU Language Academy but need a follow up visit, may be seen for one follow up visit. Follow-up visits will be defined as a visit for purposes of follow-up of a previous diagnosis, occurring no later than four weeks after the initial diagnosis. At the time of the follow up visit, these students will be advised to secure the services of their own health care provider for any additional health care needs, including physicals and gynecological examinations. Student Health Service will provide on request a list of local Health Care Providers. Persons no longer enrolled in the University may request copies of their medical records at any time. (See policies HIM 30 and HIM 32).
- Students will be required to pay for ancillary services at the time of their visit. If they cannot pay, the services will be charged to the Office of International Affairs.

### Students' Spouses and Dependents

- Spouses and dependents are not eligible for services at SHS.

### Short Term University Sponsored Event Participants and Visitors

- People who are participating in a short-term University sponsored event (e.g. campers) may be seen for acute injury/illness. They will be stabilized and referred off camps if needed. They will be assessed a student health access fee of \$30. If they are unable to pay at the time of service, the sponsoring department will be charged.
- A non-university employee working on campus, faculty, staff or visitors in an emergency situation will be triaged and stabilized by the Student Health Nurse and/or provider and appropriately referred.

### ECU Faculty/Staff and University (non SHS) employees

Routine medical care and appointments are not available for faculty/staff; however, SHS will work to stabilize any immediate issues until they can arrange care at a local Urgent Care or their private physician's office. Care for ECU faculty and staff is limited to first aid/triaging of urgent issues, select nursing, and pharmacy services.

- Pharmacy Services provided for faculty/staff (See policy P47):
  - Prescriptions written by outside providers for medications carried on the SHS formulary
  - Over the counter medications and/or supplies
  - Pharmacy charges for faculty, staff, will be the same as for students.



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- Pharmacy will accept co-pay and file accepted drug plans for covered faculty/staff and distance learners.
- Nursing services provided for faculty/staff (as the clinic schedule allows):
  - Titers or immunizations if required for employment: charges will be assessed for the cost of vaccination/ titer. The patient and or requiring department will be responsible for the charges.
  - Allergy shots: staff receiving allergy shots will not be assessed a Student Health access fee, however they will be charged for the injection cost. The employee will supply the allergy serum per policy Allergy Vaccine Procedure (CMN03).
  - Blood pressure checks: no charge
- Transit Physicals: DOT Physicals required for employees of ECU may be performed by SHS providers. Any outstanding charges after insurance is filed will be charged to the employees' department.

### Faculty/ Staff Procedures and Payment

- When scheduling or requesting care faculty/staff are advised that charges will be collected at the time of service.
- Faculty/Staff are registered into the system in the same manner as students (See Policy HIM26).
- An encounter form is generated for staff and faculty.
- An electronic medical record is initiated for each faculty/staff (See Policy HIM12).
- Faculty/Staff visits are processed in the same manner as students.
- Employees will be assessed an access fee of \$15 for acute/urgent office visits (as this comparable to the copay for a primary care visit with State Employee insurance).
- If a faculty/staff fails to pay for services, his/her patient account will be flagged. In addition, the patient will be notified of the debt by mail and a date for payment to be made will be requested. If the patient fails to meet this commitment, the Business Manager will contact the patient to make arrangements for payment to be made via payroll deduction (See Form SHS 0089). In the event that the faculty/staff member does not follow through with payroll deduction, his/her account will be referred to Human Resources for disciplinary action.
- Faculty and Staff (non SHS employees) who are injured on the job or who suffer a health problem which may be job related will be referred to ECU Prospective Health. Prospective Health will inform the patient as needed and may provide instructions for referral of care in accordance with University Workman's Compensation policies.
- Faculty and Staff who are exposed to blood or other potentially infectious materials will also be referred to ECU Prospective Health.

### ECU Athletic Staff and Coaches

ECU Athletic Staff and Coaches should not expect, in general, to receive medical treatment at SHS or by the SHS Team Physician.

- ECU Athletic Staff and Coaches with certain self-limiting, temporary illnesses/injuries (i.e. earaches, sore throats, URIs, cystitis, etc.) or acute exacerbations of chronic illnesses may be seen by the Team Physician, and have appropriate diagnostic evaluations done to help define and treat the illness/injury.
- ECU Athletic Staff and Coaches will be assessed an access fee of \$15 for acute/urgent visits.



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- During time of travel with the athletic teams, acute care and triage care may also be provided to the Athletic Staff, coaches and those traveling with the team in acute/ urgent cases at the discretion of the team physician. (As the encounters described above should be few, there will be no charge for these encounters.)

### Student Health Service Staff and Retired SHS Staff

SHS employees should not expect, in general, to receive medical treatment at SHS. The primary responsibility of the SHS staff is to provide medical care for the student population. Employees may not be treated for chronic illnesses, physical exams or annual gynecological exams.

- In the event of an injury or blood exposure, the SHS employee will report to the SHS Employee Health Nurse and follow the policy set by the Department of Environmental Health and Safety (PS-095) and SHS Employee Injury Report (SHS 0106).
- Employees with certain self-limiting, temporary illnesses/injuries (i.e. earaches, sore throats, URIs, cystitis, etc.) or acute exacerbations of chronic illnesses may be seen by a SHS provider, and have appropriate diagnostic evaluations done to help define and treat the illness/injury. Employees should be seen when students are not waiting and/or when it does not interfere with the employees' work. The employee must use sick or vacation time to during the time of their appointment. SHS, as well as the employee, may potentially benefit from this policy since early treatment may enable the employee to avoid missing work.
- SHS employees requesting laboratory testing or x-rays must have their tests ordered by a SHS provider. If a non-staff physician requests the test, the order should be in writing. Lab tests and x-rays for employees will be done at the convenience of the laboratory/ radiology staff and when the student load is light.
- SHS employees may purchase prescriptions and over-the-counter drugs from the pharmacy at the convenience of the pharmacy staff. No drug will be stocked solely for the convenience of the staff. Payment is required at the time service is rendered.
- SHS staff members are also eligible for nursing services as described for ECU faculty and staff
- SHS employee family members are not eligible for care at SHS.

### SHS Staff Procedures and Payment

- When scheduling or requesting care, faculty/staff are advised that charges will be collected at the time of service.
- Staff are registered into the system in the same manner as students (See Policy HIM26).
- An encounter form is generated for staff and faculty.
- An electronic medical record is initiated for each faculty/staff (See Policy HIM12).
- Faculty/Staff visits are processed in the same manner as students.
- Employees will be assessed an access fee of \$15 for acute/urgent office visits (as this comparable to the copay for a primary care visit with State Employee insurance).
- For SHS employees, there is no charge for first aid or reasonable follow-up care required for on-the-job injury.



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- The Employee Health Nurse will administer required immunizations and allergy shots to SHS employees at no charge. The cost of certain vaccines will be the responsibility of the employee. The employee is responsible for payment at the time service is rendered. The employee will supply the allergy serum per policy Allergy Vaccine Procedure (CMN03).
- In situations where the SHS lab is working as a diagnostic center (for radiology) or drawing station (for laboratory testing) and the employee is not following up with an SHS provider for the lab or x-ray, there will be no fee assessed for the visit. The employee will be responsible for the established SHS fee according to the printed fee schedule for these services. Payment is required at the time service is rendered. SHS can file insurance with 3<sup>rd</sup> party companies within the SHS network. Any portion of the bill not paid by the insurance company will be charged to the staff/faculty member.
- If a faculty/staff fails to pay for services, his/her account will be flagged. In addition, the patient will be notified of the debt by mail and a date for payment to be made will be requested. If the patient fails to meet this commitment, the Business Manager will contact the patient to make arrangements for payment to be made via payroll deduction (See Form SHS 0089). In the event that the faculty/staff member does not follow through with payroll deduction, his/her account will be referred to Human Resources for disciplinary action.

### Services NOT provided to faculty/staff are:

- **Mental Health Counseling/psychotherapy**
- **Pediatric care - persons under the age of 18**
- **Spousal care**
- **Gynecological/obstetric services**
- **Nutrition counseling**

Proposed exceptions to the eligibility for care listed should be discussed in advance with the SHS Director.

### Exceptions:

- **Pediatric care – patients under the age of 18 excluding students enrolled in the university under the age of 17- who have a signed consent for treatment on file; visitors on campus who present with urgent or emergent issues**