

A Guide To

Health Services



at Villanova University:

STUDENT HEALTH CENTER
HOLLOWAY COUNSELING CENTER
HEALTH PROMOTION
VILLANOVA EMS



2012-2013



Student health is at the core of the University's academic mission. As such, Villanova University seeks to offer the highest quality health services and resources to ensure that students receive the support that they need in order to succeed in college. This brochure highlights the offices and services available to students. The health fee covers the various services outlined, except where noted. The fee for full-time undergraduates and law students is \$145/semester.



THE STUDENT HEALTH CENTER

The Villanova Student Health Center takes pride in providing excellent health care to our students. Students can expect individualized attention and timely service, whether they are suffering from a cold, the flu, allergies, or something more serious.

The Student Health Center is staffed by superb medical professionals, including medical doctors and three full-time nurse practitioners. Registered nurses are on duty 24 hours a day during the academic year. The medical staff has extensive experience in working with college age students and is familiar with the medical issues facing this population.

A large variety of services are offered by the Student Health Center. However, should a student need a referral to a specialist, the Student Health Center will be happy to provide one. Transportation to off-campus appointments in the local area is provided through the shuttle service run by the Office of Public Safety.



⊕ Using the Student Health Center

The Student Health Center is an acute care center. It is open 7 days a week, 24 hours a day during the undergraduate academic year (*when classes are in session*).

During official school breaks, the Student Health Center hours are generally 8:00 a.m. - 4:00 p.m. All full-time students are eligible to use the Student Health Center. Services of the Center are also open to graduate and part-time students. A schedule of fees is available at the Center for those students that don't pay the semesterly health fee.

⊕ What the Fee Covers

All visits to the Student Health Center, including appointments with a physician or nurse practitioner, allergy injections, and overnight stays, are covered by the fee. Many over-the-counter medications are provided at no cost and are dispensed by the medical staff. Prescription drugs and laboratory costs are generally not covered.

⊕ Student Health Record

All full-time undergraduate students are required to complete a health record prior to their arrival on campus their first semester at Villanova. The Student Health Record can be accessed through www.novasis.villanova.edu, the Student Health Center web site at www.studentlife.villanova.edu/healthservices or by contacting the Student Health Center directly at 610- 519-4070. Students who fail to comply with this requirement will be blocked from course registration for the following semester. Other students planning to use the Student Health Center should submit a Health Record as well.

⊕ Making an Appointment at the Student Health Center

Appointments with a physician or nurse practitioner can be made 24-hours a day by calling 610-519-4070. Physician and nurse practitioner appointments are available Monday through Friday. Walk-in students initially will be evaluated by a registered nurse and then referred to another clinician when indicated.

⊕ Inpatient Care

The Student Health Center includes a 10-bed inpatient unit. Students who require close observation or who need bed rest may receive care in the inpatient unit for a few hours, or a few days, depending on the patient's needs. Registered nurses care for the students 24 hours a day, 7 days a week. Patients are evaluated daily by a nurse practitioner or by the physician during the week.

The medical staff will send students needing hospitalization to nearby Bryn Mawr Hospital. Bryn Mawr Hospital is part of Main Line Health and the Thomas Jefferson Health System. If hospitalized off campus, the student is responsible for payment of all medical services and charges of the medical care provider(s).

⊕ Allergy Clinic

Students may receive immunotherapy injections at no cost. Students are responsible for the cost of the prescription. The Student Health Center requires a written schedule signed by the prescribing physician that details



content, frequency, route of injection, and instructions for treating a reaction. Appointments for allergy injections are available weekdays while a physician is present.

⊕ **Women's Health Care**

Gynecologic services are available Monday through Friday in the Student Health Center. All visits are confidential. Exams are covered by the Student Health Center fee while lab tests, such as a Pap smear, are not. Pregnancy testing is available at no cost. Because of the values of Villanova University as a Catholic, Augustinian school, the Student Health Center, as a matter of policy, does not provide materials on preventing conception or that encourage termination of the pregnancy.

⊕ **Laboratory Tests**

Laboratory testing is available through the Student Health Center when ordered by a Student Health Center provider or by an off-campus clinician. Lab fees are billed to the student's account, unless the student specifies otherwise.

⊕ **Medications**

Many common over-the-counter and prescription medications are available at the Student Health Center. Over-the-counter medications are provided to students, at the direction of a medical professional, at minimal or no cost. Students may purchase available prescription medications from the Student Health Center or may use their prescription plan (through their insurance company) at a variety of local pharmacies. Medications purchased through the Student Health Center will be billed to the student's account, unless the student specifies otherwise.

⊕ **Immunizations**

Many routine immunizations are available to students through the Student Health Center. Students may call to make an appointment for vaccinations. Calling well in advance is recommended since some vaccinations must be ordered individually. Students are billed for the cost of the vaccine.

⊕ **HIV and STI Testing**

Confidential HIV testing, as well as testing for sexually transmitted infections, is available to students at the Student Health Center on an on-going basis. In addition, twice each semester, an outside agency comes to the Student Health Center to conduct free and anonymous HIV testing for students.

⊕ **Health Insurance**

All students need health insurance to protect themselves from costly medical expenses. All domestic matriculated undergraduate students, all international students, and all law school students will automatically be enrolled in the University sponsored **UnitedHealthcare** plan. Any domestic matriculated undergraduate student, international student, or law student who has comparable health insurance must waive out of the University sponsored plan. All domestic non-matriculating undergraduate degree seeking students, all domestic graduate students taking six or more credit hours, and all Ph.D.-thesis continuation students may voluntarily purchase the **UnitedHealthcare** plan. More information can be found at www.firststudent.com or by contacting the Student Health Center directly.

THE PATRICIA B. AND GARY M. HOLLOWAY UNIVERSITY COUNSELING CENTER

The Patricia B. and Gary M. Holloway University Counseling Center provides the highest quality psychological support services to our students. Caring professionals offer personal counseling, consultation, crisis intervention, and referral services in a confidential, warm, and respectful manner.

The college years are a time of growth, change, and personal adjustment for students. To facilitate the many transitions that a college student experiences during this time of life, the University Counseling Center provides short-term psychological services to all full-time students who desire assistance. Contacts with the Counseling Center are voluntary, confidential, and covered by the health fee.

Students seek counseling for a wide variety of issues. If a student is unsure whether he/she would benefit from counseling, we advise the student to make an appointment and discuss it in person.

Many of the issues for which students seek help reflect normal developmental challenges. Some of the typical concerns of students who seek individual counseling include:

- Loneliness or sadness during their transition to college
- Problems with roommates and friends
- Issues arising in romantic relationships
- Balancing academic responsibilities and social activities
- Optimizing academic performance
- Improving family relationships
- Building self-esteem
- Defining life goals
- Concern about life after graduation

Students also seek counseling when they are facing emotional difficulties such as:

- Anxiety or depression
- Eating disorders
- Alcohol, drug or addiction issues
- Bereavement and loss
- Trauma
- Sexual assault
- Destructive behaviors
- Anger management
- Coping with illness

⊕ Other services available through the Holloway Counseling Center

In addition to individual appointments for personal counseling, the Counseling Center also offers a range of other psychological services. These include-

- **Group Counseling:** The focus of counseling groups varies each semester depending on students' needs and interests. Groups have helped students struggling with adjustment to college, eating disorders, shyness, loss of a loved one, and alcohol problems in the family.
- **Workshops:** The Counseling Center provides educational outreach programs to the Villanova community on topics of interest including relationship issues, stress management, body image, eating disorders, depression, suicide prevention, anxiety, and coping with traumatic events including sexual assault.
- **Consultation:** Faculty, staff, students, and parents may consult with a psychologist about how to identify or manage an emotionally stressed student or how to refer a student to the Center for help.
- **Crisis Intervention:** The Counseling Center deals with urgent or emergency situations as they arise. After normal business hours, help in a crisis can be reached by calling the Student Health Center at 610-519-4070 or the Office of Public Safety at 610-519-4444.
- **Psychiatric Consultation:** Some students wish to consider using medications. Our Consulting Psychiatrist is able to assess whether the student might benefit from medication and may prescribe medication while the student simultaneously receives weekly counseling.
- **Eating Disorders Consultation:** Some students seek help with eating disorders. While they are receiving counseling at the Counseling Center, they may also meet with our Consulting Nutritionist, who helps with nutritional aspects of eating disorders. Their medical condition is followed by our Student Health Center.

⊕ Using the Holloway Counseling Center

The Counseling Center is open Monday through Friday from 9:00 a.m. - 5:00 p.m. The Center is staffed by skilled, licensed doctoral level psychologists and doctoral interns who are working under the supervision of a licensed psychologist.

⊕ **Making an appointment**

Students may stop by Room 206 Health Services Building or may phone 610-519-4050 to make an appointment, which can usually be arranged within one week of the student's request. In clinically urgent situations, students can be seen the same day. During the initial session, the student's needs will be assessed, and the psychologist and student will determine how to address the student's concerns most effectively.

⊕ **Off-Campus Counseling**

Students typically meet with a Counseling Center psychologist between one and ten times. Most developmental issues are successfully addressed within that time period, satisfying most students' needs for counseling. We will also help students identify mental health practitioners in the community. We encourage a student to seek counseling off-campus in three situations: 1) when the student prefers off-campus counseling, 2) when the student needs continued, long term care, and 3) when the student's condition is serious enough to require services beyond what the Counseling Center can offer. The student is responsible for costs of all off campus mental health services.

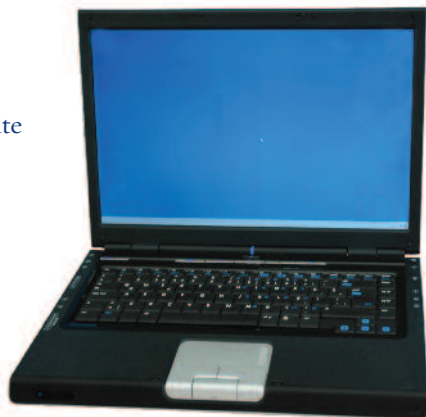
⊕ **A Word about Confidentiality**

All contacts with and visits to the Counseling Center are confidential. However, the law requires that confidentiality be broken under certain, dire circumstances. Confidentiality cannot be maintained when there is an immediate threat of danger or serious harm to the client or to others. Clients may voluntarily sign a *waiver of confidentiality* that allows the psychologist to speak to a designated party about the client's counseling session(s).

⊕ **Internet Resources**

The Counseling Center maintains a web site that provides information on common mental health and college adjustment issues. The web site is www.studentlife.villanova.edu/counselingcenter.

In addition to this web site, the Counseling Center is a member of campusblues.com, which allows Villanova students to log onto this national web site designed to educate college students on mental and emotional health questions.



OFFICE OF HEALTH PROMOTION

Life is a balancing act. The mission of the Office of Health Promotion is to empower students to create healthy learning environments in which they can make responsible, educated choices to maintain balance.

College students are faced with a variety of lifestyle issues each day and the choices they make can have an impact on the rest of their lives. Alcohol and other drug use, fitness, nutrition, and relationships are just a few of the more common areas in which college students make important choices.

The goal of Health Promotion is to empower students to make healthy, value-based decisions and to support them when they make one that can have a negative impact on their health and academic success.

Health Promotion resources are available on a number of topics not limited to the following:

- Alcohol and other drugs
- Smoking cessation
- Healthy eating
- Staying fit
- Sexual assault
- Sexual health
- Healthy relationships
- Stress management
- Body art and image
- Sleep

⊕ Peer Education

The Office of Health Promotion is the home of the POWER (Peers Offering Wellness Education & Resources) peer education program which provides student-to-student educational programming on the topics of alcohol and other drugs, sexual assault, sexual health, eating, and exercise. Peer educators participate in a semester-long training and receive ongoing support from Health Promotion staff which enables them to provide quality educational programs to their fellow students.

⊕ Service Learning

The Office of Health Promotion provides a number of opportunities for service learning through professional and personal development experiences including credit-bearing internships and College of Nursing clinical rotation experiences. Over the course of an academic year, the Office of Health Promotion typically hosts over 15 undergraduate and graduate interns aspiring to gain valuable experience in the field of college health through majors such as, but not limited to, nursing, health communication, public health, human services, psychology, and much, much more. Additionally,



the Office of Health Promotion sponsors several sections of the Healthy Living learning community in the First-Year Learning Community program. Through these experiences, students explore issues in health in the context of their academic experience.

⊕ **Nutrition and Fitness Education**

The Office of Health Promotion provides free one-on-one nutrition consultation, programs by request, and an eight-week healthy habits course for the Villanova community. Topics ranging from fad dieting to vegetarian eating to eating healthy on the go are common topics covered in the one-on-one and group settings. In addition, the office registered dietician (RD) offers cooking demonstrations, grocery store tours, and programs by request.

⊕ **Internet Resources**

Health Promotion maintains a web site that provides information on common student health issues and concerns. The web site is www.villanova.edu/healthpromotion. In addition, students may schedule a free one-on-one educational consultation with any Health Promotion staff member on any range of health topics. Health Promotion is often the first stop for many students who are seeking more information and resources about their health.

⊕ **Support Groups and Personalized Feedback**

The Office of Health Promotion hosts Alcoholics Anonymous meetings on campus on Thursday evenings and Saturday mornings. The meetings are comprised of community people, and Villanova students are welcome to attend. The Office of Health Promotion has specific information about time and place of these meetings each semester. The local vicinity also offers a variety of AA meetings for students who wish to go off campus or to NA (Narcotics Anonymous) or Al-Anon meetings. A listing of area meetings can be obtained by contacting the Office of Health Promotion.

In addition, students can schedule one-on-one personalized feedback sessions with a health educator on the following topics: smoking cessation, alcohol use, stress, and time and sleep management. Health Promotion staff have certifications in the Freedom from Smoking curriculum and the Brief Alcohol Screening Intervention for College Students (BASICS) training necessary to provide individualized feedback to students.



VILLANOVA EMS

The Villanova Emergency Medical Service is a 100% student-run, volunteer ambulance service licensed and dedicated to providing Basic Life Support (BLS) to Villanova University's campus community of approximately 10,000 students, faculty, and staff. The Villanova EMS membership consists of more than 40 undergraduate students, the majority of whom are certified as Emergency Medical Technicians within the Commonwealth of Pennsylvania. Our members volunteer more than 25,000 hours annually to provide emergency care for the Villanova community 24 hours/day, 7 days/week throughout most of the calendar year.



- Our average response time to an on-campus medical emergency is less than three minutes.
- Life-threatening emergencies require the simultaneous dispatch of Advanced Life Support (ALS) Paramedics from nearby Narberth Ambulance.

Villanova EMS services are confidential and free of charge to all patients.

However, services rendered by paramedics or ambulances other than Villanova EMS, such as, cases where the paramedics are called to the scene or when paramedics must travel in the VEMS ambulance to the hospital with a patient, are not covered by the University and will be billed accordingly.

- Most patients requiring transport will be taken to Bryn Mawr Hospital located just 1.5 miles from Villanova's campus. We do, however, transport to Lankenau Hospital and Paoli Hospital on a regular basis. Critically injured patients may be taken to any one of the nearby trauma centers including the Crozer-Chester Medical Center or the Hospital of the University of Pennsylvania.
- Villanova EMS is headquartered in the Health Services Building along with the Student Health Center, the Counseling Center, and the Office of Health Promotion.
- Administrative or billing inquiries may be directed to the Coordinator for Emergency Medical Services at 610-519-6229. For all other inquiries, please call 610-519-VEMS (8367).

IN CASE OF EMERGENCY DIAL 610-519-4444

Additional information available at www.villanovaems.org



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OFFICE OF STUDENT LIFE
www.villanova.edu/studentlife

The Student Health Center 610-519-4070

www.studentlife.villanova.edu/healthcenter

**The Patricia B. and Gary M. Holloway
University Counseling Center 610-519-4050**

www.studentlife.villanova.edu/counselingcenter

Office of Health Promotion 610-519-7407

www.villanova.edu/studentlife/healthpromotion

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