

CLEMSON



STUDENT HEALTH SERVICES

LIVE WELL. LEARN WELL.

- MEDICAL SERVICES
- COUNSELING AND
PSYCHOLOGICAL SERVICES
- HEALTHY CAMPUS



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 clemson.edu/studenthealth

experience: **WELLNESS**

QUALITY HEALTH CARE

Student Health Services (SHS) is an integrated, outpatient organization comprised of three divisions: Medical Services, Counseling and Psychological Services (CAPS), and Healthy Campus. SHS is one of 17 student health centers in the United States accredited by The Joint Commission. This recognition speaks to our commitment to quality patient care and safety. Other recognitions include accreditation by the American Psychological Association for our doctoral internship program and the Commission on Office Laboratory Accreditation for our laboratory.

WHO WE SERVE

SHS serves all students and their spouses, exchange visitors, visiting scholars, visitors on campus and includes limited services for University employees.

DIVERSITY COMMITMENT

SHS is committed to provide an environment that welcomes and promotes diversity in its broadest sense. The ethics and standards of our professional practice compel us to affirm the dignity and worth of each individual regardless of gender, ethnicity, race, sexual orientation, age, citizenship, religion, socioeconomic status, or physical and mental abilities.

HEALTH CARE TEAM

There are more than 80 committed staff members:

- Board-certified physicians
- Board-certified nurse practitioners
- Board-certified psychiatrist
- Licensed psychologists
- Licensed counselors
- Licensed social worker
- Health educators
- Registered nurses
- Medical assistants
- Registered pharmacists
- Certified pharmacy technicians
- Radiologic technologists
- Laboratory technologists

PATIENT/CLIENT INVOLVEMENT

SHS encourages patients/clients to actively participate in their care by communicating directly with our providers and through the following ways:

- MyHealth-e, student web portal
- Customer satisfaction surveys
- Student Health Advisory Committee
- Consumer Health Advisory Board

STUDENT WEB PORTAL MyHealth-e

The web portal, MyHealth-e, is available to students at Clemson University. Students can access MyHealth-e at clemson.edu/studenthealth. This portal allows patients/clients to manage their account online in the following ways:

- Complete online forms
- Make/cancel certain appointments
- Sign up for text message appointment reminders
- Send/receive secure messages from certain staff
- View/print bills

HEALTH INFORMATION

The health information staff is available to answer questions concerning medical clearance and/or release of information. All medical and psychological records are strictly confidential and cannot be released without the written consent



of the patient/client with a few exceptions under the law. For medical clearance and authorization for release of information forms, visit clemson.edu/studenthealth.

HEALTH FEE COVERAGE

University policy requires all students registered for six or more credit hours (three hours during each summer term) on the main campus to pay the University health fee. Other students may choose to pay the health fee or use SHS on a fee-for-service basis. The health fee supports all visits

to SHS and includes a variety of services:

- Professional services of physicians, nurse practitioners, nurses and health promotion professionals at no additional cost
- Counseling and Psychological Services including individual, couples and group sessions, workshops, online treatment programs, case management, crisis intervention and 24 hours a day on-call emergency services
- After-hours nurse line: 864-656-2233 (option 2)
- \$500 urgent care benefit for after-hours accidental injury (insurance carrier determines the covered benefit)
- Health and wellness promotion and prevention programs, presentations and resources from Healthy Campus
- Surveillance and reporting of infectious disease threats
- Emergency planning and response
- Campus public health policy consultation

Pharmaceuticals, immunizations, laboratory, X-ray services, psychiatry, procedures and physical exams are not covered under the health fee.

\$ STUDENT INSURANCE

A Student Health Insurance Plan is available at competitive premiums. Most graduate students and all international students are required to have health insurance. To see the benefits and enroll online, visit clemson.edu/studenthealth.

PAYMENT

Payment is expected at the time of service. Cash, personal check, TigerStripe, MasterCard, Visa, Discover and American Express are accepted. Continuing students may place charges on their University account. No enrolled student is denied service if he/she does not have the means to pay at the time of service. Students not paying the health fee are charged on a fee-for-service basis. An itemized receipt is available at checkout and online through MyHealth-e. Bills can also be paid online through the Clemson University Marketplace https://secure.touchnet.net/C20569_ustores/web.

\$ = Additional costs to students.



NO-SHOW FEES

No-show fees may apply for certain appointments. Late arrivals may incur no-show fees and will be rescheduled.

CLASS ABSENCE

Excuses for missed classes are not issued. The walkout statement may serve as proof of visit. This will be given at the check-out station upon request. Students may send electronic notification of a class absence to professors through the Notification of Absence form online at <http://noa.app.clemson.edu>. If you are unable to report the absence electronically, please contact the Office of Advocacy and Success at 864-656-0935 for additional assistance and guidance.



PATIENT RIGHTS AND RESPONSIBILITIES

SHS provides services that are founded on and respectful of the rights and responsibilities of our patients/clients which are listed below. A complete list is available at clemson.edu/studenthealth.

RIGHTS

- Treatment without discrimination based on race, ethnicity, religion, sex, gender identity, sexual orientation, national origin, age, disability or veteran status
- Considerate and respectful care
- Participation in treatment decisions
- A tobacco-free environment
- A safe environment free from mental, physical, sexual and verbal abuse, and neglect and exploitation by staff, students and visitors
- Report concerns about patient care and safety (If concerns are not resolved by the SHS director of nursing, director of administrative services or executive director, patient/client may contact The Joint Commission at 800-994-6610 or email at complaint@jointcommission.org)

RESPONSIBILITIES

- Provide accurate information on complaints including pain, past illnesses, hospitalizations, medications and psychological treatment

- Keep appointments (no-show fees may apply)
- Follow treatment plan
- Meet any financial obligation for care, treatment or services rendered by SHS

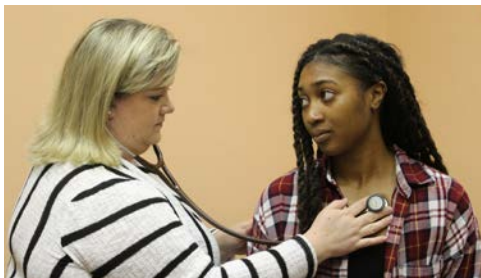
MEDICAL SERVICES

SHS provides outpatient ambulatory care for illness and injury, pharmacy, lab, X-ray and specialty services including women's health, sports medicine and allergy/immunization clinics.

There are several ways patients can improve their health care experience and access to treatment. Patients are encouraged to call and schedule appointments with a physician/nurse practitioner. Calling early in the day facilitates an appointment time that is convenient. Urgent problems or new injuries may be seen without an appointment through the nurses' clinic. Patients are assessed by a registered nurse who provides treatment or makes an immediate, same-day or next-day referral to a physician/nurse practitioner.

SPORTS MEDICINE CLINIC

The SHS Sports Medicine specialists, in partnership with AnMed's Sports Medicine Fellowship, evaluate, diagnose and treat a variety of injuries sustained by elite/recreational athletes



as well as non-athletes. The Sports Medicine specialists treat acute and chronic injuries, which may include splinting/bracing, casting and rehabilitation recommendations. Referrals to specialists are made as needed.

\$ WOMEN'S CLINIC

The Women's Clinic (available to students and spouses year-round) specializes in comprehensive and confidential women's health care. Nurse practitioners and registered nurses provide a variety of services, including annual exams and Pap smears, sexually transmitted disease testing, contraceptive management, breast health issues, and menstruation and pelvic pain problems. SHS also works closely

with University resources to provide support for survivors of relationship and sexual violence.

\$ ALLERGY/IMMUNIZATION CLINIC

Allergy injections are administered by registered nurses as prescribed by the patient's allergist. Various immunizations are also available by appointment, including flu shots and Gardasil®.

\$ PHARMACY

The SHS full-service pharmacy offers the following:

- Prescriptions filled from SHS providers and outside providers
- Pharmacy insurance cards accepted with insurance look-up available
- Hundreds of over-the-counter products
- Refill request available 24 hours a day by phone, online or mobile device:
 - Phone: 864-656-3562, Fax: 864-656-2500
 - Website: clemson.edu/studenthealth (click on "Pharmacy")
 - Mobile site: visit m.mobilerx.net/redfern on your smartphone
 - Download the "mobilerx" app on Android or iPhone®

\$ LABORATORY AND X-RAY SERVICES

Registered technologists perform routine diagnostic testing and procedures ordered by SHS providers and outside physicians.

\$ PHYSICAL EXAMINATIONS

Pre-employment, annual gynecological and routine physical exams are available.

\$ SHORT STAY/OBSERVATION

Registered nurses monitor and assist patients requiring extended observation or administration of IV fluids.

\$ = Additional costs to students.





COUNSELING AND PSYCHOLOGICAL SERVICES (CAPS)

CAPS provides a safe and confidential environment for students to address stressors and psychological needs that may occur during their time in college. The staff at CAPS is committed to helping students succeed. Some of the most common concerns seen at CAPS include adjustment issues, mood and anxiety symptoms, substance abuse issues, disordered eating and relationship problems. CAPS resources are available to support students, increase self-awareness and build skills.

Free, anonymous online screening tools for depression, bipolar disorder, anxiety, post-traumatic stress disorder, eating disorders and alcohol use issues are available on the CAPS website by going directly to mentalhealthscreening.org/screening/clemson. Results are computed immediately, and treatment information is provided.

CAPS operates on a short-term model as an outpatient center; students in need of extensive services will be referred to an outside provider.

ACCESS TO SERVICES

For the initial visit, CAPS operates a walk-in clinic where students are seen on a first-come,

first-served basis, Monday–Friday from 10 a.m.–2:30 p.m. Students complete basic forms and are seen for an individual assessment session. The total process may take about one-and-a-half to two hours.

COUNSELING

A client's needs are initially assessed in an individual session, and recommendations for treatment are made. The group format is often the optimal form of intervention, as many of the issues students encounter occur in social settings. Groups frequently offered are healthy eating, personal growth, healthy relationships, graduate student support groups and gay/lesbian/transgender support groups. Additionally, mindfulness groups focus on skills development and foster mind-body integration. Students are also seen for individual counseling where a treatment plan is developed that focuses on personal strengths. Family and couples counseling is also provided.

MOOD AND ANXIETY MANAGEMENT SERVICES

These programs treat symptoms from a holistic perspective with creative approaches, including web-based resources. Students increase awareness through self-assessment and exploration, as skill

building is fostered in a supportive environment. Psychoeducational workshops are utilized, and medical consultation is obtained as needed.

RELATIONSHIP AND SEXUAL VIOLENCE SERVICES

This specialized program serves survivors of relationship and sexual violence through counseling, advocacy, referrals, education and support. The program also provides educational programming to increase awareness for all students.

\$ ALCOHOL AND OTHER DRUGS

Assessment, Choices, Transitions and Training (ACTT) program assists students with issues resulting from the misuse of alcohol and/or other drugs. ACTT accepts referrals from legal and judicial systems, faculty, staff and family, as well as self-referrals. ACTT and other SHS programs are designed to increase understanding of risk factors and promote responsible decision-making.

\$ = Additional costs to students.



EATING DISORDERS PROGRAM

A multidisciplinary approach is utilized to treat the full range of eating concerns. Treatment is organized from the psychological, medical and nutritional perspectives.

\$ PSYCHIATRIC SERVICES

Psychiatric consultation is available to evaluate and manage the medication needs of students. No-show fees will apply.

CONSULTATION AND OUTREACH

CAPS counselors offer a variety of outreach services throughout the academic year and upon request. Services include presentations on mental health issues, skill-building workshops and crisis debriefings. CAPS also provides consultation services to assist students, faculty and staff members with projects or specific situations where the advice of a mental health professional may be helpful.

CAPS ON CALL

For psychological emergencies, counselors are available for crisis assistance and consultation 24 hours a day. After hours and on weekends, a CAPS counselor can be reached by calling the Clemson University Police Department at 864-656-2222 and asking for the on-call counselor.

TRAINING PROGRAMS

CAPS is accredited by the American Psychological Association as an internship site for doctoral students in clinical and counseling psychology. Master's and post-master's counselors-in-training provide services under direct supervision. Undergraduate internships enhance the student experience but do not provide counseling opportunities.

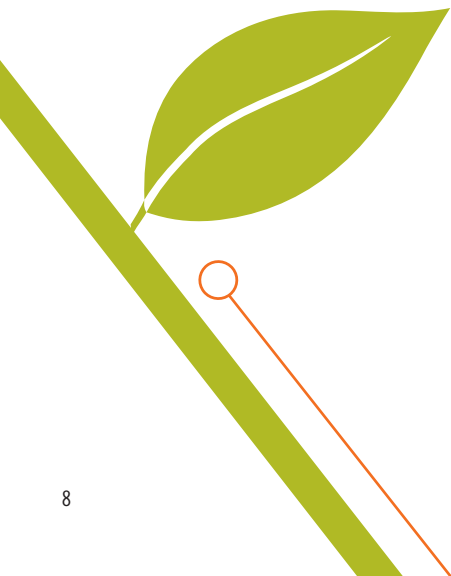
HEALTHY CAMPUS

Healthy Campus strives for Clemson University to be a national model of health, safety and sustainability. Healthy Campus wants students to experience a way of life that contributes to their lifelong health and well-being by providing the following:

- Leadership and advocacy for public health and structures intended to improve health.
- Engaged learning activities — creative inquiry teams, internships and class projects.
- Partnerships and networks of collaborators to achieve Healthy Campus objectives.
- Population-level interventions.

Healthy Campus coordinates Aspire to Be Well, a peer-led health- and safety-focused dialogue presented by Healthy Campus facilitators. This 90-minute dialogue covers key areas to maintaining a healthy and safe campus including overall wellness, alcohol and other drug misuse prevention, mental health and suicide prevention, interpersonal violence prevention, and bystander intervention.

\$ = Additional costs to students.



Presentations and information focused on the following areas are available as requested and online:

- Alcohol and other drugs
- Anxiety
- Body image
- Building social connections
- Depression
- Eating disorders
- Fitness
- Interpersonal violence
- Mental health
- Nutrition
- Social media and internet use
- Sexual health
- Sleep
- Stress management
- Suicide
- Sustainability
- Tobacco
- Other health-related topics

For more information about Healthy Campus, visit clemsont.edu/healthy-campus.



AFTER HOURS AND EMERGENCY CARE

- After-hours medical emergencies call: 911
- After-hours psychological emergencies: call 864-656-2222 for the Counseling and Psychological Services (CAPS) on-call counselor
- After-hours nursing consultation: call 864-656-2233 and select option 2 for instructions to reach a registered nurse

- 💰 The University ambulance, staffed by licensed Emergency Medical Technicians (EMTs), transports on-campus medical emergencies 24 hours a day. Students pay for ambulance transportation to off-campus locations (private rates apply).

After-hours physician care is available at these medical facilities at the student's expense:

💰 URGENT CARE CENTERS

CareConnect Clemson: 864-512-2228
CareConnect Anderson: 864-512-2228
Medi Urgent Care – Seneca: 864-882-1420

💰 EMERGENCY ROOMS

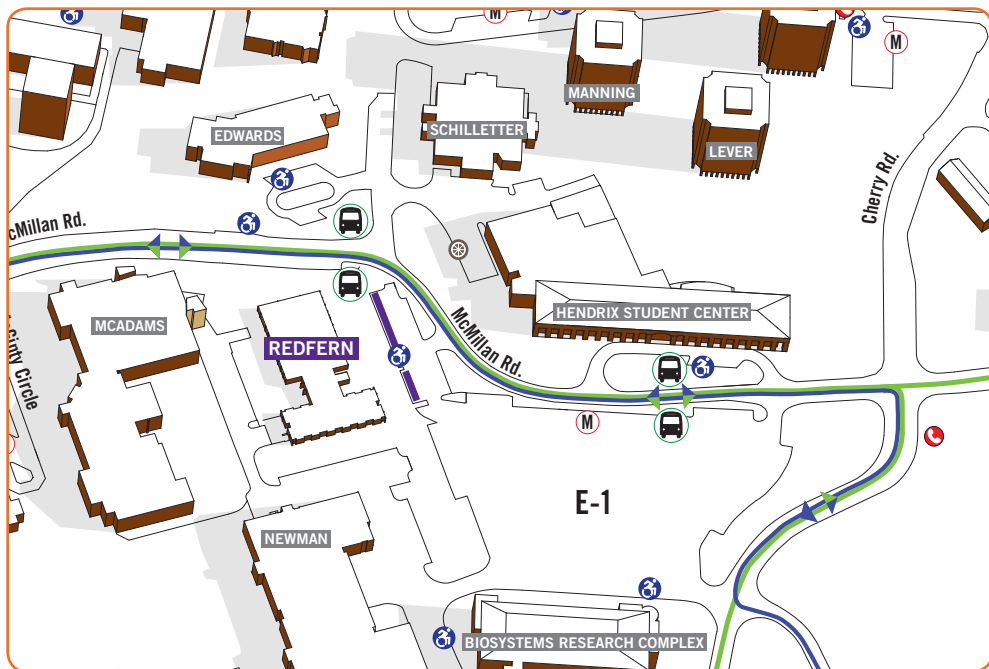
GHS Oconee Memorial Hospital
– Seneca: 864-482-3100
AnMed Health – Anderson: 864-512-1000
GHS Baptist Easley Hospital: 864-442-7200
GHS Greenville Memorial Hospital (main campus): 864-455-7000
Bon Secours St. Francis Hospital
– Greenville: 864-255-1000
Bon Secours St. Francis Eastside
– Greenville: 864-675-4000
AnMed Health Cannon
– Pickens: 864-878-4791

IMPORTANT TELEPHONE NUMBERS

Emergency	911
Student Health Services	864-656-2233
Student Health Services Fax	864-656-0760
Appointment Line	864-656-1541
Nurse Line (after hours)	864-656-2233
Lab	864-656-3566
Radiology	864-656-3572
Pharmacy	864-656-3562
Pharmacy Fax	864-656-2500
Women's Clinic	864-656-3560
Relationship and Sexual Violence	864-656-1294
CAPS	864-656-2451
CAPS (after hours; ask for on-call counselor), CUPD	864-656-2222
CAPS Fax	864-656-0760
ACTT	864-656-2451
Healthy Campus	864-656-5002
Student Insurance	864-656-3561
Health Information	864-656-2234

This brochure is intended for those on Clemson's main campus. If you are located at one of Clemson's innovation campuses, please visit clemson.edu/studenthealth to see where you can receive medical and mental health services in your area.

💰 = Additional costs to students.



LOCATION

The Redfern Health Center (RHC) building is located at 735 McMillan Road across the street from the Hendrix Student Center. Parking is available in front of the building.

HOURS OF OPERATION

Mon.	8 a.m.–5 p.m.
Tues.	8 a.m.–5 p.m.
Wed.	9 a.m.–5 p.m.
Thurs.	8 a.m.–5 p.m.
Fri.	8 a.m.–5 p.m.

(until 4:30 p.m. during summer/semester breaks;
closed on University holidays)

MISSION STATEMENT

Our mission is to strengthen Clemson University by providing quality medical and mental health care, public health leadership and initiatives that enhance the academic success of our students as well as promote the health, safety and well-being of the campus community.



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