

Frequently Asked Questions:

1. Do I need health insurance?

Yes. It is mandatory for all full-time SLU undergraduate students to have health insurance. A waiver must be completed with a copy of your health insurance card at the beginning of the school year. Otherwise the student's registration will be cancelled.

2. If I see the doctor, is the visit free?

The Student Health and Counseling Center is a regular fee for service physician's office. The Center bills the student's primary insurance company. Our fees are based on usual and customary fees in the St. Louis area. Billing questions can be answered by calling our offsite billing company at 314-576-7213.

3. Do you take my insurance?

We bill all insurance companies. However, call your benefits plan coordinator to see if they will cover our physician services. If not, many students select the university health plan that pays 100% of all charges at Student Health and Counseling. The balance your insurance does not cover, you are responsible to pay. If payment is not received within 120 days from the date of service a hold will be placed on your registration.

4. How do I get the university health plan coverage?

Saint Louis University offers health insurance to SLU students for emergency care, hospitalization, visits to specialists, and other services. Click on "required medical forms" of our website to view the health insurance application and summary of benefits. Undergraduate students registered 12 hours or more, or graduate students registered for 6 hours or more are eligible.

5. Are my immunizations up to date?

Saint Louis University requires students to provide proof of immunization against measles, mumps, rubella, tuberculosis, and tetanus. A meningitis vaccination is required for all freshmen living in the residence halls or waiver is to be signed. Visit "immunizations" on our website to learn more.

6. How do I know if Student Health and Counseling Services received my immunization records?

Student Health and Counseling Services enters immunization records into its computer database after receiving them. We can search the database to check if your records have been entered.

7. Can I get a copy of my medical records?

Yes. Students who wish to receive a copy of their medical records must complete a release of confidential information form. Please read the release closely. The Student Health and Counseling Center adheres to all HIPAA (Health Information Portability and Accountability Act) regulations.

8. Can I see the physician today?

Staff physicians are available to see students on an appointment basis Monday – Friday 9 am – 5 pm. However, we do take walk-in appointments. No one is ever turned away from the Student Health and Counseling Center.

9. Is the physician affiliated with Saint Louis University?

Yes. The physician is a faculty member of Saint Louis University School of Medicine board certified in Internal Medicine with a fellowship in Endocrinology. The sports medicine physician is here three days a week. The gynecologist is here one morning a week. We do not use physician extenders in Student Health and Counseling Services.

10. Where can I get information about STDs/alcohol/drugs/quitting smoking/nutrition/stress?

There are a number of ways to obtain the information you want on a variety of health topics. Take a moment to look through the free brochures available in the Student Health and Counseling Center, ask a nurse or counselor either by phone or come to the Health Center.

11. Do you perform STD checks?

Yes. The Student Health and Counseling Center can check for all STD's per physician order.

12. Can I have my prescription filled at the Student Health and Counseling Center?

The Student Health and Counseling Center does not have an outpatient pharmacy. However, for your convenience, the Student Health and Counseling Center carries some commonly prescribed medications and makes them available to students at a discounted price. If the Student Health and Counseling Center does not stock the medication prescribed for you, a local pharmacy can fill our prescription and it will be delivered within 24 hours to the Center.

13. Do I need a Meningitis immunization?

As of Fall 2004 the meningitis vaccine is required for all freshmen living in residence halls or a waiver is to be signed acknowledging that the risks and benefits of the vaccine have been explained. It is best to discuss this with your primary care physician. To locate a physician in your area that provides the meningitis vaccine go to website: www.meningitisvaccine.com. The Student Health and Counseling Center can give the immunization if you choose to do receive it.

14. Does the Student Health and Counseling Center provide wellness exams for women?

Yes. It is recommended that all women 18 years of age or older have a gynecological exam yearly. The exam includes: a pelvic exam, Pap smear test, and a breast exam. A gynecologist will perform the examination. An appointment is necessary.

15. What tests can be performed at the Student Health and Counseling Center?

A number of tests can be performed at the Center including:

- radiologic exams
- strep
- pregnancy
- blood drawn lab tests are sent out
- urine drug screens.
- Any special tests (cultures) or blood work ordered by a physician is obtained at the Center and sent to Quest laboratories. You will receive a bill directly from Quest laboratories for these services.

16. Are my test results in yet?

Results from lab tests are usually available in one to three days, although some tests, such as Pap smears can take up to two weeks to process. You will be notified of your test results by telephone from a health professional.

17. Can I get a prescription for oral contraceptives at the Student Health and Counseling Center?

In keeping with the Jesuit Catholic beliefs about family planning that are espoused by Saint Louis University, the Student Health and Counseling Center does not provide oral contraceptives or other devices for the purpose of preventing pregnancy. Anti-ovulatory medications are prescribed only for medical reasons other than birth control.

18. I am from out of state. How do I get my monthly medications refilled?

Make an appointment with the physician in the Student Health and Counseling Center and she will in turn rewrite the prescription for you to fill at the pharmacy of your choice.

19. How do I know my child is taking their medication?

The student is contacted within 48 hours after their initial appointment to inquire about their health, and if they are taking their medication. If a parent calls inquiring if their child is taking their medication, a release of information form needs to be signed by the student prior to the call.

20. How do I get information on my sick student?

If it is an emergency parents of a student will be called immediately. Otherwise, the student needs to have signed a release of information form for the staff at the Student Health and Counseling Services to release information about them to anyone, including parents.

21. Can I receive my allergy injections at the Student Health and Counseling Center?

Yes. A private allergist must provide serum and treatment plan. An appointment is necessary, and a physician must be present. This service is available Monday – Friday 9am – 4:30 pm.

22. What do I do after hours and on weekends if I am sick?

If you are ill, call 977-2323 seven days a week 24 hours a day and you will be in contact with the nurse on call to help determine a plan of action. If you are experiencing a life threatening emergency call 911.

23. Can I see a counselor the same day I call for an appointment?

Yes. Many times the mental health counselors can see you the same day or within 24 hours.

24. What do I do if I can't wait until the next day to see mental health counselor?

If you are in mental health crisis during normal business hours, you will speak with a counselor immediately. If a crisis occurs after business hours or on the weekend, call 977-2323 and you will be connected with the counselor on call to help determine a plan of action. If you are in need of emergency care call 911.

25. Is mental health counseling free?

No. Mental health counseling is created to be fee for service. The counselors bill through the student's insurance, and accept whatever the insurance pays. If the student's insurance denies payment, the cost is written off, and no one is billed.

26. Does my insurance need to be billed for counseling?

No. A student may wish to pursue a sliding fee scale to pay for the sessions. The counselor will speak with the student about this option at the request of the student.

27. What services do the counselors offer?

- short-term problem focused counseling treating a variety of issues
- individual, couple, and family therapy
- psycho educational groups
- crisis intervention

- consult with parents, teachers, and staff about student issues. If the student has already seen a counselor, then the student would need to sign a release of information form in order for the counselor to consult with anyone.
- Sports Psychology

28. Do my parents need to know that I have used the services of the Student Health and Counseling Center?

No. Missouri law states that individuals age 18 and older are legal adults. Therefore, if the student wishes for anyone to learn of their use of medical or mental health services, they would need to sign a release of confidential information form.