

Student Health Privacy Policy

All information contained in the medical records of Rockwood, and information received through Student Health, will be confidential and shall not be disclosed without the patient's permission except as permitted by law.

**AFTER-HOURS EMERGENCY
PLEASE CALL (509) 235-6151.**

*Any referral to any facility
will be the student's responsibility.*

Rockwood Locations

Rockwood Cheney Clinic

19 N. 7th Street, Cheney, WA 99004

Located just blocks from campus, corner of 7th and Elm.

Call Student Health at (509) 235-6151.

Student Health Center appointments can be made in advance or same day based on availability.

Walk-In Clinic: Sign in at Student Health desk or at the main desk after 4:30 p.m., Monday through Friday or weekends, "first come, first served."

By Appointment: Appointments may be scheduled with the provider of your choice based on availability.

Clinic Hours: (subject to change)

Monday - Friday	8 a.m. - 6 p.m.
Saturday	8 a.m. - 4 p.m.
Sunday	Closed

Urgent Care/Walk-In Clinics

Rockwood Main Clinic (509) 838-2531

400 E. 5 th Ave., Spokane	
Weekdays	8 a.m. - 8 p.m.
Weekends & Holidays	8 a.m. - 4 p.m.

Rockwood North Clinic (509) 755-5340

9001 N. Country Homes Blvd., Spokane	
Weekdays	8 a.m. - 8 p.m.
Weekends	8 a.m. - 4 p.m.
Holidays	Closed

Rockwood Valley Clinic (509) 755-5710

14408 E. Sprague Ave., Spokane	
Weekdays	8 a.m. - 8 p.m.
Weekends	8 a.m. - 4 p.m.
Holidays	Closed

By Appointment

Rockwood Main Clinic (509) 838-2531

400 E. 5 th Ave., Spokane	
Monday - Friday	8 a.m. - 5 p.m.
Saturday & Sunday	Urgent Care only

Rockwood Airway Heights Clinic (509) 342-3380

10414 W. Highway 2, Ste. 10, Spokane	
Monday - Friday	8 a.m. - 5 p.m.
Saturday & Sunday	Closed

Rockwood Deer Park Clinic (509) 755-5424

20 E. J Street, Deer Park	
Monday - Friday	8 a.m. - 5 p.m.
Saturday & Sunday	Closed

Rockwood Medical Lake Clinic (509) 299-5145

725 N. Stanley St., Ste. D, Medical Lake	
Monday - Friday	8 a.m. - 5 p.m.
Saturday & Sunday	Closed

Rockwood Quail Run Clinic (509) 755-5250

2214 E. 29 th , Spokane	
Monday - Friday	8 a.m. - 5 p.m.

Rockwood North Clinic (509) 755-5340

9001 N. Country Homes Blvd., Spokane	
Monday - Friday	8 a.m. - 5 p.m.
Saturday & Sunday	Urgent Care only

Rockwood Valley Clinic (509) 755-5710

14408 E. Sprague Ave., Spokane	
Monday - Friday	8 a.m. - 5 p.m.
Saturday & Sunday	Urgent Care only

For more information, visit www.rockwoodclinic.com.

Health-Related Phone Numbers

Health, Wellness & Prevention Services	(509) 359-4279
Counseling & Psychological Services	(509) 359-2366
Cheney Police Department	(509) 498-9235
RAPE Crisis Line	(509) 624-RAPE
Spokane Mental Health	(509) 838-4428
EWU Violence Prevention Advocate	(509) 359-6429

Student Health

The EWU/Rockwood Clinic contract services will be able to meet the majority of your ambulatory health care needs. **We strongly urge students to carry medical insurance for other health care needs.** In addition to the Rockwood Clinic contract services, students will be able to purchase health insurance for themselves, spouse and/or children. For more information, visit Health, Wellness & Prevention Services in the University Recreation Center (201 URC), or call (509) 359-4279 or visit www.ewu.edu/goodchoices.

Health Education

Health, Wellness & Prevention Services provides ongoing educational programs and peer education opportunities. Questions about upcoming programs or wellness services can be directed to (509) 359-4279.

Dismissal Policy

A student may be dismissed from Rockwood Clinic health care services for any of the following:

- Failure to keep financial account current
- Three or more appointment no-shows
- Patient non-compliance of health care
- Disruptive behavior as determined by Rockwood Clinic policy

Student Conduct

The Office of Student Rights and Responsibilities (OSRR) is a campus disciplinary office which investigates and adjudicates (if necessary) student behavior for allegedly violating the EWU Student Conduct Code. Students are responsible for reading and following all University policies and procedures. For more information, call the OSRR at (509) 359-6960.

Dissatisfaction

Submit comments in writing to EWU Health & Wellness (stuhealth@ewu.edu) or by phone to (509) 359-4297 or fill out a Compliment/Complaint Card at any Rockwood location. Please be specific about the nature of the complaint, date and place of service. The Student Health Advisory Committee is set up to assure that quality health care is being provided and can be reached at (509) 359-4297. Students may also address their concerns to the Student Health department at Rockwood Cheney Clinic, (509) 235-6151.



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STUDENT
HEALTH
SERVICES
2011-2012

Rockwood Cheney Clinic

509.235.6151

www.rockwoodclinic.com/ewu



ROCKWOOD

Welcome...

Eastern Washington University demonstrates a commitment to the health of each student by offering comprehensive health services. The Comprehensive Health & Wellness Program is a broad-based approach to physical and psychological well-being at Eastern. This approach brings together the student health clinic services, health & wellness education, and adds counseling and psychological services to the available programs.

This brochure details the student health clinic portion of the Comprehensive Health and Wellness Program. Please take time to review and understand the services provided. While many of the contracted services offered will meet the needs of most students, some medical services are not provided under this program. Additionally, it is recommended that all Eastern students carry private health insurance.

If you have questions regarding these services, please contact Health, Wellness & Prevention Services at (509) 359-4279 or Student Health at the Rockwood Cheney Clinic at (509) 235-6151.

Eligibility

Students registered for six or more credits in fall, winter and spring quarters participate in this program that provides a basic level of ambulatory health clinic services at any Rockwood Family Medicine, Internal Medicine or Urgent Care location.

Students taking less than six credits can request voluntary participation in the program at any EWU financial services office. Students have until the tenth day of the quarter to request and pay for the services.

Summer students do not automatically participate in this program! These services are not included as part of summer tuition and fees, therefore the services are not automatically charged in the summer. Students requesting services must either be registered for classes OR be a continuing student. The health fee must be paid during the summer open enrollment dates.

Accessing the Service

As an eligible student of Eastern Washington University, you may visit a **primary care provider (PCP)** at any of the listed locations in this brochure. **Students must present the EWU student ID card at every visit.** Additional current health insurance information should be presented at each visit.

Holidays & Between Quarters

Student health services begin the first class day of each quarter and end the day before a new quarter begins. There is no lapse in coverage for continuing students. Please check clinic hours for holiday and weekend availability.

Services

Health care services are provided at the Rockwood Clinic locations listed in this brochure. Services must be provided by a **PCP*** or Urgent Care provider. Appointments are available at most sites. Please give 24 hour notice for cancelled appointments. Failure to keep scheduled appointments may result in dismissal from clinical services. While this plan is designed to cover most routine medical needs, **it does not cover all health care costs. Read this brochure thoroughly; services received that are not listed will be the student's financial responsibility.** Please contact the Rockwood Student Health department at (509) 235-6151 **prior to the visit** if you have any questions about contracted services.

**A "primary care provider" is a physician assistant, nurse practitioner or physician licensed to practice family medicine. Does not include visits to specialists, such as gynecology, orthopedics, dermatology, etc.*

Illness

INCLUDED. Common illnesses customarily treated in an outpatient setting except as otherwise described herein.
EXCLUDED. Pre-existing conditions and complicated chronic illness as determined by the PCP. Care from any specialist or a non-Rockwood provider or any medical facility other than Rockwood unless specifically contracted.
Hospitalization, emergency room and all ancillary hospital services.

Injury

INCLUDED. All minor or uncomplicated injuries including musculoskeletal trauma, lacerations, burns, foreign body removal, simple fractures. Level of treatment is based on the medical judgment of the attending provider.
EXCLUDED. All major or complicated trauma or surgery as classified by the attending provider or beyond the scope of the facility's usual practices. Examples: displaced fractures, major surgery or serious eye injury. Any services requiring complicated procedures or consultation by a specialist.
Hospital emergency room and any related costs.

Procedures

INCLUDED. Minor or uncomplicated surgery as determined by the attending provider and not for cosmetic purposes. (Skin biopsy does not include pathology cost.) Wart treatment, ear wash, nosebleed, nebulizer treatment, oximetry, peak flow. Parenteral **administration** of medication not including the cost of medication. **TB skin test available at the Rockwood Cheney Student Health Center or the Urgent Care Center at the Rockwood Main Clinic only.**
EXCLUDED. Complicated procedures as determined by the attending provider or those requiring specialty care. IV medications, solutions and set-up materials. Pathology or associated labs not listed as covered.

Laboratory

INCLUDED. When ordered by the PCP: CBC, sed rate, platelet count, urinalysis, urine or serum pregnancy test, strep throat culture, wet mount, KOH, chlamydia, gonorrhea, blood sugar, TSH-R, CMP, mono spot and lipid panel. Influenza tests available at a reduced cost to students. Other labs may be available at a reduced cost.
EXCLUDED. Lab profiles, (other than those listed under the "included" section). Lipase, amylase. Stool culture. Urine culture and/or sensitivity. Quantitative HCG. HIV, VDRL, glycohemoglobin or any labs not listed under the "included" list. Any labs which must be sent to outside laboratories unless otherwise specified.

Imaging

INCLUDED. For acute problems: chest, extremities, clavicle, KUB, shoulder, ribs, hip/pelvis, scapula, sinus, knee.
EXCLUDED. Any x-rays not described under the "included" section or any other radiological or nuclear medicine studies such as CT or MRI, mammogram, ultrasound, etc.

EKG

INCLUDED. Diagnostic rhythm strip and/or 12-lead for acute problems with interpretation by the PCP (not for screening purposes).
EXCLUDED. Not covered if ordered by a specialist. Cardiologist interpretation or when used for screening purposes.

Physical Therapy

INCLUDED. Six visits per **acute** condition with \$15 co-pay per visit, if prescribed by a Rockwood PCP. Additional visits will be the patient's responsibility. All PT services provided only at Rockwood Physical Therapy.
EXCLUDED. Chronic musculoskeletal problems. Therapy provided by non-contracted therapists or referrals from a specialist. Massage therapy excluded.

Immunizations

INCLUDED. When ordered by the PCP: TDAP, measles-mump-rubella, tetanus and influenza (as availability permits). Other immunizations may be obtained at the Spokane Regional Health District (509-324-1600) per their fee schedule.
EXCLUDED. Meningococcal, varicella, and Gardasil vaccines.

Mental Health

INCLUDED. Psychiatric: one initial evaluation and two follow-up visits only with the contracted psychiatrist based on medical judgment and referral of PCP. Providers may coordinate psychological services with the EWU counseling services (CAPS).
EXCLUDED. In-patient or emergency mental health services, non-contracted counseling, psychological or psychiatric services.

Allergy Shots

INCLUDED. Only at the Rockwood EWU Student Health Center in Cheney by appointment only after initial visit with a primary care provider. Student must provide the allergy serum. \$5 co-pay per visit or \$25 per quarter.
EXCLUDED. Allergy testing. Allergy serum. Complications resulting from adverse reaction to allergy serum. Allergy immunotherapy consultation.

STD

INCLUDED. Consult, exam, education. Lab cost for gonorrhea and chlamydia via urine or swab. HIV test counseling. Uncomplicated treatment of genital warts.
EXCLUDED. Laboratory costs and treatment for HIV, syphilis, hepatitis screen, HPV DNA or herpes cultures.

Materials

INCLUDED. Basic casting and splinting materials, ace bandages, wound dressings, sterile trays and "covered procedure" materials as deemed necessary by the PCP.
EXCLUDED. Orthopedic devices, specialty casts, slings, crutches, cervical collar or any materials or durable devices.

Women's Health

INCLUDED. Cervical cancer screening and cytology (pap) is recommended beginning at age 21 and every two years until age 29 according to current ACOG guidelines (American College of Obstetrics and Gynecology). One pap test with cytology is covered per academic year. Appointment only with PCP. Contraceptive and STD counseling, urine pregnancy test, (contraceptive medication or devices are NOT covered).
EXCLUDED. Obstetrical care. Visits to a gynecologist. Contraceptive medications or devices. Colposcopy. Cervical cryotherapy. Acute rape counseling. STD treatment. Pathology for repeat pap tests. Infertility treatment. Mammograms. Pelvic ultrasound or imaging other than x-ray.

Dietetics

INCLUDED. Consult with Rockwood dietician if referred by PCP, with a \$15 co-pay per visit.

Medication

All medications are excluded. Prescription medications are the financial responsibility of the student. Call your pharmacy during regular hours for prescription refills. Allow three business days for refills. Refills are not done on weekends.

Other Excluded Services

Comprehensive physicals, i.e. sports, study abroad, employment, DOT, etc. Labor & Industry claims or any employment related injuries or conditions. Motor vehicle accidents. Vision and dental care. Ambulance services. Chemical dependency treatment. Alternative health care. **Emergency room, hospitalization, or surgery.**