

STUDENT HEALTH SERVICES



Welcome to Student Health Services!



Student Health Services at the Oregon State University Corvallis campus, founded in 1936, continues to serve as a leader for student health and well-being across campus. Our aim is to support student success while giving students the knowledge, skills, care, and support they need to be healthy while at OSU and throughout their life span.

Student Health Services' multi-disciplinary team is comprised of a highly qualified and dedicated staff of health professionals who are committed to the practice of healthcare and working to create campus environments that support health, safety, and wellness. Our programs and services are tailored to meet the holistic needs of the student population, including their physical, mental, emotional, social, and academic well-being.

Student Health Services places a high value on health equity, social justice, and inclusion, and we honor the diverse cultures and backgrounds of our students. As part of the division of Student Affairs, we are continuously working in collaboration with other departments to better support students who have faced historic and systemic challenges. This includes our first-generation students, students with high financial need, and BIPOC students.

Student Health Services has been committed to providing service and guidance around public health and personal health matters throughout the pandemic, specifically around access to vaccines, testing and follow up, and support of students affected by Covid 19. We will continue to support students as we navigate through the transition of pandemic to endemic.

Please reach out if you have questions about student health and well-being at OSU. We are here to support you and we look forward to working with you this coming year!

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Plageman Building | 541-737-9355 | studenthealth.oregonstate.edu



SHS Basics

Student Health Services is located in the Plageman Building, at 108 SW Memorial Place. We are typically open Monday – Friday, 9 a.m. – 5 p.m. (closed 12 p.m. – 1 p.m. for lunch), but our schedule can vary from term to term. Please visit <https://studenthealth.oregonstate.edu/locations-and-hours> before making an appointment to view our current hours.

Our mission is to support and promote optimal health and wellness of the Oregon State University community by providing holistic and comprehensive care; creating safe and supportive learning environments; and empowering OSU students to build capacity for lifelong health, well-being and success; while embracing diversity and inclusion in all aspects of our practice.

To this end we:

- Care for OSU students by providing essential medical and mental health care, prevention programming, and advocacy and wellness services tailored to their unique needs
- Create safe and welcoming campus environments free from sexual and other violence, and drug and alcohol abuse
- Lead campus-wide public health policy, initiatives, and response
- Continually assess and improve our programs and services to best serve our students' everchanging needs

In addition to being dedicated to the overall well-being of OSU students, we offer services related to:

- ADD/ADHD info
- Allergy and asthma clinics
- Counseling and mental health services
- Diabetes assistance
- Immunization clinics
- Nicotine treatment
- Nutrition services
- Occupational health

- Oregon contraceptive care (CCare program)
- PrEP and PEP
- Sexual assault nurse examinations
- Sexual and reproductive health
- Sports medicine
- Transgender care
- Travel medicine
- Wellness coaching

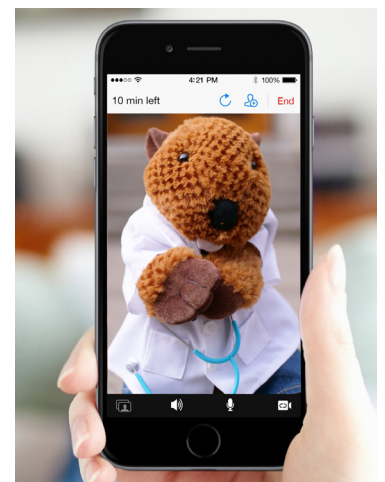
Below, you will find more detailed information about many of the services we offer, including areas we commonly get questions from new students and parents. For a full understanding of all the services we offer, please visit our website at <https://studenthealth.oregonstate.edu>.

Telehealth Appointments

Some SHS services can be accessed via telehealth. Telehealth appointments do not take the place of being seen in person, but can be a complementary option. Settings where a mix of telehealth and in-person appointments can be beneficial include reproductive health, mental health, nutrition, and alcohol and drug services. Telehealth visits are convenient and safe. You can connect with your provider from your smartphone, tablet, or computer using a secure video link.

Please give us a call at 541-737-9355 to discuss the best care option for you.

We look forward to meeting your healthcare needs.



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Immunizations

Immunizations offer safe and effective protection from vaccine-preventable diseases and safeguard the health of students and the community. This is especially true for students living in group housing on or off campus. By reducing cases of significant infectious diseases, Oregon State University's policy of required immunizations helps students stay in class and achieve their academic goals.

Required Immunizations

- Meningococcal (MCV4): 1 dose for all students under age 22, received on or after turning age 16
- Tetanus, Diphtheria, Pertussis (Tdap): 1 dose within the last 10 years
- Hepatitis B: 3 doses
- Varicella (Chickenpox): 2 doses or the date of the disease
- Measles, Mumps, and Rubella (MMR): 2 doses
- COVID-19 initial vaccination(s)

While not required at this time, we highly recommend that students receive vaccinations for HPV, Meningococcal B, and the annual flu shot. We also recommend that you stay current with your COVID-19 booster vaccinations.

Students are encouraged to satisfy their immunization requirements before arriving at Oregon State University. Vaccinations are also available at Student Health Services (SHS), once students are enrolled. Official documentation must be uploaded through the secure and confidential patient portal at <https://myhealth.oregonstate.edu/> (choose "Medical Clearances" in the left toolbar). Enter immunization dates, submit Health History form, and Tuberculosis screening questionnaires here as well.

Referrals & Authorizations

There may be times when your doctor wants you to see a specialist* for care beyond the services available at OSU Student Health. Cherry Bonnichsen, the Referral & Authorization Coordinator (RAC) at Student Health Services, will be the liaison between you and the medical specialist that your SHS primary care provider has referred you to. The RAC will work closely with your insurance and the specialist to make sure that any required authorizations are taken care of before the referral is placed (While your insurance may not require a referral for coverage or reimbursement, many specialist offices may ask for a referral in order to schedule an appointment for you.)

The RAC will keep you updated as new information about your referral is available. Those conversations will be through the Student Health Services secure patient portal, by phone, or through encrypted emails to your OSU email account. Cherry is available to answer any questions or concerns about your referral.

To schedule a visit (telehealth or in-person) with one of our providers to discuss your care and a referral, please contact the SHS main line at 541-737-9355 (541-737-WELL).

For additional questions about referrals, please contact the referral office:

Phone: 541-737-7571

Fax: 541-737-5529

Email: shs.referrals@oregonstate.edu

Hours of operation: M-F, 8 a.m. to 5 p.m.

*Psychiatry, rheumatology, dermatology, sports medicine, MRI, etc.



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Medical Records

You have a right to your medical records and to have them protected. At Student Health Services, we can help you request your medical records to assist your clinician with your care here at school. We can also provide your clinician at home, your parents, or you with copies of the care you receive in our clinic.

If you need a copy of your medical records, encrypted email is the quickest available way for processing and sending information to you. Requests will be processed in the order they are received.

How to Request Medical Records or Send Medical Records

Current Students

1. Go to the Patient Portal and log in. <https://myhealth.oregonstate.edu>
2. On the left-hand side, click on "Downloadable Forms".
3. Click on the "Consent/Authorization to Disclose Medical Records" form.
4. Download the form to your computer. Open the form from your "Downloads" folder.
5. Fill the form out (instructions are provided), and sign the form (electronically or physically).
6. Upload the completed form via the Patient Portal.
7. Send a new message to Medical Records letting them know that the form has been completed.

Veterans

Requesting copies of your medical records will require you to request the information if it is from the military.

Please visit the Veterans website: <https://studenthealth.oregonstate.edu/veterans-0>. Look at the "Requesting Medical Records" section. Most request will be made through the "National Archives".

Note: If you are submitting a request to have your records transferred to SHS from an outside care clinician, it can take up to 30 days to complete the transaction.

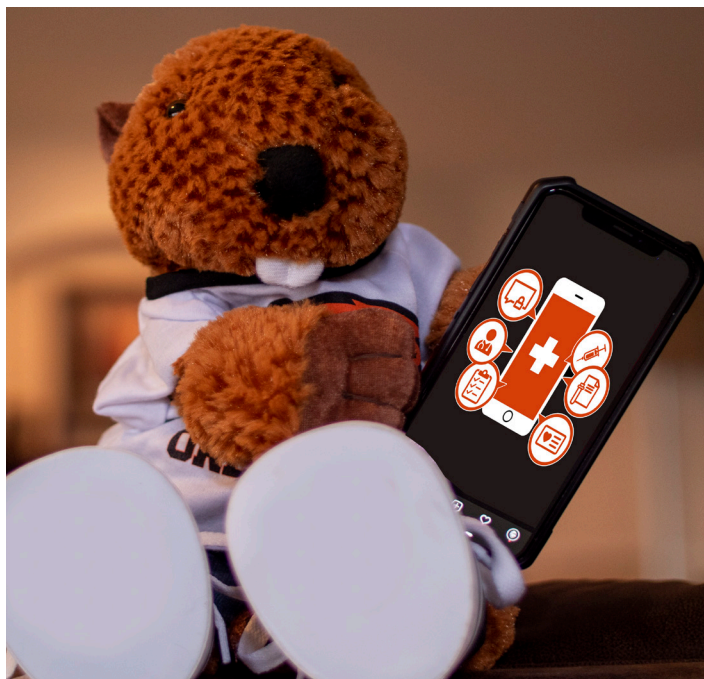
We will...

- Send your requested records via fax, encrypted email, or USPS mail.
- Provide records within 30 days from when the request is received.

We are unable to...

- Let anyone have your records without your signed release of consent, including your parent(s) or guardian.
- Allow a blanket release for all records in the future. You must sign an authorization form for each request.

Please send questions via the Patient Portal messaging system to Medical Records or SHSRecords@oregonstate.edu.



Patient Portal

With the SHS Patient Portal you can:

- Securely communicate with your provider
- Receive reminders for appointments, immunizations, and more
- Review your labs and referrals
- Submit insurance information
- Submit required immunization and health history information
- Read the appointment notes left by SHS medical staff

24/7 access

Sign in from any computer using your ONID username and password! <https://myhealth.oregonstate.edu>

Questions?

Call us at 541-737-7573

Additional Online Resources

Student Health Services offers a wide range of health and wellness services. studenthealth.oregonstate.edu

SHS Social Media

Stay on top of your health and wellness by connecting with Student Health Services on social media.

SHS Facebook: <https://facebook.com/OregonStateSHS>

SHS YouTube: <https://youtube.com/user/OSUStudentHealth>

SHS Instagram: <https://instagram.com/osustudenthealth>

SHS Twitter: <https://twitter.com/OregonStateSHS>



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STUDENT RESOURCES



Recovery

Joan and Tom Skoro Collegiate Recover Community:
Dixon Lodge



Students in or seeking recovery from substance use challenges should have a college environment free from stigma associated with recovery. A college experience free from alcohol and substance use can help them succeed in their recovery journey. Our program will provide support and services that are tailored to the needs of students in recovery.

We offer:

- A sober living community on campus
- Connections with other recovering students
- Weekly drop-in recovery support groups

Find your home away from home with us and see how we help students succeed through sobriety!

For more information:

<https://studenthealth.oregonstate.edu/crc>

Email: recovery@oregonstate.edu

Instagram: [@oregonstatercovery](https://www.instagram.com/oregonstatercovery)

Facebook: [@osucrc](https://www.facebook.com/osucrc)



Substance Use Counseling, Education, Recovery, and Support Services

Student Health Services aims to reduce stigma on campus for students seeking counseling, education, recovery, and support services for substance use.

Services are provided by substance use clinicians – a Board-Certified Alcohol Drug Counselor III, Licensed Professional Counselor, and Board-Certified Telemental Health Provider.

Students can self-refer or be referred by someone else, including a family member, friend, medical provider, or other campus staff.

Services are confidential and covered by student health fees.

Students identify personal goals related to substance use education, harm reduction, physical health, recovery, mental wellness, improving grades, relationships, and other life areas.

If you're interested in scheduling an appointment or consultation, contact Student Health Services at 541-737-9355, or send questions via your secure Patient Portal.

Survivor Advocacy & Resource Center

At Oregon State University's Survivor Advocacy & Resource Center (SARC), we understand that trauma resulting from violence, whether it occurs at Oregon State University or occurred prior to your arrival here, can have long-lasting and serious impacts. We provide free, confidential, and legally privileged advocacy services to students, faculty, and staff who have been impacted by interpersonal violence, including dating and domestic violence, stalking, sexual assault, and/or sexual harassment. Being confidential and legally privileged enables us to work with survivors in a safe setting that ensures their information will not be shared outside our office without the survivor's explicit consent.

SARC provides safety planning, support with court processes or protective orders, emergency and long-term housing relocation, academic accommodations, direct financial assistance, medical advocacy, and accompaniment through reporting options both on and off campus. We understand there are reasons why survivors may not want to report, or engage in specific systems.

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We work from a survivor-driven service approach, which centers what individual survivors identify as the correct path for them. We offer individual advocacy appointments and collaborate with CAPS to offer a confidential support group. SARC advocates know that students of color, undocumented students, LGBTQ+ students, students with disabilities, low-income students, and other communities on campus may face violence at higher rates and experience increased barriers in accessing services.

We actively work to promote equity, survivor rights, and social justice. We believe that survivors choose their own healing path, and that this path looks different for everyone. Make an appointment with us or learn more about our services on our website <https://studenthealth.oregonstate.edu/sarc>. You can also visit us on the third floor of the Student Health Clinic in the Plageman Building, call our phone line at (541) 737-2030 (confidential voicemail options available), or email us at survivoradvocacy@oregonstate.edu. You are not alone.

CCare

Oregon Contraceptive Care (CCare) is a state funded program that pays for birth control consultations, paps, emergency contraceptives, condoms as well as your birth control method of choice. Oral contraceptives, NuvaRing, patch, Depo Provera, IUS/IUD, hormonal implant, male and female condoms, diaphragms and spermicides are available through CCare.

To qualify for the program, you must be a U.S. citizen or have eligible immigration status and have a monthly income less than \$2,684 for one person or \$3,630 for a couple. You cannot be enrolled in the Oregon Health to use CCare.

To enroll, please contact the CCare office at 541-737-9140 Monday through Friday 8:00am to 4:00pm to request an enrollment form. Enrollments are done virtually. You can also call 541-737-9355 to request an appointment. For more information, visit studenthealth.oregonstate.edu/ccare.



Sexual Health

The Student Health Services Sexual Health Team provides information and education about consent, healthy relationships, safe sex practices, and more to our campus community. We host many campus and group events educating students on campus about sexual health, and have many opportunities for students to get involved with our outreach and education, such as our sexual health volunteer team. We also provide many ways for students to access free safer sex supplies.

Safer Sex Spots

The Safer Sex Spot program consists of many locations on campus where students can access a variety of safer sex supplies, such as: external condoms (lubricated, non-lubricated, non-latex, ribbed, flavored, larger, and other specialty), internal condoms (also referred to as female or receptive condoms), dental dams, and a variety of lubricants. We will be expanding to new locations across campus throughout summer and fall of 2022, so check out our website to find all the locations of our Safer Sex Spots, <https://studenthealth.oregonstate.edu/wellness/sexual-health>

Dam Delivery

To meet the needs of our students who are not on campus or who are unable to access our Safer Sex Spots, we also launched our Dam Delivery program in 2020. Dam Delivery allows students to access an online order form and request a variety of free safer sex supplies delivered right to their on or off campus residence. All of the supplies available in our Safer Sex Spots are also available in our Dam Delivery kits. To learn more about the program, or to order a Dam Delivery Kit, visit our website.

Interpersonal & Gender-Based Violence Prevention

The prevention education we offer focuses on how the OSU community has the power to prevent interpersonal and gender-based violence and create new healthy norms based on a culture of consent. Creating a community that is committed to preventing violence and is settled in a culture of consent is vital to student success and retention of faculty, staff, and students... not to mention it is simply the correct thing to do to reflect care for our community. Our prevention efforts are comprehensive; use an anti-oppression framework; and include training focused on sexual health, consent, healthy relationships, active bystander intervention, and supporting survivors. We also offer resources available to survivors.



Patient Advocacy

In other included materials and links we have tried to sum up our organization as concisely as possible, but there are always more questions to ask! Sue Jackson is our Administration and Operations Manager, and also serves as our Patient Advocate. She has gathered some information here that that has been consistently asked for by students and parents at START events over the years.

If you'll be coming to campus with your own insurance, we encourage you to go to your insurance providers website, and become familiar with Corvallis providers that are in-network with your insurance. SHS is not in-network for many insurances, so please always have a copy of your insurance card with you and be sure to provide your insurance information at all appointments.

Students: take a front and back picture of your insurance card and keep those photos on your phone.

Even if your insurance is out of network with Student Health Services, student may always begin their care at SHS, as the cost for office visits and nursing consults are covered by your health fee. If you require additional care and your provider recommends seeing a specialist, we need to know who your insurance provider is.

In a previous section you met Cherry, our Referral and Authorization Coordinator. She will be an important part in connecting you with a medical specialist that is in-network with your insurance.

For many students, advocating for your own healthcare, making appointments, etc. will be a new experience. Additionally, in the world of telemedicine, emerging public health concerns, and ever-changing workflow and precautions in health care, there are new experiences for all of us on a regular basis. Please don't hesitate to call.

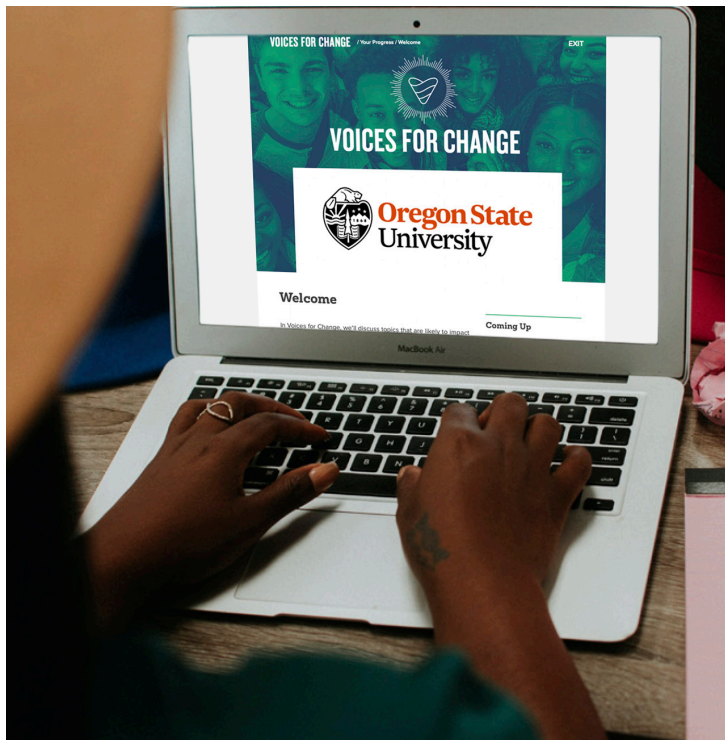
One of the services that we encourage students to utilize is the Nurse Advice Line, which you can call 24/7 to talk to a nurse about your health. Whether you are a parent or student, it's reassuring to know that immediate medical advice is only a phone call away and that a nurse is ready to guide you to the next step of your care.

There will be questions that come up and there are many folks at SHS that are here to answer those questions. Our billing team is ready to respond to insurance, billing, and network questions. Our reception team are experts at assisting students with scheduling appointments and accessing care. Our navigator is here to answer any out-of-the-box questions and help students and parents navigate OSU's Student Health Services. Again, we're just a phone call away. Sue Jackson-Patient Advocate: 541-737-1999

Student Health Services has a staff of over 100 people and we are all here to support your success at OSU. Welcome to OSU and Beaver Nation!

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Required Online Programs

Oregon State University is committed to our students' health, safety, personal development, and academic success.

We believe it is the responsibility of all students, staff, and faculty to create a safe community that promotes the well-being of our entire campus. To help students learn these essential skills, all new and incoming students must complete two online courses as outlined below. These courses are federally mandated and part of OSU's Title IX programming.

These required online programs will be completed through a company called "Get Inclusive". Students will receive an email sent to their university email account about a week before their first OSU term begins. This email will contain the link to access their courses, their login credentials, and the timelines for completing these courses. As your first term approaches, watch for emails from "Get Inclusive", our official course provider.

The following courses are required:

As a first-year student, you are required to take "Voices for Change: Alcohol and Consent" and "Creating Inclusive Communities."

Transfer students, graduate students, E-campus students, and non-degree-seeking students are required to complete:

"Voices for Change: Consent" and "Creating Inclusive Communities"

Failure to complete these online courses on time will result in a grades hold on your student account. A grades hold will not prevent you from registering for classes. However, a grades hold will prevent you from accessing your transcript, including your final transcript, after you graduate or transfer to another college or university. If students require technical help to complete these courses, they can email up2u@oregonstate.edu.

Course Descriptions

Voice for Change: Alcohol and Consent—you'll learn about the impacts of alcohol and drugs, the way they play out in social settings, and how to set boundaries for yourself around your substance usage. By the end, you'll learn tactics to take care of yourself and skills to intervene in harmful situations impacting others.

Voice for Change: Consent—you'll learn about what sexual violence is and the pervasiveness of the problem—specifically at colleges. You'll then practice ways where you can each work to prevent sexual violence from happening in our communities.

Creating Inclusive Communities—this course is designed to welcome all students to the Oregon State University community and to help you learn how we, as OSU community members, value and celebrate diversity and inclusion in its many forms.



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