

STUDENT HEALTH SERVICES



**Oregon State
University**

A welcome from Jenny Haubenreiser
Executive Director-Student Health Services
& Associate Vice Provost for Health & Well Being
Oregon State University



Welcome to Student Health Services!

Student Health Services at the Oregon State University Corvallis campus, founded in 1936, continues to serve as leaders for student health and wellbeing 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 is a multi-disciplinary team comprised of a highly qualified and dedicated staff of health professionals who are committed to the practice of healthcare, while also 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 wellbeing.

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 and OSU are committed to promoting public health measures, testing, and now vaccination during the pandemic, particularly as we resume in-person learning, living, and engagement throughout the summer and fall. As part of the core COVID-19 Leadership Team at OSU, we can assure you that we are applying the best public health practices and innovations with a very close partnership with our county and state health officials. OSU is committed to continuously working to provide a caring, protective and inclusive environment for all OSU students.

Please reach out with any questions about student health and well-being at OSU. We see our students and families as key partners in building and maintaining a healthy campus, and we really look forward to working with you this coming year.

STUDENT HEALTH SERVICES

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, 9am – 5pm (closed 12pm – 1pm 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, 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, providing essential medical and mental health care, prevention programming, 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

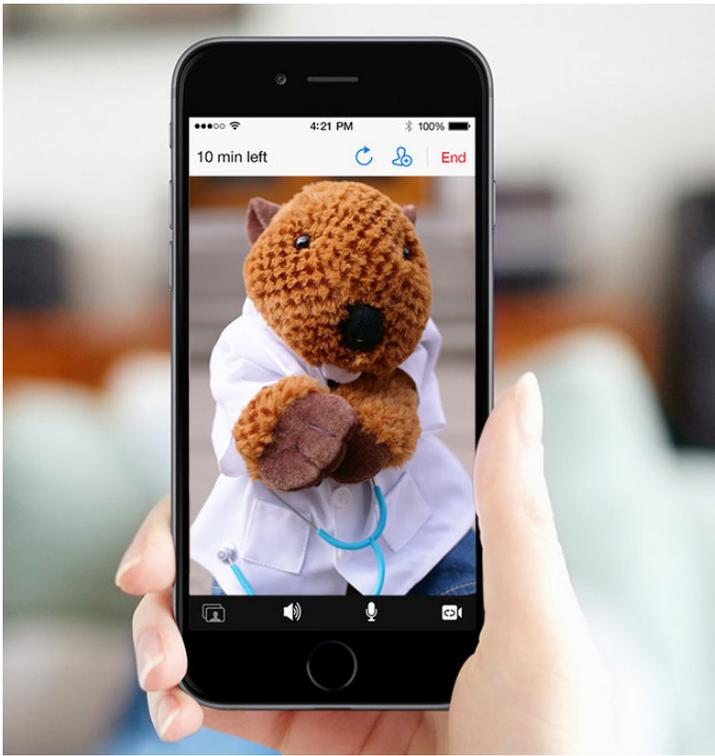
In addition to being dedicated to the overall wellbeing of OSU students, we offer services related to:

- 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 examiner
- 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, and in 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>.

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Telehealth Appointments

Student Health Services has begun offering an array of services via telehealth in primary care, reproductive health, psychiatry, nutrition, and alcohol and drug services. Telehealth visits are a convenient and safe way for you to get your healthcare needs without leaving the comfort of your home. You can connect with your provider from your smartphone, tablet, or computer using a secure video link.

For more information please give us a call at 541-737-9355 to schedule an appointment with one of our medical receptionists and they would be more than happy to schedule you a telehealth appointment and walk you through the appointment check-in process.

We are still offering in person-appointments but in efforts to keep everyone safe we are offering the in-person services by appointment only. Give us a call to discuss the best care options for you. We look forward to meeting your healthcare needs. Go Beavs!



Oregon State
University

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

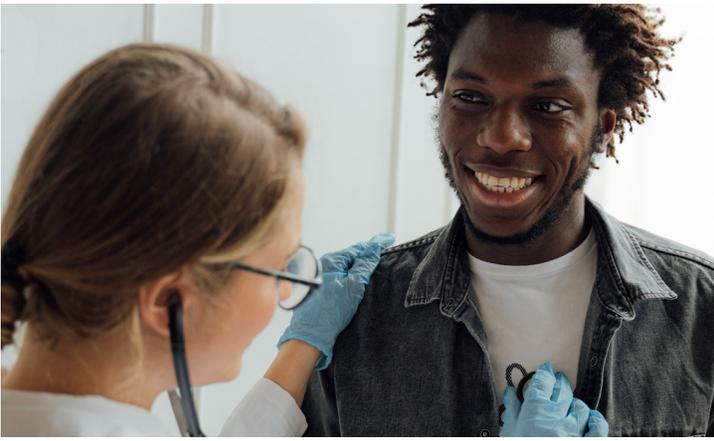
- Meningococcal (MCV4): 1 dose for all students under age 22, received on or after turning age 16
- Tetanus, Diphtheria, Pertussis (Tdap): 1 dose within the last 10 years
- Hepatitis B: 3 doses
- Varicella (Chickenpox): 2 doses or the date of the disease
- Measles, Mumps, and Rubella (MMR): 2 doses

While not required at this time, we highly recommend that students receive vaccinations for COVID-19, HPV, Meningococcal B, and the annual flu shot.

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.

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Referral & Authorization Coordinator

There may be times that your doctor wants you to see a specialist* for care beyond the services available at OSU Student Health. Cherry Bonnicksen, 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 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 am to 5pm

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

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 doctor at home, your parents, or you with copies of the care you receive in our clinic.

A few important things about your medical records: You have the 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.

If you need a copy of your medical records, “encrypted email” is available and is the quickest way for processing and sending information to you. We can also provide your clinician at home, your parents, or you with copies of the care you receive here in our clinic. Requests will be processed in the order they are received.

How to Request Medical Records

Please fill out the authorization form found at <https://studenthealth.oregonstate.edu/records>, then use the Patient Portal (<https://studenthealth.oregonstate.edu/general/patient-portal>) to send a message to Medical Records, and attach the authorization form to that message. If you do not have access to the patient portal and are choosing to send the form by fax, mail or encrypted email, you must also submit a picture of your ID for verification.

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...

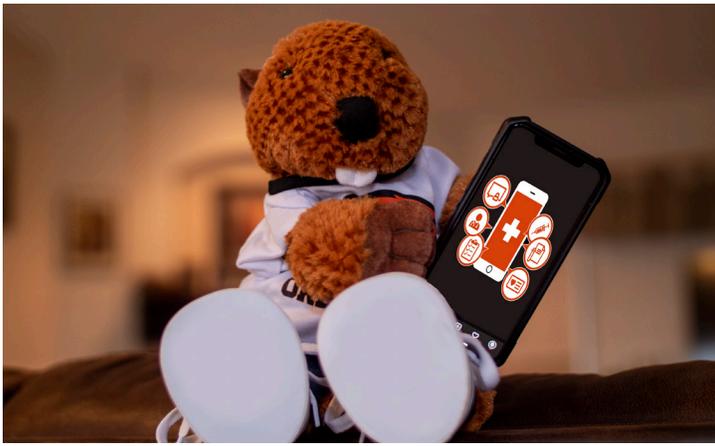
- Send your requested records via fax, encrypted email or USPS mail.
- Provide records within 30 days from when the request is received.

We are unable to...

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

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STUDENT RESOURCES



Patient Portal

With the SHS Patient Portal You Can:

- Securely communicate with your provider
- Get appointment, immunization, and other reminders
- 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 on from any computer using your ONID and password! 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

The Healthy Campus Coalition facilitates building a culture of health at OSU that ensures all members of the OSU community have a fair and just opportunity for health that will enable them to reach their full potential and thrive. healthycampus.oregonstate.edu

SHS Social Media

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

SHS FACEBOOK: facebook.com/OregonStateSHS

SHS YOUTUBE: youtube.com/user/OSUStudentHealth

SHS INSTAGRAM: instagram.com/osustudenthealth

SHS TWITTER: twitter.com/OregonStateSHS

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. They should have the option to have a college experience that is free from alcohol and substance use. 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 students recovering
- 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: [@oregonstaterecovery](https://instagram.com/oregonstaterecovery)

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

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Counseling, Education, Recovery, and Support Services

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

Services are provided by the Substance Use Clinician – a Board-Certified Alcohol Drug Counselor III, Licensed Professional Counselor, and Board-Certified Telemental Health Provider.

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

Services are confidential and covered by student health fees.



Students set 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 and unlimited confidential and legally privileged advocacy services to students, faculty, and staff who have been impacted by interpersonal violence, which includes 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 that their information will not be shared outside of 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 various reporting options on and off campus. We understand there may be various reasons why survivors do not want to report, and we support them in that. We offer individual advocacy appointments in addition to 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.

STUDENT RESOURCES



We actively work to promote equity, survivor rights, and social justice. We believe that survivors choose their own healing path, and that it looks different for everyone. Make an appointment with us or learn more about our services on our website <https://studenthealth.oregonstate.edu/sarc>, visit us on the third floor of the Student Health Clinic in the Plageman Building, call our 24/7 phone line at (541) 737-2030, 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.



HAVING A HARD TIME ACCESSING SAFER SEX SUPPLIES?

STUDENT HEALTH SERVICES PRESENTS:

DAM DELIVERY

Request your safer sex supplies, and get them delivered, right to your home or OSU campus mailbox

Sexual Health

The Student Health Services Sexual Health Team provides information and education on 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. We also provide many ways for students to access free safer sex supplies.

Safer Sex Spots

The Safer Sex Spot program will resume this Fall of 2021 and 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. To find all the locations of our Safer Sex Spots, you can visit our website, <https://studenthealth.oregonstate.edu/wellness/sexual-health>

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Dam Delivery

To meet the needs of our students who are not on campus or are unable to access our Safer Sex Spots, we also launched our Dam Delivery program in 2020, which allows students to access an online order form and have 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](#).

Sexual Violence Prevention

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



Wellness Agents

Wellness Agents are peer health educators, trained in the various topics of college health, led by our Student Health Services team, who provide outreach, education, and large-scale awareness events focused on student health and wellness. Wellness Agents have unique opportunities to get involved in prevention and wellness efforts at Oregon State University. Each term they help plan large awareness events and educate the student population on college health issues.

Wellness Agents are trained to be campus leaders and work in a cohort. They have opportunities to work with professional faculty and apply skills outside of the classroom to promote health and wellbeing. Students can also decide to join specialized topic focused teams where they will receive additional training and work on long term campaigns and initiatives, led by professional faculty who are content experts in the field. Some of these teams include, mental health, nutrition, sexual health, violence prevention, alcohol and drug prevention, and many more.

Wellness Agents serve a minimum of 15 hours per term for three consecutive terms (one term of training, followed by at least two terms of service). There are no prerequisites to apply. New cohorts begin each fall and spring term. Applications for fall open at the end of summer and applications for spring are open during winter term. Visit our website to learn more about Wellness Agents and how to get involved:

<https://studenthealth.oregonstate.edu/wellness/wellness-agents>



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 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.

A side note: students, take a picture of your insurance card, front and back, and keep those photos on your phone.

Even if your insurance is out of network with Student Health Services, student may always start their care with us 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 this will be a new experience, advocating for their own healthcare, making appointments, etc. And in the changing 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. 24/7 you can call our nurse advice line and talk to a nurse about your health. Whether you are a parent or student, it's reassuring to know that immediate medical advice is a phone call away and 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 are ready to respond to insurance, billing and network questions. Our reception team are experts at assisting students with scheduling appointments and accessing care. And our navigator is here to answer any out-of-the-box questions and help students and parents navigate the OSU Health Services. Please do not hesitate to call. 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. Again, thank you for your time, and welcome to OSU and Beaver Nation!



STUDENT HEALTH SERVICES

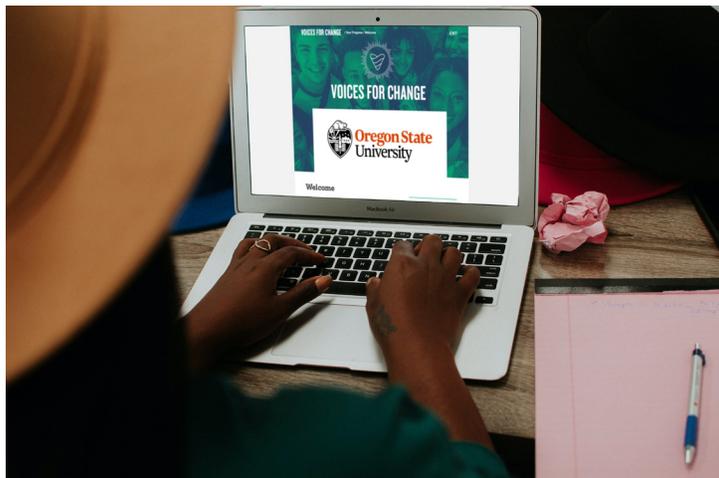
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Required Online Programs

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 the entire campus. To help students learn these essential skills, all new/incoming students must complete two online courses as outlined below. These courses are federally mandated and part of OSU's Title IX programming.

For students beginning in Spring Term 2021, the 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 get to 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, Ecampus 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 being applied to your student account. A grades hold will not prevent you from registering for classes. However, a grades hold will prevent you from having access to 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. In addition, 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.

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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