

## TABLE OF CONTENTS

<b><u>I. ORGANIZATION</u></b>	<b>PAGE</b>
STATEMENT OF MISSION OF LONGWOOD UNIVERSITY	1
STATEMENT OF MISSION AND VISION OF STUDENT HEALTH & WELLNESS	2
GOALS AND OBJECTIVES	4
ORGANIZATIONAL CHARTS	5
OFFICIAL DOCUMENTS OF THE ORGANIZATION	6
ASSIGNMENT OF AUTHORITY	7
COMMUNICATION	8
<b><u>II. POLICIES AND PROCEDURES</u></b>	
POLICIES AND PROCEDURES	9
REVIEW OF POLICIES AND PROCEDURES	10
COMPLIANCE WITH LAWS AND REGULATIONS	11
REVIEW OF MAJOR CONTRACTS AND ARRANGEMENTS	12
<b><u>III. CLIENTS RIGHTS AND RESPONSIBILITIES</u></b>	
ELIGIBILITY TO RECEIVE SERVICES FROM STUDENT HEALTH AND WELLNESS CENTER	13
NOTICE OF AVAILABLE SERVICES	14
RIGHTS AND RESPONSIBILITIES OF CLIENTS	15
COMPLAINTS AND GRIEVANCES	17
PERSONNEL IDENTIFICATION AND USE OF NAME TAGS	18
PLACEMENT OF DIRECTORY BOARD IN HEALTH CENTER	19
TRANSPORTATION OF CLIENTS/HANDICAP PARKING PERMITS	20
“NO SHOW” APPOINTMENTS	21
<b><u>IV. MEDICAL RECORDS</u></b>	
MEDICAL RECORDS	22
CHART ORDER	24
CONFIDENTIALITY	26
CONFIDENTIALITY OF CLIENT MEDICAL RECORDS	27
DISPOSAL OF MEDICAL RECORDS	29
RELEASE FOR TRANSFER OF RECORDS	30
INFORMED CONSENT	31

CLIENT ACCESS TO RECORDS AND TRANSFER OF RECORDS	32
REPORTS FROM OUTSIDE HEALTH FACILITIES	33
MEDICAL RECORD ACCESS: EMERGENCY TRANSFER/RELEASE OF RECORDS	34
MEDICAL RECORD ACCESS: SUBPOENAS AND COURT ORDERS	35
FOLLOW-UP OF REFERRALS TO OUTSIDE PROVIDERS	
APPROVED ABBREVIATIONS (See Quality Improvement Manual)	

**V. PROVIDERS**

JOB DESCRIPTIONS	36
STUDENT PERSONNEL	37
CREDENTIALS FOR CLINICIANS EMPLOYED BY THE SH&WC	38
ELIGIBILITY FOR APPOINTMENTS, REAPPOINTMENTS, AND CLINICAL PRIVILEGES, AND LEVELS OF EDUCATION, TRAINING, AND EXPERIENCE REQUIRED TO HOLD THESE POSITIONS	39
QUALIFICATIONS AND CERTIFICATIONS FOR UNIVERSITY PHYSICIAN – SEE CREDENTIALS FILE	40
ETHICAL CONDUCT OF MEMBERS OF THE SH&WC	41
NEW EMPLOYEE ORIENTATION	42
CONTINUING EDUCATION	43
RECORDING AND REPORTING CONTINUING EDUCATION EVENTS	44
PERFORMANCE APPRAISAL REVIEW	45
AFFIRMATIVE ACTION AND EQUAL OPPORTUNITY	46
PRECEPTING	47

**VI. FINANCIAL MANAGEMENT AND ACCOUNTABILITY**

FINANCIAL MANAGEMENT AND ACCOUNTABILITY	48
FEE SCHEDULE	49
PURCHASE AND DISTRIBUTION OF MEDICAL SUPPLIES	50
STATISTICAL REPORTING	51

<b>VII.</b>	<b><u>QUALITY OF CARE – SEE QUALITY IMPROVEMENT MANUAL</u></b>	
<b>VIII.</b>	<b><u>AFTER HOURS CARE/EMERGENCY</u></b>	
	EMERGENCY TRANSPORTATION OF CLIENTS TO THE NEAREST HOSPITAL EMERGENCY DEPARTMENT	52
	STUDENT AFFAIRS/STUDENT HEALTH AND WELLNESS EMERGENCIES ON CAMPUS	54
	EMERGENCY AND AFTER-HOURS CARE	55
	EMERGENCY EQUIPMENT	56
	DISASTER/EMERGENCY PLAN	58
<b>IX.</b>	<b><u>INFECTION CONTROL</u></b> – SEE LABORATORY MANUAL	
<b>X.</b>	<b><u>PHARMACEUTICALS</u></b> – SEE QUALITY IMPROVEMENT MANUAL	
<b>XI.</b>	<b><u>EQUIPMENT</u></b> – SEE LABORATORY MANUAL	
<b>XII.</b>	<b><u>FACILITIES</u></b>	
	ACCESSIBILITY TO MOBILITY-IMPAIRED CLIENTS	59
<b>XIII.</b>	<b><u>PRACTICE AGREEMENT</u></b>	
	ADVANCED PRACTICE CLINICIAN/UNIVERSITY PHYSICIAN PRACTICE AGREEMENT	60
	ATTACHMENT	60
	ALLERGY REACTION AGREEMENT DR. MILES (not page numbered)	
<b>IV.</b>	<b><u>OTHER</u></b>	
	EXCUSE FROM ACADEMIC RESPONSIBILITIES FOR HEALTH REASONS	63
	SMOKING REGULATIONS	65
	PHYSICALS	66
	AIDS POLICY	67
	SUBSTANCE ABUSE PREVENTION AT LONGWOOD	69
	STUDENT HEALTH & WELLNESS CENTER GUIDELINES FOR MENINGOCOCCAL MENINGITIS	71

**VIII. ADMINISTRATIVE MANUAL SUPPLEMENTS – LOCATIONS:**  
ADVANCE PRACTICE GUIDELINES: Resources, Consultation, Referral  
CONSENT PROCEDURES/(FLU/ALLERGY/HIV/FITNESS/LAB CONSENT/  
HEALTH)/FORMS MANUAL – (In Library) CREDENTIALS FILE  
EDUCATIONAL APPENDIX  
FRONT DESK MANUAL (Keep in Reception Area)  
IMMUNIZATION MANUAL (VDH/CDC) – (In Library)  
LABORATORY MANUAL (SAFETY/EQUIPMENT) – (In Library)  
**QUALITY IMPROVEMENT MANUAL**

**REFERENCES:**

**THE BLUE BOOK – Program Development Guidelines for Nurse-Directed Health Services – ACHA, 1994**

**POLICIES AND PROCEDURES MANUAL – Pace University, Oct. 1994 (Used to formulate this document)**

**RECOMMENDED STANDARDS FOR A COLLEGE HEALTH PROGRAM –  
ACHA,  
1999**

**LONGWOOD UNIVERSITY ADMINISTRATIVE POLICIES/PROCEDURES –  
(on web)**

**V. HEALTHY CAMPUS 2010**

[www.acha.org](http://www.acha.org)

[www.cdc.gov](http://www.cdc.gov)

SUBJECT: STATEMENT OF MISSION OF LONGWOOD UNIVERSITY

**POLICY:** The mission of the Student Health and Wellness Center, and all policies and procedures written to support it, shall be in accord with the mission of Longwood University

A copy of the current Longwood University Mission Statement is available at [www.longwood.edu](http://www.longwood.edu)

<b>SUBJECT: STATEMENT OF MISSION AND VISION OF LONGWOOD UNIVERSITY STUDENT HEALTH AND WELLNESS CENTER</b>
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**POLICY:** The mission of the Student Health and Wellness Center shall be made known to the Vice President and Dean of Student Affairs by the Director of the Student Health and Wellness Center.

**MISSION**

We contribute to the “development of citizen leaders who are prepared to make positive contributions to the common good of society.” Furthermore we adopt the central focus of College Health, “ *prevention, education, and the learning of wellness behaviors/self-care...helps students become full participants [partners] in their own health, which in turn helps students...achieve academic success, and become contributing members and leaders [citizen leaders] for our society.* ”

**VISION**

Longwood University Student Health and Wellness Center exists for students to receive convenient, quality, cost effective health services on campus. These services include assessment, treatment and/or referral of health problems and injuries, as well as health counseling, personal problem counseling, and health education programming.

The Health and Wellness Center seeks to provide a high level of quality health care consistent with the goals of the health service and with accepted principles of professional nursing and medical practice. The Practices of the health care are founded upon the principles of Orem’s Self Care Theory and community health theory. The health staff believes that a central focus of university health care is prevention, education and the leaning of wellness behavior.

University Health is a personal service in the form of health care produced by legitimate university health clinicians within a single or a series of interpersonal relations with students enrolled in institutions of higher education. It provides learning outcomes which promote healthy living in the learning environment. These students have objectively discernible requirements for continuing regulatory care of self as well as interests and concerns about their structural and functional integrity and whose capability for self care are deficient in respect to:

1. **KNOWING** what can and should be done to regulate their own functioning through self care;
2. **BEING ABLE** to do what should be done to regulate their own functioning in interest of their lives, their health and their well-being;
3. **HAVING THE ENVIRONMENTAL CONDITIONS AND RESOURCES** necessary for effective self care.

Successful performance of self care depends on the individual’s level of maturity, depth of knowledge, skill, motivation and socio-cultural orientation.

Optimum physical, psychosocial, and spiritual well-being is a lifelong objective and the foundation on which each student can pursue their personal, education and career goals.

The Health and Wellness Center recognizes the value of coordinated efforts with student affairs colleagues which promote healthy communities and directly support collaboration within the entire Longwood community and beyond to enhance student learning.

**SUBJECT: GOALS AND OBJECTIVES**

**POLICY:** The Longwood University Student Health and Wellness Center shall be managed according to a management by objectives strategy. Each year, as part of the budget planning process, objectives for the coming year shall be established. These goals shall be shared with staff members, made available to students, staff, faculty, or visitors for inspection and re-evaluated from time to time as required by the Vice President and Dean for Student Affairs.

Current Goals and Objectives:

Our University health program has three basic student learning outcomes (self care, healthy partnerships, community health) and the outcomes contribute directly to Longwood's Mission and Vision as well as the strategic plan *commitment to learning* which states, "*make available an environment for student life outside the classroom that supports...a learning community.*" These outcomes are ongoing and do not change from year to year. Our goals also support the academic and student affairs collaboration as stated in the Student Development Goals and the Learning Plan.

The major commitments are:

- Individual Health Care
- Health Education/Promotion
- Community Wellness
- Continuous Quality Improvement
- Professional Development

**SUBJECT: ORGANIZATIONAL CHARTS**

**POLICY:** The Longwood Student Health and Wellness Center shall portray the reporting relationships within and between departments in an organizational chart. This chart shall be an attachment to this section of the manual and shall be revised as necessary. As in any organizational chart and in consideration of the team concept of management and work which is in place in the Student Health and Wellness Center, people shall accept direction from one another not only on the basis of their organizational relationships but also on the basis of the authority and expertise possessed by individual members of the team.

[Organizational Chart](#)

**SUBJECT: OFFICIAL DOCUMENTS OF THE ORGANIZATION**

**POLICY:** It shall be the policy of Longwood University Student Health and Wellness Center to maintain effective custody of the official documents of the organization.

1. The Director of Human Resources shall maintain the Student Health and Wellness Center master personnel files.
2. Original copies of contracts shall be maintained by the Director of Purchasing.
3. Relevant certifications shall be maintained by the Director of Student Health and Wellness Center (or designee).
4. Equipment maintenance records shall be kept in back of the lab manual and maintained by the Director of Student Health or designee.
5. Charts and medical records shall be maintained in accordance with the policies on medical records.

**SUBJECT: ASSIGNMENT OF AUTHORITY**

**POLICY:** The Director of Student Health and Wellness Center reports to the Vice President and Dean of Student Affairs. In the absence of the Director, the assistant Director of Student Health and Wellness Center is in charge of the Health and Wellness Center.

Pam Higgins – Director 395-2402

Tim Pierson – Vice President Student Affairs and Dean of Students  
395-2039

Janet Gibson – Assistant Director 395-2401

In the absence of all of the above-named people, the Assistant Dean of Students, Laura Bayless 395-2487 shall be contacted.

<b>SUBJECT: COMMUNICATION</b>
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**POLICY:** In any organization the flow of information and communication is critical to the smooth functioning of the program. Several modalities of communication shall be employed, including:

1. Policies and Procedure Manual(s)
2. Routine correspondence among university administration and staff
3. Student Affairs and Health & Wellness, or team staff meetings
4. Calendar of events for the campus

### COMMUNICATION

1. Under NO circumstances should conversations regarding, confidential history, plan of care, or lab results take place at the front desk. (Exception – strep screen results.) Please encourage students to call for strep screen results. Date and time result given will be entered in the chart – signature attached.
2. When student present with a health problem, clinicians are to re-read any previous notes regarding this problem and plan of care and proceed accordingly.
3. Telephone calls – all phone calls where health information is given must be documented in the chart.
4. The student medical record form, health history and immunization record will be reviewed at the initial clinic visit. The clinician will initial both the forms and the problem list and record any pertinent information in the medical record.
5. Letters of consultation received from an M.D. may be copied and sent to another physician upon student's written request. A copy of the release form is kept in the form manual.
6. Confidentiality statements are signed by all employees, volunteers, and interns in the Student Health and Wellness Center and kept in the credential file.

**SUBJECT: POLICIES AND PROCEDURES**

**POLICY:** Student Health and Wellness Director shall formulate policies and procedures to control and coordinate the activities of the Health Center. No policy or procedure shall be so construed as to violate or infringe in any way upon Longwood University policies and procedures, nor may policies be construed to infringe in any way on the powers and authority of the governing board of the University, the Board of Trustees.

The Student Health and Wellness Center Director shall issue revisions to the Policies and Procedures Manual as appropriate, supervise its annual review, sign and date the page at the beginning of the manual and recommend and receive recommendations on policies and procedures for inclusion in or deletion from the manual.

**SUBJECT: REVIEW OF POLICIES AND PROCEDURES**

**POLICY:** Each summer the Director of the Student Health and Wellness Center will review the Policies and Procedure Manual. A policy, when necessary, may be reviewed and changed during the academic year.

**SUBJECT: COMPLIANCE WITH LAWS AND REGULATIONS**

**POLICY:** To promote compliance with applicable laws and regulations the Student Health and Wellness Center shall compile and maintain a file of all applicable laws and regulations. This shall be maintained by the Director of the Student Health and Wellness Center or designee

Where questions of legal interpretation go beyond the expertise of the Student Health and Wellness Center Director, the Vice President and Dean of Student Affairs shall consult with the University's Attorney General.

e.g.

- Health Professions web site
- Virginia State Immunization Law
- Virginia Legislation re: Admin. Of Plan B/E.C.

**SUBJECT: REVIEW OF MAJOR CONTRACTS AND ARRANGEMENTS  
AFFECTING HEALTH CARE**

**POLICY:**

1. The Student Health and Wellness Center Director shall be responsible for reviewing major contracts and arrangements affecting the health care provided.
2. The review shall include consideration of the content, term, and appropriateness to needs identified in the Student Health and Wellness Center.
3. Master copies of all contracts shall be kept by the University's Department of Purchasing. (no major contracts exist currently > \$5000).
4. All employee agreements shall be subject to the general regulations of the Human Resources Office and Vice President of Business Affairs.

e.g.

- Lab agreement not contractual unless over \$5000
- No current health insurance contract M.D. contract – current – filed under job description
- HFCA CLIA Program – current certification – Lab

**SUBJECT: ELIGIBILITY TO RECEIVE SERVICES FROM STUDENT HEALTH AND WELLNESS CENTER**

**POLICY:**

1. All currently registered students, who are not employees, are eligible to use the Student Health and Wellness Center, provided they have a complete health record on file to include all state mandated immunizations. After the first semester students will not be seen until their immunizations are complete.
2. Summer school use is restricted to students registered for credit hour classes only or by special arrangement, conference workers enrolled in fall classes.
3. Employee use is restricted to influenza injections each Fall and the use of Self Care. On- the-job injuries need to be reported by the employee or his/her supervisor to Human Resources with follow-up with their own physician or the emergency department.
4. Visitors – visitor usage is restricted to Self Care and help with locating resources in the community for emergency or illness care.

Visitor – International Exchange Students from colleges and universities in a formal agreement with Longwood University may be treated on a limited basis if immunization and basic health history is known. Treatment should be limited to acute problems of a self-limiting nature. Chronic problems will be referred to community resources. Basic history includes, but is not limited to immunizations for measles, Td, allergies, medications, and TB status. A progress note is used to record the visit and above history. The Director will review all visitor records. This arrangement has been reviewed/recommended by the University consulting physician, Vice President and Dean of Student Affairs, and the Chairman in the School of Education.

<b>SUBJECT: NOTICE OF AVAILABLE SERVICES</b>
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**POLICY:** The Student Health and Wellness Center shall make known to the University community the existence and availability of health services. This shall be done in a variety of ways:

1. The University Catalog and Student Handbook shall contain a brief description of the Student Health and Wellness Center. (Electronic)
2. Brochures, pamphlets, or other suitable written material shall be printed and made available to all students, staff and faculty.
3. A student health record is to be mailed to all freshmen and transfers advising them of immunization requirements and Student Health Rights and Responsibilities at Longwood University Student Health and Wellness Center.
4. In its efforts to promote the availability of service, the Student Health and Wellness Center shall carry on those functions which serve this end, including but not limited to, orientation programs, RA training, residence hall and class presentations on health related issues.
5. Student Health and Wellness Center provides a web site on the University Web address.

<b>SUBJECT: RIGHTS AND RESPONSIBILITIES OF CLIENTS</b>
--

**POLICY:** To promote quality health care and to insure that both providers and clients have knowledge about their rights and responsibilities. The Student Health and Wellness Center shall have each student using the service read and sign a copy of these rights and responsibilities that is located on the back page of the health record.

**PROCEDURE:**

1. To assure the clients are provided with appropriate privacy, the area has individual examination/interview rooms.
2. Client disclosures and records are treated confidentially and, except when required by law, clients must approve or refuse their release. Confidentiality can be violated if an individual poses a significant threat to self or others.
3. Clients are provided complete information concerning diagnoses, treatments and prognoses. They are encouraged to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons. If a client refuses treatment or appropriate referral, the Student Health and Wellness Center provider again discusses the importance of the treatment plan and the consequences of lack of treatment with the client. If refusal continues, the client is asked to put in writing that he or she has been told about the diagnosis and treatment but refuses treatment. Then the provider urges the client to see his or her health care or other appropriate provider, reviews the consequences of lack of treatment, and documents the facts.
4. Clients have the right to change primary health care providers if they choose.
5. Client satisfaction with the facilities and services is assessed by client survey.
6. Client satisfaction with referrals is assessed.

**SUBJECT: RIGHTS AND RESPONSIBILITIES OF CLIENTS**

The text of the statement of clients' Rights and Responsibilities is attached.

<b>SUBJECT: COMPLAINTS AND GRIEVANCES</b>
---

**POLICY:** It is important that clients be able to voice their suggestions, complaints and grievances to appropriate levels of authority to insure a satisfactory response. It shall be the policy of the University Student Health and Wellness Center that:

1. Complaints and suggestions shall be taken seriously.
2. Every effort shall be made to listen carefully to the complaints of clients.
3. Clients shall be informed of the results of any suggestions or complaints which they bring forward.

**PROCEDURE:**

1. Student Health and Wellness Center shall prominently display a notice which contains the name of the Director.
2. This notice shall also invite clients to make suggestions, recommendations, or complaints to the appropriate persons. If a satisfactory resolution has not been achieved, the client is invited to contact the individual next in the line of authority.
3. The notice shall be prepared by the Director of Student Health and Wellness Center. The notice shall be updated when information changes.

**SUBJECT: PERSONNEL IDENTIFICATION AND USE OF NAME TAGS**

**POLICY:** To enable clients to easily identify the health care providers or individuals assisting them at the time of their visit to the Student Health and Wellness Center, all personnel working in the Student Health and Wellness Center are required to wear name tags. The name tag shall give the name and title of the employee and shall be worn or displayed conspicuously. It is the responsibility of the clinical provider to introduce him/herself to the client before providing care. This introduction is to include the individual's name and professional status.

**PROCEDURE:**

1. Name tags must be worn by all providers
2. A directory (picture board) containing the names of all workers shall be reviewed each semester and updated appropriately.
3. Credentials of all health care providers shall be available to all clients upon request (originals are filed with the Director or designee).

**SUBJECT: PLACEMENT OF DIRECTORY BOARD IN STUDENT HEALTH AND WELLNESS CENTER**

**POLICY:** It is important for all clients to be able to know the names and titles of the health care providers in the Student Health and Wellness Center.

**PROCEDURE:**  
A directory listing the names of the full-time and permanent part-time staff shall be conspicuously placed in the Lobby area. This directory shall be reviewed each semester for accuracy and updated appropriately.

**SUBJECT: TRANSPORTATION OF CLIENTS/HANDICAP**

**POLICY:** Campus Police will not transport students to Student Health or to the Emergency Department.

A temporary medical parking permit of **on campus only** handicap spaces is now issued by Campus Police. Students do need a note from a health provider. If we write a note it's for one week only.

**PROCEDURE:**

Students who are using crutches or a wheelchair may be issued a temporary permit.

For permits requiring a longer time frame, the student must go to DMV. This permit is **not good** for any handicap space located on a town street.

**SUBJECT: "NO SHOW" APPOINTMENTS, INCLUDING M.D. a.m.  
APPOINTMENTS**

**POLICY:** Appointments are sometimes not kept. In many cases, the client does not call to cancel the appointment or to make another appointment. Good health care practice dictates that the health problems of the individual involved be reviewed by the appropriate clinician to ascertain whether it is advisable to contact the client and encourage the scheduling of another appointment, or to make a decision that no follow-up is necessary and no action needs to be taken. If the client has an existing record at the Student Health and Wellness Center, the "no show" should be noted in the client's medical record.

**PROCEDURE:**

1. The medical records of all clients with scheduled appointments are to be placed at the appointment desk. This procedure will make the records readily available at the time of the arrival of the client.
2. At the end of each working day, the practitioner with whom an appointment had been scheduled shall promptly decide whether another appointment is to be made or whether the record can be re-filed with no further action. This decision shall be recorded in the client's medical record.
3. Clients who are deemed in need of another appointment are to be contacted by telephone or mail. Document contact.
4. If the client has not replied to the follow-up inquiry within a week, the process is to be repeated or other types of efforts are to be made to contact the client until the involved practitioner decides that the process is to stop and the client's record is to be re-filed. **This decision must be recorded in the client's medical record.**
5. If the practitioner involved or the personnel in the reception area are unable to decide as to a further course, the particular circumstances are to be discussed with the Director.

<b>SUBJECT: MEDICAL RECORDS</b>
---------------------------------

**POLICY:** The Student Health and Wellness Center shall maintain a medical records system from which information can be collected, processed, maintained, stored, retrieved and distributed promptly.

**PROCEDURE:**

1. Clinical information relevant to a client is to be available to authorized personnel only, and only during the hours the clinic is open to clients.
2. A system of identification and filing shall be employed which insures the prompt location of client records.
3. An individual medical record is to be established for every client receiving care.
4. Medical records shall not be removed from the Student Health location.
5. Except when otherwise required by law, any record that contains clinical, social, financial, or other data on a client is to be treated as strictly confidential and protected from loss, tampering, alterations, destruction and unauthorized or inadvertent disclosures.
6. Medical records are to be preserved for 10 years from date client was last seen. All active records are to be kept in the designated medical records file. Inactive records shall be kept secured in a locked storage area and available only to authorized personnel.
7. When appropriate, a signed and witnessed informed consent form is to be obtained and included in the medical records.
8. The content and format of medical records including the sequence of information shall be uniform.
9. Records shall document that the treatment is consistent with Student Health guidelines, and document the client's progress accurately.
10. Written consent shall be obtained from the client before medical information is released. Copies of medical records may be given directly to a requesting client. Obtain purpose from student. Contents of all information to be released shall be reviewed by the Director or designee, e.g. Asst. Director, N. P.
11. Client record entries shall be completed and authenticated by the signature of the clinician on duty.
12. All record entries shall be legible and comprehensible to all clinical personnel. Allergies shall be noted in red on the problem list and face of the chart.
13. Any clinical entry in connection with any phase of a clinical research project shall clearly indicate the research nature of the diagnostic or therapeutic intervention.
14. All records shall contain a diagnostic and problem list and allergy survey, to provide an easily visible summary of ongoing care.
15. Significant medical advice given to a client by telephone shall be entered in the client's medical record and appropriately signed.
16. To assure continuity of care, records of a client who was treated elsewhere (e.g., by another physician, hospital, ambulatory surgical service, nursing home or consultants) shall be obtained.

**SUBJECT: MEDICAL RECORDS (continued)**

17. All medical records shall be kept secure in a file (with lock potential and away from possible damage) [fire prone areas, water damage] when the Student Health and Wellness Center is closed. Files shall be available to authorized personnel during the open hours. Authorized personnel shall include the advanced practice Student Health Advocate, staff, and receptionist and secretarial staff who have direct responsibility for the charts, and University physician. Medical records may be reviewed by individual clients or agents who present a client's written and signed authorization. This review shall take place only under direct supervision of authorized Student Health personnel.
18. Recording on a client's chart:
  - a. Clinical notes in connection with client visits are to be written and completed at the time of each visit.
  - b. Client's name is to be written on each sheet in the medical record.
  - c. Entries in client's record for each visit must include, but are not limited to the following:
    - (1) date, chief complaint or purpose of visit and history of present illness; physical findings;
    - (2) diagnosis or clinical impression;
    - (3) therapies and education;
    - (4) disposition, recommendations and instructions;
    - (5) the physician's name if the treatment or prescriptions given is based on a consultation with physician;
    - (6) signature of practitioner
  - d. BP checks, lab tests or brief follow-ups may include pertinent information only

**SUBJECT: CHART ORDER**

**POLICY:** For the purpose of uniformity, each Student Health medical chart shall be maintained in the same order.

**PROCEDURE:** Charts shall be clipped together as described below:

Back Cover includes:

- A. Progress Notes shall be read front to back:
  1. Documentation of initial visit shall occur on page 1 of the progress notes.
  2. Subsequent visits shall be documented in chronological order using front pages which are numbered in sequence.
  3. All outside referral statements (made by M.D./clinician) to and from a provider, subpoenas should be attached behind tabbed sheet “correspondence”.
  4. X-ray and lab reports attached behind tabbed sheet “lab/x-ray”.
  5. All telephone sheets attached behind tabbed sheet “telephone”.
  6. The most current date of visit shall be filed on the top of notes.
  7. Client’s name, allergies, local phone number, date/time, and page number is to be written on each page of the chart.
  8. Depo or allergy notes after student discontinues service (keep in separate file in treatment room while active service).

Front Cover includes:

- A. Face sheet with
  1. Personal information – name, date of birth, Longwood I.D. number, allergies (written in red)
  2. Problem List/Encounter Form
- B. Immunization Record – TB/PPD notes stapled to record
- C. Record Release Request Form, completed (tape to cover)
- D. Records received from other providers (staple behind health record)
- E. Other letters/forms in order:
  - AMA
  - Religious and medical exemptions
  - Disability statements

Outside Front Cover:

- A. Allergies on label written in red

Chart Label:

- A. Last name, first name, middle name or initial
- B. Address
- C. Year of entry
- D. Longwood I.D. number
- E. Date of birth

Chart Label: (continued)

- F. One red dot signifying completed immunizations next to year of entry, blue dot indicating computer entry of immunizations, green dot indicating Rights and Responsibilities signed by student is in record.

**SUBJECT: CONFIDENTIALITY**

**POLICY:** The client has the right to expect that all aspects of care will be treated as confidential.

1. Nurse practitioners, physician assistant, and physicians giving direct care may read and write on the client's chart.
2. Privacy is established for clients when examining, interviewing or sharing information by closing the door.
3. Verbalization of client's information is not shared with those not participating in the client's care.
4. Discretion is used in the exchange of client information on the telephone.
5. Discretion is used to maintain confidentiality during meetings.
6. Receptionist may write on chart any contacts made with a student and may need to look in a chart to determine if a student received care to determine the ability to make a follow-up appointment with the clinician.

**SUBJECT: CONFIDENTIALITY OF CLIENT MEDICAL RECORDS**

**POLICY:**

1. Confidential information in the medical record is considered privileged information and cannot be released without the client's written authorization. Confidentiality is to be broken only if the patient poses a danger to self or others. Information is considered to be all diagnostic and clinical data. Confidentiality includes not releasing information regarding a student's presence in the Service.
2. The guarantee of confidentiality in a privileged relationship helps assure that the client will not withhold information critical to his/her care.
3. Those employees with access to medical information shall respect the doctrine
4. of confidentiality and not divulge any information contained in the medical record unless they are authorized to do so by the client.
5. The release of information requires the client's written authorization.
6. Authorizations are required for release of information to:
  - a. physicians and clinicians not on the staff whom are not at that moment treating the client.
  - b. attorneys
  - c. insurance companies
  - d. schools
  - e. law enforcement agencies – without client consent a court order or a search warrant is needed
  - f. Immigration and Naturalization Services
  - g. employers
  - h. welfare agencies
  - i. Social Security Administration
  - j. Veterans Administration
  - k. Internal Revenue Service
  - l. Civil Service Departments
  - m. Courts without a Subpoena Duces Tecum
  - n. faculty
  - o. family
7. Authorizations are **NOT REQUIRED** for release of information to:
  - a. another health care facility via telephone (after verification) when the information is needed for **DIRECT EMERGENCY CARE** of the client.
  - b. Another physician or health care facility that is at that moment treating the client (after verification, ask that they send a valid authorization as soon as possible).
  - c. State and local health departments and/or other agencies listed below (inform client in advance, if possible, that certain diseases may be reportable):
  - d. Communicable Disease control
  - e. Bureau of Maternity and Family Planning Services
  - f. State Department of Labor
  - g. Medical Examiner

Confidentiality of Medical Records (continued)

- h. Many third-party payers have clauses in their contracts that allow for release of information when the patient signs the contract. Request a copy of the signed consent from the insurance company.

Each member of the staff shall be required to read and sign a copy of the statement attached. The signed statements are to be kept by the Student Health and Wellness Director. (Location in Lab/Certificate file.)

**SUBJECT: DISPOSAL OF MEDICAL RECORDS**

**POLICY:**

1. Medical records and medical reports that can be destroyed are those that have shown no activity for 10 years.
2. The Director of the Student Health shall, before destroying medical records
3. send a copy of Certificate of Records Disposal to Lydia Williams, Library Asst., for approval. After approval, records can be destroyed, the form is to be signed and sent back to Lydia Williams to be photocopied and sent to the State Library.
4. Under the supervision of the Director all records shall be scanned to separate and retain:
  - a. cases in which legal action is anticipated or in process
  - b. any records where there has been activity in past 10 years
5. All remaining inactive records should be placed in containers and brought to the shredder.
6. The Director must verify that the records were, in fact, shredded.

**IMPORTANT:** It is the responsibility of the Director to safeguard information contained in the medical records and to see to it that said records are completely destroyed. No information or pages should be taken from the medical records to be destroyed without the approval of the Director.

**SUBJECT: RELEASE FOR TRANSFER OF RECORDS**

**POLICY:** It is Student Health and Wellness Center's policy that prior to the transfer or release of records to the client or to any person, party or agency outside the Student Health and Wellness Center, the Student Health and Wellness Center must have a signed release form from the client directing the release of the information.

**PROCEDURE:**

8/30/96 refers primarily to student requesting from outside Student Health and Wellness Center vs. student here needing records transfer as in communication section.

A form for this purpose is provided. However, a letter from the client is considered a valid authorization if it is addressed to the Student Health and Wellness Center, bears a current date, states clearly the party to whom the information is to be sent, and bears the signature of the client or the person legally empowered to act on the client's behalf.

In either case, whether the request is made on the form provided by the Student Health and Wellness Center or by the client, the original copy of that request shall be filed with the original copy of the client's record. In no case shall the original record be transferred; a copy of the record should be made for this purpose

If there is any question about the authenticity of the client signature or the request, this shall be discussed with the Director prior to the release of the copy of the record to the client.

**SUBJECT: INFORMED CONSENT**

**POLICY:** The essential elements of informed consent are as follows:

1. Explanation of the nature of the problem, if any, and the proposed treatment.
2. Explanation of inherent risks and benefits.
3. Explanation of risks involved if treatment is not taken.
4. Adequate time for client questions.
5. Right to refuse treatment and withdraw at any time.
6. Consent obtained in an objective manner free from coercion, unfair persuasions and inducements.
7. Documentation of the informed consent by dated and witnessed signature of the consenting party.

Signed consent forms must be obtained for the following procedures: \*

1. When the patient has agreed to participate in clinical research
2. If there is doubt as to the need for signed informed consent, it is best to obtain it. E.g. Emergency Contraception, sexual assault examination
3. Depo-Provera, Birth Control Pills, Family Planning Service (to Health Department) if current.
4. Allergy Injections
5. Lab tests

A list of consent forms/processes e.g. sign-in for flu clinics, fitness concept testing/HIV clinics will be maintained in a separate manual in the Health Resource Library.

**SUBJECT: CLIENT ACCESS TO RECORDS AND TRANSFER OF RECORDS TO PARTIES OR AGENCIES OUTSIDE THE STUDENT HEALTH AND WELLNESS CENTER**

**POLICY:**

At the client's request, access to his/her health record shall be granted. An advanced practice clinician shall be available to help explain the record and answer the client's questions. To preserve the integrity of the record, it shall be inspected in the presence of the primary care provider if possible, or otherwise of a designee of the Director.

Student Health and Wellness Center shall, at the client's written request, provide copies of the health record to the client and/or another health care provider, agency, or school. Copies of reports from outside health facilities may not be provided. If desired, prior to the transfer, the client may review the records with a nurse practitioner, so that parts of the record not specifically relevant to the needs of the receiving agency will not be copied. This means that the Student Health and Wellness Center is willing to exclude from the copy records of visits for conditions which are episodic in nature and do not have any bearing on the long-term health condition of the client.

Questions about any of the above shall be directed to the Director.

Copies of the policy may be shared with the client.

**SUBJECT: REPORTS FROM OUTSIDE HEALTH FACILITIES**

**POLICY:** In the interest on continuity of care, reports received from outside providers shall be adequately evaluated and included in the client's health record in a timely manner.

If the report deals with a condition or conditions which are not current or about which no health care provider has knowledge, it shall be given to any of the clinicians on site for disposition.

All reports shall be initialed and dated as to the time first seen by the designated health care provider, and filed in the proper place in the chart. An entry shall be made in the medical record progress sheet indicating that the report has been received. Any relevant information that clarifies the reason for receipt of the report and what action, if any, to be taken because of it shall also be recorded.

If the client requests copies of these reports, they are to be directed to contact the original facility. Copies of reports from outside health facilities **may not** be provided. Clients may view the records, if desired, in the presence of a Student Health and Wellness Center staff member.

**SUBJECT: MEDICAL RECORD ACCESS: EMERGENCY TRANSFER/  
RELEASE OF RECORDS**

**POLICY:** Emergency requests for the transfer or release of information from Student Health and Wellness Center's client medical records shall be handled promptly.

**PROCEDURE:**

The request(s) for transfer or release of information from Student Health and Wellness Center's client medical records shall be evaluated by the Director.

Medical records shall contain signed documentation of any transfer or Release of information taken from the client's record.

**SUBJECT: MEDICAL RECORD ACCESS: SUBPOENAS AND COURT ORDERS**

**POLICY:** It is the intention of the Administration of Longwood University Student Health and Wellness Center to protect all client information from Exposure to unauthorized individuals and agencies.

However, under some circumstances, client charts may be subpoenaed through legal channels. In that case, the following procedure will be followed.

**PROCEDURE:**

1. If a subpoena or court order is received requesting the transfer or release of a client's medical record or of information contained in the record, the Director shall be informed.
2. The Director shall immediately inform the Vice President of Administration and Finance before acting upon the subpoena or court order request.
3. The Vice President of Administration and Finance or design shall confer with Attorney General regarding the subpoena or court order.
4. Medical records shall contain documentation of the disposition of the subpoena or court order request and any release of records made in conformity with the subpoena.

Under no circumstances shall subpoenas or court orders be honored without the prior approval of the Director and/or Vice President of Administration and Finance.

**SUBJECT: JOB DESCRIPTIONS**

**POLICY:**

1. Longwood University requires written job descriptions delineating functional responsibilities and authority for each job category. Current job descriptions are attached.
2. The Director of the Student Health and Wellness Center shall formulate and maintain job descriptions and make suggestions.
3. All employees of the Student Health and Wellness Center shall be entitled to review their job descriptions and make suggestions.

[Director of Student Health and Wellness Center](#)

[Assistant Director of the Student Health and Wellness Center](#)

Advanced Practice Clinician

[Position 1](#)

[Position 2](#)

[Health and Wellness Advocate](#)

[Wellness Coordinator](#)

[Medical Receptionist](#)

**SUBJECT: STUDENT PERSONNEL**

**POLICY:**

1. For a variety of reasons, The Student Health and Wellness Center promotes opportunities for Longwood University students and other in health or health related training to participate in the activities of the Student Health and Wellness Center. Students shall be subject to the same rules and regulations as regular employees.
2. Student workers shall be given special instructions in matters of confidentiality because they may, in fact, know clients who come into the Student Health and Wellness Center. Students and trainees must sign The Student Health and Wellness Center confidentiality statement.
3. Where students are present from other institutions, agreements specifying the scope of work and the indemnification of all parties shall be signed and made part of the official records maintained by the Director.

**SUBJECT: CREDENTIALS FOR CLINICIANS EMPLOYED BY THE STUDENT HEALTH AND WELLNESS CENTER**

**POLICY:**

In an effort to provide appropriate selection of personnel for the Student Health and Wellness Center, a systematic review of the credentials of person delivering direct health care at the Student Health and Wellness Center is done on an annual basis. This information shall be verified by the Director or designee.

**PROCEDURE:**

Current Employees (includes contract M.D. and Practitioners)

1. At the time of renewal of credentials, all staff in the job categories of nurse practitioners and physician assistant are to provide a copy of original licenses, credentials and certificates to the Director or designee.
2. The Director keeps a file of all staff credentials including current licenses and certifications. (This includes CPR training)
3. All staff members are required to maintain current professional development activities and continuing education activities as outlined by their national accrediting agency.

New Employees

License validation shall be performed prior to employment in order to ensure that there has not been a revocation since the prior renewal. The Director shall contact the Virginia State Regulatory Board to verify the status of the RN license and/or nurse practitioner/physician assistant licensure.

**SUBJECT: ELIGIBILITY FOR APPOINTMENTS, REAPPOINTMENTS, AND CLINICAL PRIVILEGES, AND LEVELS OF EDUCATION, TRAINING, AND EXPERIENCE REQUIRED TO HOLD THESE POSITIONS**

**POLICY:**

1. The Student Health and Wellness Center, in accordance with University regulations, recommends specific levels of education and training necessary for each job function in the Student Health and Wellness Center.
2. Due to the specialized nature of the job descriptions for the clinical staff of the Student Health and Wellness Center, initial recruiting may occur from outside sources.
3. Only those applicants who possess the required credentials, or who will possess them at the time they begin employment, shall be appointed.
4. When selection is made, the applicant will be sent to fill out the necessary personnel forms.
5. The Director of the Student Health and Wellness Center shall specify qualifications and certifications for health professionals, and shall see to it that these qualifications are reviewed for each practitioner on an annual basis.
6. The Director shall maintain a record of the license and certificate status of all health care personnel. Such records shall be reviewed and updated appropriately.
7. Before selection, an applicant may be requested to demonstrate skills in the Student Health and Wellness Center under the direction of the Director.

**SUBJECT: QUALIFICATIONS AND CERTIFICATIONS FOR UNIVERSITY  
PHYSICIAN – SEE CREDENTIALS FILE**

**POLICY:**

It is the responsibility of the Student Health and Wellness Center Director or designee to ensure that valid and updated licenses and certifications are on file for each member of the professional staff.

**PROCEDURE:**

1. It is desirable that the individual college physician be eligible for, or certified by, the American Board in the area of the individuals' post-graduate medical training.
2. University physician shall furnish to the Director/designee copies of their licenses to practice in the State of Virginia and copies of their current malpractice coverage statements. University Medical Director is required to inform their malpractice insurers that he is consulting for the Longwood University Student Health and Wellness Center.
3. License validation shall be performed prior to appointment in order to ensure that there has not been a revocation. The Director/designee shall contact the Virginia State Regulatory Board to verify the status of the M.D. license.

Designee 9/03 – Beth Poore-Bowman, N.P.

SUBJECT: ETHICAL CONDUCT OF MEMBERS OF THE STUDENT HEALTH AND WELLNESS CENTER

**POLICY:**

The Student Health and Wellness Center shall abide by the code of ethics in the American Nurses Association's publication, (**Copies for Nurses with Interpretive Statements**, 1985. (Copies of the publication are available from American Nurses Publishing, % Publications Distribution Center, P.O. Box 4100, Kearneysville, W. Va. 25430) Also Code of Ethics of the Physician Assistant Profession.

See copy in front pocket of manual.

Refer to ACHA statement regarding Ethics, also in College Health Standards.

**SUBJECT: NEW EMPLOYEE ORIENTATION**

**POLICY:**

Each new employee in the Student Health and Wellness Center shall participate in two orientation programs.

1. The Human Resources Department shall be responsible for explaining personnel policies and procedures to all new employees. These policies and procedure include, but are not limited to benefits, pensions, sick-time, and vacation days.
2. The Student Health and Wellness Center shall be responsible for implementing an orientation program for all new employees. This orientation shall include description of the physical plant, description of the various functions in the Student Health and Wellness Center, review of policies and procedures, and introductions to all other Student Health and Wellness Center personnel.

**SUBJECT: CONTINUING EDUCATION**

**POLICY:**

1. Longwood Student Health and Wellness Center encourages all staff to maintain current information and skills in their areas of expertise. Towards this end, it shall promote professional improvement through a variety of modalities, including in-service training, attendance at professional meetings and conferences, and other activities
2. Continuing education and staff development are defined as growth, both professionally and personally, through educational activities sponsored and/or supported by the Student Health and Wellness Center. It is expected that employees will be willing to utilize some personal time for enrichment activities that cannot be scheduled at other times.
3. Decisions on attendance shall be made by taking into consideration the appropriateness of the course to the job of the employee, the quality of the course, the number of days involved, and the location. Budgetary constraints and state travel guidelines are considered and utilized.

**SUBJECT: RECORDING AND REPORTING CONTINUING EDUCATION  
EVENTS**

**POLICY:**

When staff members return from a continuing education conference, seminar, or workshop, a report of the event is to be given to all clinical staff. This may be a verbal report at a staff meeting or a written report.

**SUBJECT: PERFORMANCE APPRAISAL REVIEW**

**POLICY:**

1. The Student Health and Wellness Center shall conduct annual performance appraisals of all employees.
2. The performance appraisals provide an opportunity for the supervisor and staff member to appraise the staff member's job performance based on the staff member's job description and responsibilities, and on other previously determined work objectives.
3. The nature of the performance review is retrospective and prospective.
4. Performance reviews are held annually in November or April of each year. The Virginia State Appraisal Forms are used for this purpose.
5. Includes involvement in the Center's goals and objectives.

**SUBJECT: AFFIRMATIVE ACTION AND EQUAL OPPORTUNITY**

**POLICY:**

1. All activities of the Student Health and Wellness Center is the general University policies on affirmative action and equal opportunity as set forth by the Board of Trustees and included in the Affirmative Action Policy.
2. The implementation of the specific responsibilities regarding affirmative action shall be the responsibility of the Director, who shall maintain up-to-date records of the Student Health and Wellness Center program regarding compliance with affirmative action regulations.

<b>SUBJECT: PRECEPTING</b>
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**POLICY:**

Precepting by experienced advanced practice clinicians is the keystone of teaching efforts in the Student Health and Wellness Center. At least once clinician is available for precepting in the Student Health and Wellness Center during every session.

The preceptor is available to help students with a wide variety of tasks: formulating problems and diagnoses; developing skills in examination, procedures and interviewing; deciding on treatments; and negotiating appropriate consultations and referrals.

It is expected that all students will consult preceptors frequently. Students are minimally expected to present all cases to the clinician before the client leaves the Student Health and Wellness Center.

**SUBJECT: FINANCIAL MANAGEMENT AND ACCOUNTABILITY**

**POLICY:**

The University has provided uniform procedures to provide for financial management and financial accountability. These are in the University Business Office.

The Student Health and Wellness Center shall establish any internal procedures which may be necessary to comply with the above.

**SUBJECT: FEE SCHEDULE**

**POLICY:**

Fee for off-site lab services, on-site lab services, immunizations, and allergy injections are the responsibility of the client, and are payable at the time the service is rendered. A current fee schedule shall be posted at the receptionist's desk. The client must initiate any relevant insurance claims for reimbursement. Notification of any primary care provider is the responsibility of the student.

When a client is referred to an outside provider or laboratory facility for care not available with the Student Health and Wellness Center, fees for such consultations and services are the responsibility of the client.

**SUBJECT: PURCHASE AND DISTRIBUTION OF MEDICAL SUPPLIES**

**POLICY:**

Ordering of supplies shall originate from the Director of Student Health and Wellness Center

**PROCEDURE:**

The Director and designees sign purchase orders, receiving reports and recommends amounts. The secretary follows procedures noted here:

1. After completion of the Purchase Requisition (if it is \$5000 or greater) it is processed as follows (unless computer related):
  - a. to Purchasing for review and approval,
  - b. to Budget for review and approval
  - c. back to Purchasing for mailing
2. Check Request forms are accessed on-line at the Accounting and Financial
3. Services web page. Form is printed off and sent to Accounts Payable to be mailed or to be picked up by department.

AMEX Corporate Small Purchase Card is used for all vendors accepting the card. Purchase Order is sent when vendor requires it.. **Card numbers must not be faxed with P.O.** – call vendor to give card number. If ordering by internet, site must be secure with http prefix.

Supplies are delivered directly to Student Health and Wellness Center by UPS or other carrier. The packages are verified for content and quantity by designated staff. Secretary to send copy of receiving report and packing slips to Accounts Payable. If AMEX card was issued for purchase, the purchase is logged in on AMEX log sheet and processed to Accounts Payable once a month with packing slips/invoices attached. Director to verify purchases and sign forms each month.

**SUBJECT: STATISTICAL REPORTING**

**POLICY:**

To monitor client care needs and appropriate utilization of clinical services, and for reasons of management accountability, the Student Health and Wellness Center shall collect data concerning all client visits. These data shall be sufficient to produce regular monthly statistical reports detailing information about the clients for whom we care and the providers who deliver the care.

**PROCEDURE:**

The monthly statistical reports are to be completed after the end of each month and forwarded to the Director.

<b>SUBJECT: EMERGENCY TRANSPORTATION OF CLIENTS TO THE NEAREST HOSPITAL EMERGENCY DEPARTMENT</b>
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**POLICY:**

When a client's unstable physical or emotional condition is potentially life-threatening, or may possibly cause harm if not evaluated and treated rapidly, staff members of the Student Health and Wellness Center must act quickly and efficiently to ensure uncomplicated and rapid transport to the nearest emergency department or counseling service.

**PROCEDURE:**

**If a clinician and another staff member are present:**

1. The clinician will remain with the client to help monitor and, if necessary, maintain vital functions. This clinician will identify himself as fulfilling this function. If feasible the clinician will keep a written log of vital signs and condition.
2. The second staff member will call 911 and bring the emergency equipment to the area where the client is located, if needed and report the location of the emergency and nature of the problem. He/she will then return to the area of the emergency and assist as needed.
3. When the ambulance personnel arrive, the clinician that has been remaining with the client will provide an oral (or if possible written) report containing pertinent information (condition, vital signs, pre-existing problems, medications, allergies if known, interventions performed) to the ambulance personnel.

**If one clinician is present: FOLLOW BASIC LIFE SUPPORT**

1. He or she will contact 911 and report the location of the emergency and the nature of the problem.
2. The clinician may implement immediate measures to stabilize the client if this is appropriate.
3. If the emergency is a Psychological Crisis then a counselor from Counseling Center is to be contacted and the student can either be walked to Counseling, or in some instances, the counselor may come to Student Health and Wellness Center or consult by phone regarding referral. If a drug overdose is involved or medical attention is needed, then the student will be transported to the emergency department and Counseling will be notified.
4. When the ambulance personnel arrive, the clinician will provide an oral (or if possible written) report containing pertinent information (condition, vital signs,

pre-existing problems, medications, allergies if known, interventions performed) to the ambulance personnel.

**Ambulance**

911

**Campus Police**

395.2091

**Poison Control Center 1.800.552.6337**

**SUBJECT: Student Affairs/Student Health and Wellness Emergencies on Campus**

Section VIII Index H-34.1

1/24/96

**PURPOSE:**

To set forth procedures for handling emergency health situations

**POLICY:**

When a health emergency occurs at Longwood University, notify the Rescue Squad/Campus Police simultaneously. Emergencies occurring in classrooms, offices, residential halls, college facilities, or grounds should be referred to the Emergency Department at Southside Community Hospital at all times. Southside Community Hospital is the only licensed emergency facility in the area. Any student, staff member, or visitor who becomes unconscious or has a bleeding emergency (e.g., laceration and/or injury) should be transported by trained rescue personnel. The Campus Police can offer immediate assistance with crowd control and directions for emergency personnel. The Student Health and Wellness Center is an outpatient health service **and is not a licensed emergency facility.**

**POLICY:**

The Student Health and Wellness Center seeks to provide for the ambulatory health care needs of students at Longwood University. Since these needs sometimes arise when the clinical services of the Student Health and Wellness Center are closed, it shall be the policy of the Student Health and Wellness Center to make appropriate information available concerning the availability of emergency and after-hours care.

Towards this end, we will:

1. Conspicuously post information on hours of operation. The sign must list the Campus Police phone number in case of emergency (395.2091).
2. Arrange for a tape-recorded message informing callers of an emergency assistance phone number 395.2091. This recording shall be activated at all times when the Student Health and Wellness Center is closed or staff is not available to come to the telephone.
3. Clearly note on door outside of Student Health and Wellness Center that we do not treat emergencies in Student Health and Wellness Center. Campus Police will transport emergencies to the Emergency Department at the hospital when Student Health and Wellness Center is closed.
4. Since our student body is predominately residential, each RA has a manual which includes self care management of the most common health problems and what to do if these problems occur after Student Health and Wellness is closed.

<b>SUBJECT: EMERGENCY EQUIPMENT</b>
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**POLICY:**

The Student Health and Wellness Center shall maintain and have available emergency equipment that is sufficient to meet the predictable needs in case of emergent problems arising in the care of clients. As the Student Health and Wellness Center's main mission is primary care, the type of equipment procured shall be in keeping with that mission.

**PROCEDURE:**

The Director shall appoint a clinician to be responsible for the maintenance of emergency equipment and supplies. Both shall be checked at least monthly by the designee, and the fact that this inspection has taken place shall be recorded in a log designated for this purpose.

It shall be the responsibility of the designee in each area to ensure that adequate supplies of drugs and equipment are available and that outdated medication is replaced.

It shall be the responsibility of the Director to see that the procedures are followed.

**The following list of equipment states the minimum specified for Student Health and Wellness Center:**

1. Emergency first-aid bag, including supplies and medication: **EPI, Benadryl**
2. Emergency airways and ambu bag
3. Location of emergency equipment: **Allergy Treatment Room**

**PROCEDURE:**

Maintenance of emergency equipment:

All emergency equipment is located in the area identified above. It shall be the responsibility of a clinician to check and to replace supplies as necessary.

**Use of emergency equipment:**

1. It shall be the responsibility of each practitioner who uses the site to become familiar with the available equipment and its location and maintenance.
2. All personnel shall be required to maintain current certification in CPR (cardiopulmonary resuscitation) unless medically excused.
3. All new personnel shall be oriented to the location and use of this equipment as part of their initial orientation.

4. In the event of an emergency, the advanced practice clinician on site at the time shall be responsible, with the help of Student Health and Wellness Center staff, for initiating and coordinating emergency care.

**SUBJECT: DISASTER/EMERGENCY PLAN**

**POLICY:**

In case of disaster the Student Health and Wellness Center facilities shall be made available and staff will act in accordance with the University Disaster Plan.

**SUBJECT: ACCESSIBILITY TO MOBILITY-IMPAIRED CLIENTS**

**POLICY:**

Federal law requires that services be accessible to those with mobility impairments. The Director shall examine its facilities to ascertain accessibility to the mobility-impaired. Where possible, changes shall be made to guarantee that accessibility. In circumstances where such access cannot be easily accommodated, suitable alternative arrangements shall be made.

**SUBJECT: ADVANCED PRACTICE CLINICIAN/UNIVERSITY PHYSICIAN  
PRACTICE AGREEMENT**

**POLICY:** To comply with Virginia law regarding certification of and prescriptive privileges for nurse practitioners and physician assistants, it is necessary to develop and have on record a nurse practitioner or physician assistant/university physician practice agreement.

Each advanced practice clinician and his or her collaborating physician must sign an individual agreement form.

A copy of the practice agreement is attached to this policy statement.

**ATTACHMENT TO N.P. OR P.A./UNIVERSITY PHYSICIAN PRACTICE AGREEMENT**

**NURSE PRACTITIONER, PHYSICIAN ASSISTANT/UNIVERSITY PHYSICIAN  
PRACTICE AGREEMENT**

**Introduction**

Longwood University is a public institution with a student population of approximately 3700 of which approximately 85% are residential. There is an on-campus outpatient facility offering primary health maintenance and health promotion services to students.

The Student Health and Wellness Center is staffed by advanced practice clinicians (nurse practitioners and physician assistant) with a part time university physician. The physician comes on site for not more than 1.5 hours Monday through Friday to review charts and to see students, as well as review of guidelines. He is also available for telephone consultation and to see clients in his office as needed. There is a hospital emergency department located within one mile of the college.

**Responsibilities of the Advance Practice Clinicians (Practitioner=N.P. or P.A.)**

Responsibilities of the nurse practitioner (N.P.) or physician assistant (P.A.) at the Longwood University Student Health and Wellness Center are listed below:

1. Work under the supervision of the Director and within the approved guidelines established for the Student Health and Wellness Center.
2. **Be responsible for the provision of high-quality health care services by** providing the following
  - a. accessible and available health services
  - b. education of and effective communication with those served concerning the diagnosis and treatment of their medical conditions, appropriate preventive measures, and use of the health care system.
  - c. treatment that is consistent with clinical impressions or working diagnoses
  - d. continuity of care

- e. appropriate, accurate and complete medical record entries
  - f. adequate and appropriate transfer of information when clients are transferred to another health care provider.
3. Assess real or potential health hazards and current health status, including analysis of health behavior related to lifestyle and culture.

**ATTACHMENT (continued)**

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**Page 2 of 3**

- 4. Devise, implement and evaluate plans of care utilizing sound clinical judgments based on assessment of the physical, psychological, emotional, societal and environmental needs of the clients.
- 5. Assist individuals to assume responsibility for the restoration of health and prevention of illness.
- 6. Consult, refer and collaborate with other disciplines involved in the delivery of total patient care.
- 7. Utilize the resources of the University community and the surrounding community area.
- 8. Promote collegial relationships with other clinical staff and providers in the community.
- 9. Demonstrate evidence of continuing professional growth by involvement in continuing education, peer review, and the review of guidelines and procedures and participate in, design, and/or conduct research.
- 10. Attend Student Health and Wellness Center meetings and in-service offerings.
- 11. Demonstrate awareness of legislative issues relating to advance practice and health care.
- 12. Serve as a role model for students.

**Provisions for Referral and Consultation**

Practitioners (N.P.'s and P.A.) are educationally prepared to determine when consultation or referral are necessary in the primary care setting. They are responsible for obtaining and documenting consultations and the resulting care plans in the charts.

Consultation options consist of telephone contact with the physician, on site discussion or on site examination of the client by the M.D. Clients can be referred to the university physician's office or the local emergency department. Options are selected based upon the urgency and complexity of the presenting problem, If the nurse

ATTACHMENT (continued)

practitioner is unsure of the appropriate disposition, she is to consult with the physician regarding this matter.

There are no medical specialists on staff at the Student Health and Wellness Center. Referrals to providers in the community are made by the practitioner if this is necessary.

**Coverage for Emergency Absence of the Advanced Practice Clinician**

At any time when there is no advanced practice clinician on site, clients are directed to contact the campus police department or residential students to contact their RA or REC. That department will obtain emergency transport to the local hospital if necessary. Home telephone numbers of the Director is on file with key university personnel and Campus Police.

**Resolution of Disagreement Between the Advance Practice Clinician and University Physician Concerning Diagnosis and Treatment**

Should a disagreement arise between the practitioner and the university M.D. regarding diagnosis or treatment, one or more of the following means for resolution shall be followed. Such disagreement shall be communicated to the patient and documented by the practitioner in the patient's chart. The M.D. shall be given the opportunity to speak to the patient or the patient's family directly in order to fully explain the treatment options.

Mechanisms to be used to resolve conflict are:

1. Consult with other M.D. and/or practitioner colleagues affiliated with the Student Health and Wellness Center.
2. Refer to current professional literature (journals, research, texts) appropriate to the area in question.
3. Consult with a specialist in the problem area.

**Review of Client Records by University Medical Director**

Review methods regarding specific selected university health concerns are determined by quality improvement activities. Specific conditions require all cases to be reviewed.

**Enforcement of Collaborative Agreement**

The enforcement and monitoring of compliance with the guidelines of this document are the responsibility of the Director of Student Health and Wellness Center. Any complaints or failure of compliance with these guidelines should be brought to his/her attention for review and follow-up.

**SUBJECT: EXCUSE FROM ACADEMIC RESPONSIBILITIES FOR HEALTH REASONS**

**POLICY:**

The Student Health and Wellness Center does not supply medical excuses to individuals not evaluated for the illness at the Student Health and Wellness Center. If the client was evaluated elsewhere, that health care provider may be contacted by the individual for documentation.

Longwood Student Health and Wellness Center will write absence excuses in **very limited instances**:

1. locally hospitalized students
2. students who are sent home by Student Health (exp. communicable disease)
3. Students that are told by Student Health personnel to go on bed rest or to limit physical activity

Documentation is not given without the student's written consent.

**EXCEPTIONS:**

Students who go home to see another physician need to return with documentation from that physician. The Student Health and Wellness Center does not provide documentation of illness for visits to the Center other than as noted above.

**PROCEDURE:**

1. Call Dean of respective school
2. Preferably have student take excuse to their professors. If this is not possible, then call Dean of the respective school
3. Criteria **must** be observable; not subjective. Examples:
  - a. a fever over 102°
  - b. shortness of breath with wheezing or rhonchi
  - c. vomiting that has occurred in Student Health
  - d. doctor appointment, x-ray
4. note will have specific time frame
5. no longer than 24 hours, then re-evaluate

No written excuses will be given by the Student Health and Wellness Center unless they meet the above criteria. No information will be released about a student without a signed release form. This includes that the student was present in Student Health and Wellness Center.

**SUBJECT: SMOKING REGULATIONS**

**POLICY:**

Smoking shall be prohibited for all Student Health and Wellness Center personnel, clients and visitors, in Student Health and Wellness Center.

**NO SMOKING** signs shall be displayed in prominent places.

**SUBJECT: PHYSICALS**

**POLICY:**

It is the policy of the Student Health and Wellness Center that athletic and scuba diving physicals need to be done by the students' private physician.

The following type of physical exam is the only one done by the clinicians for students:

1. GYN (pap)

The university physician does not perform routine physical exams in Student Health.

**SUBJECT: LONGWOOD UNIVERSITY CAMPUS POLICY ON AIDS**

Acquired Immune Deficiency Syndrome (AIDS) is a fatal disease which has invaded college/university campuses nationwide. Longwood University acknowledges the seriousness of this public health problem and, in an effort to be prepared if AIDS strikes students or employees on campus, has developed the following policy and accompanying procedures.

**POLICY:**

- 1) Longwood shall conduct an ongoing educational campaign designed to to teach students, faculty and staff basic information about AIDS.
- 2) Persons infected with the AIDS virus shall not be excluded from enrollment or employment or restricted in their access to University facilities or services, unless a medically based judgment in each individual case establishes that exclusion or restriction is necessary to the welfare of the infected individual or the welfare of other members of the University community.
- 3) Persons who know, or have reasonable basis for believing that they are infected with the AIDS virus are expected to seek expert advice about their health circumstances and are obligated, ethically and legally, to conduct themselves responsibly I accordance with such knowledge for the protection of other members of the University community.
- 4) The University shall widely publicize and carefully observe the safety guidelines established by the U.S. Public Health Service for the handling of blood and other body fluids and secretions, both in all health care facilities maintained on the campus and in other institutional contexts in which such fluids or secretions may be encountered (e.g. teaching and experimental laboratories).

**PROCEDURES:**

- 1) The Director of Student Health and Wellness Center advises the University community per CDC, VA Dept. of Health, and ACHA Guidelines/Recommendations.
- 2) Information on AIDS is available in the Student Health and Wellness Center by requesting a confidential appointment with the Family Nurse Practitioner/Physician Assistant or through printed literature on the rack in the hall outside of the Waiting Room.
- 3) The official University spokesperson on AIDS shall be the director of Public Affairs or his/her designee, who will work closely with the Director of Student Health and Wellness Center. All inquiries from the press, from elected public officials, or the general public will be referred to the University spokesperson.

- 4) The Case Manager approach will be utilized when a case of AIDS is detected on campus. The Director of Student Health and Wellness Center, in collaboration with the University physician, shall be the Case Manager, and for each case of AIDS detected, shall, in conjunction with a small group of key campus officials, make a case by case assessment to determine whether there is medically-based reason to exclude or restrict the individual from enrollment or employment. The confidentiality of medical information shall be respected. The Director of the Student Health and Wellness Center shall not disclose any such information with the exception of a report to the President and other senior officials on a “need to know” basis. In addition, as is legally required, information about confirmed cases of active AIDS shall be disclosed to public health officials.
- 5) The booklet, AIDS on the College Campus: American College Health Association Special Report, is a primary reference on information regarding AIDS on college and university campuses. Copies are available for Student Health and Wellness Center.
- 6) Individuals requesting a test for the AIDS Antibody – HTLV III, will be referred to any anonymous free testing site. This information is available by contacting the Director of Student Health and Wellness.

**SUBJECT: LONGWOOD UNIVERSITY DRUG ABUSE PREVENTION PROGRAM**

PRIMARY

SECONDARY

- I Prevention programs
- A. On Campus
- B. Locally

- II Prevention
- A. On Campus
- B. Locally

**I A.**

2. Programs on Alcohol and Drugs are available by students contacting Student Health and Wellness Center or Counseling.
3. Local chapter of AA and Al Anon available on campus.
4. Wellness Advocates/Peer Helpers provide programming to Peers
5. Pamphlets and brochures on alcohol and drugs are available in Student Health and Wellness Center.
6. A mandatory Longwood Seminar course to begin 8/87 will include a section on Wellness. Symptoms or drug and alcohol abuse will be covered.
7. "First Round" "Last Call" courses available (required education through Student Services).
8. Various courses are available through the Psychology and HPER departments that deal with alcohol and drugs. A Wellness Coordinator in the Student Health and Wellness Center coordinates substance abuse/sexual assault education/programming including orientation activity.

**I B.**

1. Crossroads offers a 12-week film series on alcohol for the cost of \$1.00 per session.

**II A.**

1. Students who feel they may have a problem with alcohol or drugs may seek help from Student Health and Wellness Center or Counseling Center. Counseling is available on campus with referrals to outside agencies as it is deemed necessary or upon request.
2. Employees who feel they may have a problem may seek limited help from Student Health and Wellness Center or Counseling with referral to an outside resource.

**II B. Local Resources:**

1. Crossroads Mental Health – Counselors are on call 24 hours

2. Local AA Chapter
3. Employee Assistance Program in Richmond (free)
4. Medical Services Hotline in Richmond 804-788-8888 24 hours

**SUBJECT: Student Health and Wellness Center Guidelines for Meningococcal Meningitis**

**First Case of Meningococcal Meningitis**

1. University physician will notify local Health Department via telephone
2. Local Health Department will track close contacts and see that they are treated with Rifampin. If the local Health Department wishes to refer contacts to Student Health and Wellness Center for Rifampin treatment then:
  - a. Students need to see a clinician who will obtain the following information: LMP (ensure student not pregnant), BCP usage (recommend BCP usage) (recommend BCP precautions with antibiotic use), allergies, and use of contact lens (discontinue usage while on antibiotic). If the student is ill they need to be referred to the university M.D. If they are well then the clinician may call in Rifampin (check dosage with Director).
  - b. If a student that the Health Department has contacted fails to come in, the clinician will notify the local Health Department so they can recontact student and ensure they receive treatment immediately.
3. Director of Student Health and Wellness Center, in consultation with the University physician, will determine who else within the residence halls needs to be included in the circle of treatment. The Director will also consult with the State epidemiologist in order to determine what is happening nationally as well as their current philosophy in aborting an epidemic. Education will be accomplished through floor meetings coordinated through the Vice President and Dean of Student Affairs. Educational efforts will include what would happen in the event of another case so there would be no surprise or panic if a vaccine clinic was needed. Any other anticipatory education would also be included at this time. A brief notice will be sent to the college newspaper outlining university response, anticipatory education, and symptoms.

*The goal of this approach is:*

1. to prevent a second case of meningitis of the same serotype within 30 days
2. to clearly define who is at highest risk and who would need to receive Menomune if it is so recommended by the Virginia Department of Health.

**Second case of same serotype less than 30 days from first case.**

1. If Virginia Department of Health recommends immunization then everyone who received Rifampin in first case as well as close, household contacts in second case

would be the highest risk. Letters to this group would go out immediately and a clinic for them would be organized as soon as possible.

2. A second clinic may then be organized once:
  - a. education efforts were carried out (newspaper, student forums, etc.)
  - b. sign up with payment occurred (This group could include all other students, staff, and faculty.)
  - c. We recognize that this group is not at risk; however, given our previous experience, immunization would be made available as needed.
3. All written information distributed to students, faculty, staff, and newspapers will identify who is at risk, symptoms of meningitis, the specific steps involved in the university response. Written communication should be approved by the Vice President and Dean of Student Affairs and the Office of Public Affairs. Calls from non-resident student reporters should be referred to the Office of Public Affairs. Copies of all written communication should be sent to the state and local health departments.

