TO YOUR HEALTH
2021-2022

THE UNIVERSITY OF RHODE ISLAND
HEALTH SERVICES

Dr. Pauline B. Wood Health Services
Potter Building
6 Butterfield Road
Kingston, RI 02881 USA
p: 401.874.2246
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health.uri.edu
DEAR URI STUDENT:

Welcome to the University of Rhode Island. We at Health Services are eager to assist you in the development and maintenance of a healthy lifestyle through health education and service for your primary care needs. This brochure provides a brief outline of our philosophy, services, and policies that are designed to best meet your health care needs.

Your Health Services is recognized as providing a high standard of quality care through accreditation by The Joint Commission. We welcome you and want to be of service for your health needs. We desire to be your most sought-after health care resource, and we are committed to providing a user-friendly, compassionate, caring and confidential environment.

Please feel free to write or call me at:

Ellen M. Reynolds, M.S.
AVP, Student Health and Wellness and Director, Health Services
University of Rhode Island
Dr. Pauline B. Wood Health Services
6 Butterfield Road
Kingston, RI 02881
(401) 874-2246
Email: health@uri.edu

On behalf of our staff, we want to extend our best wishes for a healthy, pleasurable and rewarding educational experience at the University of Rhode Island.

Ellen M. Reynolds, M.S.
AVP, Student Health and Wellness and Director, Health Services

The University prohibits discrimination on the basis of sex, race, color, religion, age, handicap, status as a military veteran, national or ethnic origin, or sexual orientation.
Health Services (Potter Building) has accessible automatic doors at both levels of the Potter Building. Patients and visitors may enter through the front door of the Potter Building or the south side door of the lower level.
 URI HEALTH SERVICES

HOURS OF OPERATION

Monday – Friday
Open: 8:00 a.m. - 8:00 p.m.
Appointments Available: 9:00 a.m. - 7:30 p.m.

Saturday – Sunday – Holidays
Open: 10:00 a.m.- 4:00 p.m.
Appointments Available: 12:00 p.m. - 4:00 p.m.
Laboratory and Pharmacy Available: 12:30 p.m. - 4:00 p.m.

Closed: Thanksgiving Break
Open: Winter, Spring and Summer Breaks with limited hours –
call (401-874-2246) or check our website
health.uri.edu for updates

VISION STATEMENT
To be the most caring, respected and sought-after health care
resource for our diverse student population and a
leader in college health.

MISSION STATEMENT

• Provide comprehensive primary health care and prevention services within the context of:
  • Patient's needs and expectations
  • Patient satisfaction
  • Easy access
  • Highest quality
  • Cost effectiveness

• Support the mission and goals of the University through:
  • Academic partnerships
  • Research

• Respect the dignity and privacy of the individual by exercising:
  • Compassion
  • Kindness
  • Patience
  • Sensitivity to diversity

• Create an environment conducive to employees’ professional growth and personal fulfillment.
• Succeed through good communications and clearly defined policies.
• Teach and promote healthy lifestyles and disease prevention.
• Maintain national accreditation.
• Focus on the future.
• Our health care delivery philosophy is based on several tenets:
  • We will provide you with a wide range of ambulatory, primary care services, including health education and wellness programs.
  • We will strive to provide the services you need at your convenience with available resources.
  • We will provide quality, cost-effective care.
WE WILL ACCOMPLISH:

• Easy access:
  • For emergencies requiring an ambulance
    Call 24 hours a day.................................................................911
  • For all appointments, follow-up, or other services ...........................................401-874-2246

• Providers Include:
  • Board certified Physicians,
  • Certified Nurse Practitioners,
  • Registered Nurses, Licensed Practical Nurses, and Medical Assistants,
  • Licensed Pharmacists, Laboratory, and X-Ray Technologists.
  • Our specialists’ network includes Gynecology and Psychiatry and are scheduled on an appointment basis.

• Appointment System:
  • Students are seen by appointment from 9:00 a.m. to 7:30 p.m., Monday through Friday, and Saturday/Sunday from 12:00 pm to 4:00 pm
  • A phone triage evaluation conducted by a specially trained registered nurse determines how quickly the patient should be seen for injury/illness.
  • Urgent patients are seen as soon as possible.
ACCESS TO SERVICES, EMERGENCY CARE, COUNSELING SERVICES

ACCESS TO APPOINTMENTS

For all appointments or needs, please call 401-874-2246:

New Illnesses
Access is through a telephone triage system.
Please call 401-874-2246. Telephone triage is a system in which you are evaluated on the phone by a registered nurse and given an appointment according to the urgency of your condition, much like in your doctor’s office at home. Some appointments may be eligible for telehealth or virtual visits.

Follow-Up Appointments
As Requested By Your Provider.

Allergy Shots, Immunizations, Travel Vaccines, Physicals, STI Screening, and Nutrition Appointments
Some appointments can be scheduled online via the Patient Portal.

For Telephone Advice
If you are uncertain about the need to see a provider or have a medical question, call to speak with the Triage Nurse.

Specialty Clinics
Your Health Service Fee also provides access to our in-house specialty clinics. Consulting physicians hold regularly scheduled clinics in Gynecology and Psychiatry. You need to see a Health Services provider first to be referred to a specialty clinic.

Female and Male Providers
If you have a preference as to the gender of the person who examines and treats you, please tell the appointment clerk when you make an appointment. We will do our best to accommodate your wishes.

Emergency Care
In case of sudden serious illness or injury, call for emergency medical care. The URI ambulance (URI EMS with basic EMT services will respond and provide pre-hospital care and transport to an area hospital. Emergency Care by URI EMS is available 24/7/365.

Counseling Services
Providers at Health Services work closely with the Counseling Center located in Roosevelt Hall. Students are referred to the counselors by health services staff. Students may also request counseling services by calling the Counseling Center directly at 401-874-2288.
An after hours phone service provides timely access to behavioral health and wellness professionals by calling the counseling center main number, 401-874-2288.

Emergency crisis intervention is available through either Health Services or the Counseling Center and may involve the services of a consulting psychiatrist. When Health Services is closed, emergency services are routinely provided by the Emergency Department at South County Hospital. The Hospital, Health Services, and the Counseling Center consult as necessary to provide continuity of care. Counseling services are usually short term. When more extensive sessions are necessary, counselors can refer the students to service providers in the community. We suggest that you check your health insurance coverage. The Counseling Center, often in collaboration with Health Services, offers a broad range of educational and group programs dealing with eating concerns, depression, stress, adjustment issues, and other related areas.
Health Education is located in the Potter Building and provides various services to promote and enhance personal and campus health and well-being. Services include:

- **Peer Education**
  Currently, peer educators offer workshops in the areas of human sexuality (Sense & Sexuality, Birth Control, STI's, Healthy Relationships), and cardio-pulmonary resuscitation (CPR).

- **Health Promotion**
  Programs are scheduled throughout the academic year and cover topics of major health concerns. A Wellness Clinic is held weekly and focuses on health topics of student interest such as over the counter medications, designer drugs, tanning and safe party tips. Visit our website for dates and times of scheduled events.

- **Nutrition Services**
  Individual counseling appointments are available. Workshops in the academic and residential settings are available upon request.

- **Violence Prevention & Advocacy Services**
  Confidential survivor-centered, trauma-informed resource to provide students support, advocacy, information and resources.

The office of Health Education is open from 8:00 a.m. to 4:00 p.m. Monday through Friday, while classes are in session.

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**HEALTH SERVICES PHARMACY**

**401-874-4775**

**HOURS OF OPERATION**

Monday through Friday, 8:00 a.m. - 8:00 p.m.
Saturday, Sunday, and Holidays: 12:30 p.m. - 4:00 p.m.
Closed: Thanksgiving Break
Open: Winter, Spring and Summer Breaks with limited hours–
Call or check our website [health.uri.edu](http://health.uri.edu) for updates

Health Services Pharmacy is licensed by the State of Rhode Island and Federal Drug Enforcement Administration and is staffed by registered pharmacists.

**PHARMACY KEY FACTS**

- **REGARDLESS** if URI or private health insurance, **ALL students who pay the Health Services Fee are eligible for pharmacy services.**

- Presently we are not able to accept private prescription insurance plans and currently only accept the URI student health insurance plan for prescription reimbursement, this will affect how some students receive maintenance medication they are presently taking. Please call our Pharmacy for information on local retail pharmacy services that deliver to URI Health Services for easy pick-up.

- Payment is expected at time of service. We accept cash, check, VISA/MasterCard/Discover and RAM Card.

- Limited formulary* of medications; i.e. we do not carry every medication available in a retail pharmacy.

- We accept prescriptions from outside providers for medications available on our formulary.

- Standard tiered co-pay system for prescriptions for all students regardless of insurance type.

- Most OTC (over the counter) products are no charge. Some are a nominal cost (i.e., vitamins, condoms).

- Cooperation with local retail pharmacies for the use of private prescription insurance and delivery service can be arranged by Health Services’ Pharmacy staff.

- Patients are encouraged to visit URI Health Services Pharmacy for information regarding the most affordable option for obtaining prescriptions.

- Travel clinic medications available.

*The pharmacy operates under a formulary system where only drugs approved by the Pharmacy and Therapeutics Committee are stocked and dispensed. The formulary contains drugs which are effective in treating diseases and conditions most often affecting the majority of the student population. They reflect the prescribing requirements of the URI Health Services’ medical staff. Please visit our website, [health.uri.edu](http://health.uri.edu) for updated information.*
What is the Cold Self Care Center?
The Cold Self Care Center is located in the waiting room of the Potter Building where students can take their temperature, assess their condition, and complete a form requesting certain over-the-counter cold remedies. The form is then taken to the pharmacy where our professional staff will issue the medications, answer questions, and provide drug information. There is no charge for most of these medications.

X-Ray Services ............................................................................................................................ 401-874-4770
Our registered technologists provide routine X-ray examinations. There is a fee for X-ray work which can be billed to your insurance, but any unpaid balance is the student’s responsibility.*

The URI Student Health Insurance Plan covers most X-ray work performed at Health Services. Other insurances may vary with coverage. Referrals are made for other Diagnostic Imaging Services such as Ultrasound and M.R.I.

X-ray and Diagnostic services are available Monday-Friday during the academic year.

Laboratory Services .................................................................................................................. 401-874-2492
The Federally licensed laboratory in the Potter Building provides routine laboratory work, i.e., blood glucose, complete blood counts, mono tests, urinalysis, pregnancy tests, rapid tests for strep and flu, HIV screening. Other work is sent to reference laboratories.

There is a fee for lab work which can be billed to your insurance, but any unpaid balance is the student’s responsibility.*

The URI Student Health Insurance Plan provides coverage for work performed in this laboratory. Laboratory services are available during the year Monday through Friday from 8:30 a.m. - 7:30 p.m; Saturday, Sunday, and holidays from 12:30 p.m. - 4:00 p.m. The laboratory is available during winter, spring and summer breaks with limited hours.

Immunizations and Allergy Injections ...................................................................................... 401-874-2246
If medications and written instructions are provided to us by your physician, a registered nurse is available to administer allergy injections. Medications can be stored in a refrigerator at Health Services.

Nurses are available to review and update personal immunization needs. Advice and some immunizations for foreign travel are available. Most immunizations are available. The student is responsible for the cost of the vaccine, if not covered by insurance.

Immunization and Testing Requirements: ................................................................................ 401-874-4612
Before attending URI, you must meet certain immunization and testing for communicable disease requirements. The requirements are authorized by Section 23-1-18(9) of the General Laws of Rhode Island, established in accordance with the most current recommendations of the Centers for Disease Control and Prevention, and issued in the Rules and Regulations of the Rhode Island Department of Health.

Required immunizations (proof of immunity) include:

- **Rubella** (German Measles): Two (2) MMR shots required (or positive titer).
- **Mumps**: Two (2) MMR shots required (or positive titer).
- **Rubella**: Two (2) MMR shots required (or positive titer).
- **Tetanus, Diphtheria**: A Tdap dose should be given once. A Td booster dose is required within the last ten years.
- **Hepatitis B Series**: Three (3) shots required (or positive titer).
- **Meningitis**: One (1) dose required if under 22 years old; A booster (2nd dose) required if you were vaccinated prior to your 16th birthday. (Quadrivalent A, C, W, and Y)
- **Varicella**: Two (2) shots required (or positive titer or a signed statement from your healthcare provider stating that you have a history of chickenpox).
- **COVID-19 Vaccination**: One (1) or two (2) dose series.

Required testing for communicable disease includes:

Please go to [health.uri.edu](http://health.uri.edu) and click on Forms, TB Screening Form for more details. This form is required and can be completed via the Patient Portal.

Students in health science majors and those doing practicum in health institutions or schools may be required to obtain TB testing. Students are responsible for the cost of testing as it is not covered by most insurance companies.

Strongly Recommended:

- **Meningitis B Vaccine**: Two (2) dose series.

*Some insurances do not cover you if you use Health Services’ Lab or X-ray. It is the student’s responsibility to confirm coverage in advance. Our providers will furnish outside Lab/X-ray orders if requested.*
In some cases, there is a co-pay for - 401-874-4774.

401-874-2246

Health Fee Coverage, Health Insurance, Confidentiality, Medical Records

URI Health Services maintains medical records in compliance with Rhode Island General Laws.

Results). We cannot fax an entire health record, nor can we email health records.

Patients can access their immunization records via the Patient Portal. We cannot fax an entire health record, nor can we email health records.

URI Health Services maintains medical records in compliance with Rhode Island General Laws.
THE PATIENT BILL OF RIGHTS & RESPONSIBILITIES

The goal of Health Services is to provide all patients with high quality health care in a manner that clearly recognizes individuals' needs and rights. To accomplish this goal effectively, the student and the health care provider must work together to develop and maintain optimum health. To promote this goal, the following student rights and responsibilities have been identified:

**As a patient, you have the right:**

1. To receive considerate care that is respectful of your personal beliefs, your cultural, and your spiritual values.
2. To have all things explained to you in terms that you can understand and to have any questions answered concerning your diagnosis, prognosis, and treatment.
3. To know what the diagnosis is; what your prognosis is; what treatment options are available to you; how risky the treatments are; and whether they will hurt, and for how long.
4. To have all the common side effects of a drug explained.
5. To know the contents of your medical records through interpretation by the provider.
6. To know who is interviewing and examining you.
7. To have explained to you ways that you can prevent your medical problem from recurring.
8. To refuse to be examined or treated by a health practitioner and to be informed of the consequence of such a decision.
9. To be assured of the confidential treatment of disclosures in your record and to have the opportunity to approve or refuse the release of such information, except when release of specific information is required by law or is necessary to safeguard you or the University community.
10. To be informed and asked whether you wish to participate in medical research that is being conducted at Health Services.
11. To participate in the consideration of ethical issues that arise in the provision of your care.
12. To receive care in a secure and private environment so that the treatment experience is positive and supportive.
13. To receive care in a timely and professional manner within available resources from a provider with whom you are comfortable.
14. To be heard when you have a concern regarding quality of care or patient safety with resolution by empowered staff or through submission of a formal Patient Care Survey or a more formal Incident Report to the Director and, if your concern is not answered, you may contact our accrediting body, The Joint Commission.
15. To designate a Partner in Care (surrogate) decision-maker to participate with you and the provider in care decisions and delivery.
16. To have information provided regarding the Health Services fee, insurance requirements, cost of treatment, and payment options;
17. To have appropriate assessment and management of pain.

**As a patient, you have the responsibility:**

1. To provide Health Services with information about past illnesses, hospitalizations, and medications.
2. To follow the plan of care or to express concern regarding your ability to comply.
3. To ask questions if you do not understand the directions or treatment being given to you by a provider.
4. To take responsibility for the outcome of your care if you have refused treatment.
5. To keep your appointment or to telephone Health Services, with reasonable notice, if you need to cancel.
6. To be respectful of others and others’ property while in Health Services facility;
7. To provide current and accurate insurance information to Health Services;
8. To be an active partner in arranging transition of care when no longer eligible for care (graduate or no longer a full-time student paying the health service fee) at URI Health Services. This includes arranging for recommended follow-up care and requesting copies of appropriate records be forwarded to a provider of your choice.
Regardless of health insurance, all students who pay the Health Services fee are eligible for services including:

- **FREE/Confidential** office visits with URI Health Services providers
- **FREE/Low cost** cold medicine (Ibuprofen, cough syrup, cold medicine, cough drops, etc.)
- **FREE** Ambulance/Emergency Transport Services (URI EMS)
- **FREE** Health education and prevention programs
- **FREE** Flu Clinic, Health Fairs

Same day appointments available! Prescriptions are provided at lowest possible cost and often no cost!

[health.uri.edu](http://health.uri.edu)

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