Welcome to Counseling, Health, and Wellness Services (CHWS) at Puget Sound. Our staff is here to help you stay healthy and productive while you are a member of our campus community.

Our mission statement:

*Counseling, Health, and Wellness Services helps University of Puget Sound students achieve their intellectual, social, and emotional potential by offering professional psychological and primary health care. These services are integrated, individualized, and aspire to the highest standards. CHWS facilitates student development by emphasizing prevention strategies in addition to the treatment of existing conditions and the provision of acute care. Consequently, students develop skills that foster lifelong health: the knowledge and confidence to be one’s own health care advocate and the ability to function effectively as an individual and as part of a community.*

Many Puget Sound students face the challenge of taking charge of their own health care for the first time. We understand and appreciate that challenge. We are here to partner with you; to help you become an educated health care consumer and an effective advocate for your own health care needs. The information in this brochure is offered to help you and your family get acquainted with our services.

Please call us at 253.879.1555, or come to CHWS during business hours to schedule an appointment.

Donn Marshall, Ph.D.                  Jenifer Gillis, P.A.-C.  
Director and Associate Dean of Students  Associate Director and Medical Coordinator
CHWS Appointments and Fees

CHWS medical services are provided by appointment. Since appointment times fill quickly, to access same-day care students should call for an appointment as early in the day as possible. In the event that an appointment is not available and urgent care is needed, or if attention for chronic medical conditions is necessary, students will be referred to local health care providers. During clinic hours students may ask to speak with the CHWS Consulting Nurse for advice and recommendations.

Students are charged a $20 per visit fee for most regular medical appointments in CHWS. During a visit students may incur additional charges for medications, vaccines, medical supplies, or lab tests. These are billed at reasonable rates. Additional fees are charged for routine physicals, women’s annual exams, and minor surgical procedures. Students may choose to charge fees to their campus accounts, and an itemized bill will be provided for insurance reimbursement. Please remember that failure to keep an appointment, or to cancel 24 hours prior to the appointment time, will result in a “no show charge” to a student’s account. Any off-campus health care costs, including transportation, emergency treatment, hospitalization, or care by community providers, are the student’s responsibility.

We are a multidisciplinary counseling and health service. Our medical providers may refer students to a CHWS therapist, psychiatrist, family practice physician, or registered dietician for collaborative care.

Puget Sound is concerned with the overall well-being of our students. In addition to the services available in CHWS, we expect every student to arrive on campus with adequate health insurance supporting treatment in the local area.

CHWS OFFICE STAFF:
Gail Lund, NCMA Medical Assistant/Front Office Manager
Emily Precht-Patterson, Student Services Specialist/Bookeeper
Nicole Moore, Student Services Specialist/Bookeeper

CHWS APPOINTMENTS:
253.879.1555

Counseling

At CHWS counseling is free and confidential. Specialized assessments (e.g., mandated substance abuse assessments) and meetings with a psychiatrist are available for a fee. Please remember that failure to keep an appointment will result in a “no show charge” to a student’s account.

We support students by listening carefully and mutually determining if brief psychotherapy at CHWS would be the best form of support or treatment. When long-term, more intensive, or more specialized mental health treatment is needed, we provide assistance by making referrals to community providers.

When treatment at CHWS is the right choice, we offer individual, couples, and group appointments, as well as walk-in hours for urgent concerns. Our psychologists, pre-doctoral interns, and practicum counselors bring a variety of theoretical approaches to their work with students.

Common issues for which we see students in counseling include anxiety, depression, sexual trauma, relationship or family issues, sexual/cultural/spiritual identity, disordered eating or body image, substance abuse, bereavement, and developmental transitions. Examples of groups we have offered are for eating disorders, grief, behavior change, mindfulness meditation, sexual minority support, and trauma recovery.

CHWS counseling staff members do not initiate contact with students on behalf of a parent or require a student to come for counseling. We are happy to serve as consultants and work with those concerned about a student on how to recommend counseling and access care.

CHWS COUNSELING STAFF:
Donn Marshall, Ph.D., Director and Chief Psychologist
Charee Boulter, Ph.D., Psychologist and Training Director
Chris Edwards, Psy.D., Psychologist and Substance Abuse Prevention Coordinator
Caitlin Wilpone-Jordan, M.A., Doctoral Psychology Intern
Shelly Nicol, M.S., Doctoral Psychology Intern
Paul Rizzo, M.A., Doctoral Psychology Intern

After-Hours Consulting Nurse

After-hours consulting nurse: 253.792.6300

CHWS maintains a contract to provide consultation and triage after hours for Puget Sound students. If you call this service, you will be asked to provide your student ID number. A summary of your consultation will be faxed to CHWS for inclusion in your medical record. CHWS staff may initiate a follow-up phone call on the next working day, depending on the nature of your consultation.

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After-Hours Mental Health Resources

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After-Hours Mental Health Resources

24-Hour Crisis Line for Psychological Emergencies: 800.576.7764
24-Hour YWCA Domestic Violence Hotline: 253.383.2593

Rebuilding Hope: The Sexual Assault Center of Pierce County: 253.474.7273
Health

Our clinicians meet many of the primary health care needs of Puget Sound students. Students with health concerns are evaluated, diagnosed, and treated. When necessary, referrals are made to off-campus providers. Health care is provided by three full-time physician assistants. A family practice physician is available six hours each week. A registered nurse is available for phone consultation, triage, and care of some health concerns. When medication is needed, CHWS has a small on-site pharmacy, or a prescription may be filled at a local pharmacy. If a student needs X-rays or other imaging tests, he or she is referred to a facility in the community. Laboratory fees are often incurred during a medical visit and are the patient’s responsibility. All CHWS fees can be charged to students’ accounts.

**Typical health issues include:**

- Abdominal pain
- Asthma
- Athletic injuries (sprains and strains)
- Birth control, pregnancy detection, and options counseling
- Burns, abrasions, cuts, and lacerations
- Colds, coughs, and flu
- Eating disorders
- Emergency contraception
- Eye, ear, nose, and throat problems
- Fever
- Headaches
- Immunizations
- Medication management
- Mental health issues
- Physical exams for sports, jobs, study abroad, and women’s health
- Rashes and skin problems
- Sexually transmitted infections
- Stomach (digestive) problems
- Travel consults
- Urinary tract infections
- Warts (all kinds)
- Vaginal and pelvic infections

**Wellness**

CHWS offers an environment where Puget Sound students learn about their bodies and health, develop leadership skills, and explore their identities. Wellness education, topical outreach workshops, and group leadership opportunities are offered. We place strong emphasis on prevention, wellness, and holistic health, which is evident in all of our services and programs.

**Typical wellness offerings include:**

- Safer sex information and STD testing
- Substance abuse prevention programs
- LGBTQ support
- Educational workshops on eating disorders, stress reduction, managing depression, sleep, self-esteem, and relationship skills
- Suicide-prevention programs

**CHWS HEALTH STAFF:**

- Jenifer Gillis, P.A.-C., Physician Assistant, Associate Director, and Medical Coordinator
- Colleen Carette, P.A.-C., Physician Assistant
- Melissa Glick, P.A.-C., Physician Assistant
- Michele Kaszewicz, CMA, Medical Assistant
- Michael Bateman, M.D., Board Certified with Diplomat Status in Family Medicine and Sports Medicine

**ATHLETES—Take note:** If you plan to participate in a sport while attending Puget Sound, a sports physical is required. Consult the athletic department website at loggerathletics.com/athletictraining/Student-Athlete_Medical_Forms for specific physical forms.
Health Insurance While Attending the University of Puget Sound

With the implementation of the Affordable Care Act all U.S. citizens are required to have health insurance. University of Puget Sound also requires all students to be enrolled in a health insurance plan that provides adequate coverage for medical needs here in Tacoma. Be aware that many policies, including those developed under the Affordable Care Act, attempt to reduce health care costs by limiting services to a regional network of approved providers. If you come to campus from outside our region you should consult with your insurer to be sure that your policy covers you while at college. In general, if you are covered by the health insurance policy of a parent, we recommend you maintain that policy.

**Note:** No insurance is required to be seen by a CHWS provider, but you will be responsible for covering costs associated with those services.

We encourage you to consider the following to determine if your current health insurance policy is adequate as you attend Puget Sound.

- Does your policy cover routine care and preventive care outside your service area?
- Does your policy specify that out-of-coverage-area care will be limited to emergency care provided in a hospital emergency room or a free-standing health clinic?
- Do you need to obtain prior authorization from your health insurer before you seek any care out of your normal health service area? Do you have any co-payments or a deductible?
- Can you be reimbursed for out-of-pocket expenses incurred at Counseling, Health, and Wellness Services?
- Do you need prior authorization for specialist referrals from your primary care provider at home? Will the cost of specialist care here be reimbursed at the same rate as if you were at home?
- Are laboratory, X-ray, and other diagnostic tests covered if ordered by practitioners outside your normal service area?
- Do you have a co-pay for prescription medications? What is the co-pay, and what does it cover with regard to brand name versus generic medications? Do you need to show a prescription card when you pick up medications from a pharmacy? Does your insurer offer a mail-order service for regularly used medications (such as asthma medicine) at a lower rate?
- Does your health insurer have a drug formulary and cover only certain medications?
- Do you have mental health coverage, and what is your mental health co-pay? Are you limited to a certain number of mental health visits per year?
- Does your home insurance company have a reciprocal agreement with an insurance company in the Puget Sound area? For example, if you have Kaiser Permanente insurance, you should be able to receive care at Tacoma-area Group Health Cooperative clinics. This may also apply to other insurers.
- Referrals off campus: Sometimes students need to see a health care provider more frequently than we can provide on campus, or they need specialty or intensive treatment. We offer a start to your research of community providers on our website.

Confidentiality

The confidentiality of your records at CHWS are protected by state and federal law. This means that information about your care is not released to a parent, spouse, friends, off-campus provider, or any university personnel without your signed consent. However, there are some limits to confidentiality that are required by law. For example, if you are assessed to be at imminent risk of harm to yourself or others, or if you disclose abuse of a child or vulnerable adult, your confidentiality may not be legally protected. If your records are subpoenaed by a court, we are required to comply.

We may receive inquiries from concerned family members regarding your condition. Please sign an authorization to release information if you would like us to be able to discuss your care with specific persons. If you have any questions or concerns about the confidentiality of your records, please discuss these with our staff when you are seen in CHWS.

Medical History and Immunization Form

The deadlines for returning the Confidential Medical History and Immunization Form are June 15, 2014, for fall 2014 enrollment and Jan. 5, 2015, for spring 2015 enrollment. Even if you receive the form after these deadlines, please return it prior to your arrival on campus.

The form is for you and/or your family to complete. This information is confidential and will be used strictly for medical purposes by Counseling, Health, and Wellness Services. Your form must be on file before CHWS providers can see you.

**MANDATORY IMMUNIZATION**

Before registering for classes, it is required that all newly enrolling students have either:

- Two Rubeola, one Rubella, and one mumps immunization, or
- Two MMRs (measles, mumps, and Rubella).

You must obtain health care provider verification of your immunization status or provide copies of official documentation, such as pediatric, school, military, or travel records to prove immunity. This may be documented by your health care provider on the form, or copies of records may be attached to the form for our staff to screen and record.

A current Tetanus (Tdap with Pertussis) booster is also recommended. Another vaccine you might wish to consider is the meningococcal vaccine. The university, along with the American College Health Association, recommends that college students consider getting this vaccination to reduce the risk of this potentially fatal disease. Please consult with your private health care provider about immunizations before you arrive on campus.

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