Welcome to Clemson University and to Student Health Services! We are so happy you are joining the Clemson Family. This presentation will give you an overview of the services we provide. If you have additional questions, please visit our website for more details or reach out to our staff, who are always happy to help!
Before we get started, we would like to acknowledge the COVID-19 emergency. Our first priority remains the health and well-being of our students, employees and community members. In light of that, it has been necessary to modify our operations to address the challenges of this pandemic.

Because this is a continually evolving situation, please check our website for any updates or modifications to our services. The presentation that follows will cover our services as they are offered during normal, non-COVID-19 operations.
At Redfern Health Center, our mission is to provide quality medical and mental health care, public health leadership, and initiatives that enhance the academic success of our students and promote health, safety and well-being of the campus community.
We have three divisions that work collaboratively to provide innovative and integrated health care. Our Medical, Counseling and Psychological Services, and Healthy Campus staff provide outstanding care to our students.
We are guided by the highest standards of care for college health and base our processes on the concept of continuous improvement. We are proud to be accredited by The Joint Commission, which means we have the highest standards for patient safety and quality of care.
Redfern Health Center is open on Monday, Tuesday, Thursday, and Friday from 8 a.m. to 5 p.m. On Wednesdays, we are open from 9 a.m. to 5 p.m.

We close at 4:30 p.m. during summer and semester breaks and are closed on all University holidays.
There are several ways to be seen for appointments. You may schedule online through the MyHealth-e portal, call the appointment line at 864-656-1541, or walk-in for urgent care, where you will be seen through the Nurses’ Clinic.

For Counseling and Psychological Services appointments, you may call the direct appointment line at 864-656-2451 or utilize the CAPS CU Now Walk-in Clinic for an initial assessment on Monday through Friday from 10 a.m. to 2:30 p.m.
Parking on campus can be a challenge. We want you to be able to access services as easily as possible, which is why we’ve worked with Parking Services to have spaces right in front of our building designated for patients/clients only. Here is what you need to know:

• You must have a valid Clemson parking permit or get a one-day pass from Parking Services
• Make sure you get the number of the space you park in and then give that number to the person at the Redfern Health Center Information Desk
If there aren’t any Redfern parking spaces available, you may:

• Get a parking pass at the Redfern Information Desk to park in any vacant employee space (except for handicap, service vehicles and carpool spaces) or
• You may always park in any vacant metered space. There is no pass required for this, you just have to follow the meter rules!
MyHealth-e is our secure, online health portal. In MyHealth-e, you can:

- Schedule and cancel appointments
- Upload insurance cards and immunization records
- Sign up for text message appointment reminders
- Communicate with certain providers and staff through secure messages
- Complete online questionnaires, forms and surveys
- View and print bills
- Pay for outstanding balances through Clemson University Marketplace
- Update profile

When you communicate through MyHealth-e, you will receive an email at your Clemson email address letting you know you need to check your secure messages in the MyHealth-e portal.
We are proud to offer an array of medical services to meet your primary health care needs, including our:
- Medical Clinic
- Nurses’ Clinic
- Laboratory
- Radiology
- Pharmacy
- Women’s Health Clinic
- Allergy/Immunization Clinic
- Sports Medicine Clinic
- Travel Clinic
Most problem visit charges at Redfern Health Center are covered by the health fee. We do charge for physical exams including Women’s Annual physical exams and pre-participation sports physicals. We also charge for laboratory, radiology, procedures and psychiatry.
Clemson University provides a comprehensive Student Health Insurance Plan (SHIP) for which we are an in-network provider. Claims are filed in-house.

Health insurance is **REQUIRED** for the following students who are considered **Mandatory Students**:

- Graduate students enrolled in nine or more credit hours on the main campus in Clemson
- Graduate students classified as graduate assistants (GAs) at all campus locations (GAs receive a per-semester student insurance subsidy when enrolled in the SHIP)
- All F-1 and J-1 international students

If you fall into one of these categories, you are charged for the SHIP on your bill in iROAR. Please activate your enrollment. You may **submit a waiver** if you have alternate insurance coverage that meets University requirements.

If you do **not** fall into one of these categories and are **not** charged for the SHIP on your bill in iROAR, you can still enroll in the SHIP as a **Voluntary Student** during open enrollment periods.

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**FOR GRADS AND INTERNATIONAL STUDENTS:**

Clemson University provides a comprehensive Student Health Insurance Plan (SHIP) for which we are an in-network provider. Claims are filed in-house.

Health insurance is **REQUIRED** for the following students who are considered Mandatory Enrollees:

- Graduate students enrolled in nine or more credit hours on the main campus in Clemson
- Graduate students classified as graduate assistants (GAs) at any campus location (GAs receive a per-semester student insurance subsidy when enrolled in the SHIP)
- All F-1 and J-1 international students

Students who fall into one of these categories are charged for the SHIP with tuition and fees in iROAR. To complete the health insurance process, please activate your enrollment. You may submit a waiver if you have alternate insurance coverage that meets university requirements.

Students who do not fall into one of these categories and are not charged for
the SHIP with tuition and fees in iROAR, may enroll in the Student Health Insurance Plan as a Voluntary Student during Open Enrollment periods.
INSURANCE AND BILLING

ACTIVATE ENROLLMENT (SHIP):

If you are considered to be a Mandatory Student (students required to have health insurance and are charged for the SHIP on their bill in iROAR) and you do not submit a waiver, you must complete the steps below to activate your enrollment. This can only be done during the open enrollment period.

1. Register for classes and wait 48 hours.
2. When it’s been 48 hours since you registered for classes, visit clemson.myahpcare.com and click on “Enrollment” in the top navigation.
3. Click on the link for "Mandatory Students" and follow the steps.

FOR GRADS AND INTERNATIONAL STUDENTS:

To activate enrollment, Mandatory Students who have been charged for the SHIP with tuition and fees should:

1. Register for classes and wait 48 hours.
2. Then, visit clemson.myahpcare.com and click on “Enrollment” in the top navigation.
3. Click on the link for "Mandatory Students" and follow the steps.

Students must complete enrollment in the fall and spring semesters. Spring coverage includes coverage for the summer.

Students may also enroll spouses and/or dependents on the website for an additional premium.
INSURANCE AND BILLING

COMMERCIAL INSURANCE:

If you have alternate insurance coverage, you must submit a waiver each semester.

We courtesy file as an out-of-network provider for many commercial medical insurance plans. Insurance cards can be uploaded to MyHealth-e.

FOR GRADS AND INTERNATIONAL STUDENTS:

Students who have alternate insurance coverage must submit a waiver each semester that insurance is charged.

Student Health Services will courtesy file as an out-of-network provider for most commercial medical insurance plans. Insurance cards can be uploaded to MyHealth-e so we have your information on file.
FOR GRADS AND INTERNATIONAL STUDENTS:

Please know that some plans will not reimburse for out-of-network services. You are responsible for any charges not paid by your insurance.

Students will incur No Show Fees for missed appointments and Late Cancellation Fees for Counseling and Psychological Services (CAPS) and psychiatry appointments not cancelled by 11:59 p.m. the day prior to scheduled appointments.
INSURANCE AND BILLING

COMMERCIAL INSURANCE:

• Students are billed for any amount due after insurance has processed.
  • Students will receive monthly reminders about Redfern outstanding balances through secure messages in MyHealth-e.
  • Balances can be paid online through MyHealth-e and CU Marketplace.
  • View itemized billing statements under the Account Summary section in MyHealth-e.

FOR GRADS AND INTERNATIONAL STUDENTS:

Students are billed for any amount due after insurance has processed. Students will receive monthly secure message billing reminders via the MyHealth-e web portal for any outstanding balances.

Balances can be paid online through MyHealth-e and CU Marketplace.

Itemized bills can be viewed and printed under the Account Summary section of MyHealth-e. Balances not paid by the end of the semester will be turned over to the next tuition and fees bill.
FOR GRADS AND INTERNATIONAL STUDENTS:

Insurance is complicated. If you have questions, please contact the Insurance and Billing office at Redfern Health Center with any questions or concerns. Just call 864-656-3561 or email redfern@clemson.edu. They are happy to help!

Learn more at clemson.edu/studenthealth/new-students
PHARMACY

Full-service pharmacy conveniently located inside Redfern Health Center

- Professional pharmacy staff readily available to answer questions regarding prescription processing, medication therapy, and over-the-counter recommendations

- Fills prescriptions from both Redfern Health Center and off-campus medical providers with text notifications and web app refill

- Offers a variety of over-the-counter products to help with common medical conditions at competitive prices

Our pharmacy team is dedicated to meeting your health care needs. We fill prescriptions written by Redfern and off-campus providers, and we offer a great variety of over-the-counter medications at very competitive prices. We are a fantastic resource for medication questions and recommendations.
PHARMACY

- Accepts most major insurance plans and files as an in-network provider
- Staff available to assist students with insurance billing issues, copays and formularies

Being within a health care center, we understand the student health population and offer customized service to meet students’ individual needs. As an in-network provider with most insurance companies, we offer competitive prices, and we will assist you in finding the lowest cost for your medications.
To ensure the safety of our campus, we have a drug take back box for disposal of expired or unused medications.

We also offer flu shots with no appointment necessary!

Don’t forget to submit your pharmacy insurance information prior to your arrival on campus. You may do so by visiting to the new student webpage, clicking Pharmacy Insurance, and submitting the online form. While there, you can also request any of your active prescriptions be transferred to us so that we may better serve your medication needs.
One thing students and families always have questions about is our immunization requirements.

All students are required to:

1. Complete the Student Immunization Forms or obtain a verified copy of your immunization record
   • Upload completed documents and enter immunization dates in MyHealth-e
2. Complete the Tuberculosis Risk Assessment Questionnaire in MyHealth-e
   • Submit by July 1
   • Learn more at clemson.edu/studenthealth/new-students

Make sure you have these tasks completed by July 1!

If you have questions, or want to learn more, visit our New Students web page.
College life is often a time of transition and challenge. Students face these developmental changes by tapping into their internal resources, family, friends and mentors. In some cases, help is needed from trained professionals.
Counseling and Psychological Services, or CAPS, provides a safe and confidential environment for students to address their concerns. Mental well-being, just like physical health, is necessary for students to meet their academic and life goals.
Students most often seek care for anxiety, stress, depression, loneliness, relationship difficulties, eating concerns and questions about identity. The staff at CAPS are committed to facilitating students’ personal growth and well-being while celebrating individual differences.
Care options, along the stepped care continuum, may include assisting students with adjusting to the university community, accessing self-help resources, participating in skills-building workshops, online treatments or individual counseling. Group therapy is often the optimal form of intervention given that many of the issues students encounter occur in social settings. It follows that working out these issues in a therapeutic social environment facilitates growth. CAPS offers both general and specific-theme groups as well as groups that focus on learning effective skills for living. Family and couples counseling is also provided.
Therapy Assistance Online, or TAO, is a program that provides access to therapy anytime, anywhere!

TAO is an online suite of tools meant to teach life skills, build resilience and encourage positive growth. TAO’s educational modules are comprised of brief, interactive videos that give you basic information and challenge you to increase your understanding of your thoughts, feelings and actions. The modules address issues that students often encounter, such as depression, anxiety, relationships, communication, chronic pain, and alcohol and/or drug use.

When working the TAO modules with the help of your counselor, you schedule a brief videoconference session to monitor progress and stay motivated. However, the work is done by the student in the platform. It’s ideal for busy students!

Students can access TAO on their smartphone, tablet or computer and complete the treatments on their own. Search for the “TAO Mobile” in the app store.
For a completely independent experience, students can self-enroll and have evidence-based treatments for their struggles at their fingertips. TAO also has a Mindfulness Library that has multiple relaxation videos and other helpful resources. For the sign-up link, visit the CAPS website: clemson.edu/caps
CAPS offers two ways to initiate services:

You may access care by first going through a phone screening. Students can contact CAPS at 864-656-2451 to schedule an intake phone screening appointment with a clinician. During this call, a clinician will gather brief information and schedule an individual assessment.

You may also use the Walk-in clinic. Students who use the Walk-in clinic are seen on a first-come, first-served basis, Monday-Friday from 10 a.m.-2:30 p.m. Students complete basic forms and are scheduled for an individual assessment.

The assessment allows for understanding of the student’s strengths, presenting needs and expectations for treatment. CAPS utilizes a stepped-care model that orders care options along a continuum. Students enter care at the lowest level of intensity needed. Students may then step up or down to address their needs.

Additionally, emergency after-hours counseling is available by calling the Clemson University Police Department at 864-656-2222 and asking for the
CAPS counselor on call.
The goal of Healthy Campus is for Clemson University to be a national model of health, safety and sustainability, and for our students to experience a way of life at Clemson University that contributes to their lifelong health and well-being. We achieve this by providing exemplary:

- **Leadership and advocacy for public health policies and structures intended to improve health**
- **Engaged learning activities – creative inquiry teams, internships, class projects, mindfulness and well-being short courses**
- **Partnerships and networks of collaborators to achieve Healthy Campus objectives**
- **Population-level interventions**

[healthy campus]

clemson.edu/healthy-campus

The goal of Healthy Campus is for Clemson University to be a national model of health, safety and sustainability, and for students to experience a way of life at Clemson University that contributes to their lifelong health and well-being. Healthy Campus achieves this by providing exemplary:

- Leadership and advocacy for public health policies and structures intended to improve health,
- Engaged learning activities, including creative inquiry teams, internships, class projects, and mindfulness and wellbeing short courses,
- Partnerships and networks of collaborators to achieve Healthy Campus objectives,
- And population-level interventions.
Healthy Campus is constantly looking for new ways to foster well-being on our campus. We provide in-person and virtual trainings on a variety of topics. You may request a program for a class or student organization or attend one of our workshops either in person or virtually. We offer one-hour sessions on all the topics listed here.

Our website and monthly newsletter, Student Health 101, also include great information on all the topics listed here.
We also offer these additional in-depth courses that students are either required to complete, or self-enroll based on interest.
Aspire to Be Well is a well-being session that is part of the CU1000 course requirement. This peer-facilitated dialogue focuses on overall well-being, alcohol and other drug misuse prevention, mental health and suicide prevention, and interpersonal violence prevention, with an emphasis on bystander intervention.
AlcoholEDU is also required for new undergraduate students. In this online educational activity, students learn about the mental and physical effects of alcohol, prepare to be active bystanders, and review state laws and University policies related to alcohol use. AlcoholEdu must be completed as part of Orientation.
The Tigers Together Advocacy Training is a 90-minute workshop that equips faculty, staff and students to be the bridge between a student at-risk for suicide and the mental health professional help they need.
Wellness Wednesdays are virtual sessions where participants will learn how to take care of their well-being in bite-sized, 30-minute segments! Wellness Wednesdays cover a variety of topics, from physical fitness, loneliness, resilience and more!
Empathy Workshops are three, one-hour sessions where students, faculty and staff can develop skills to understand empathy in our world, to practice self-empathy as a form of self-care and to extend empathy to others. These workshop style sessions provide space for dialogue, personal reflection, and mindfulness activities.
Koru Mindfulness is a 4-week evidence-based program specifically designed for teaching mindfulness and meditation as a way to manage stress and reduce anxiety. Students will learn specific skills that help calm and focus the mind, including breathing exercises, guided imagery, body scan and more.

Visit clemson.edu/healthy-campus to learn more!
Visit our website to learn more about all the services we provide, along with information on a variety of health and well-being topics. Make sure you visit the New Students web page. It has a check list of all the things you need to do and will help answer any questions you may have.

Also, keep a lookout for the Student Health 101 newsletter that will arrive via email each month. This is a great resource for all sorts of health and well-being issues pertinent to college students. You can enter to win great prizes, too!
The best way to get the most up-to-date information is by visiting our website. If you have more detailed questions or would prefer to speak by phone, please give us a call! Here is a quick reference of some of our most important phone numbers. For a complete directory, please visit our website.
Follow us on social media to keep you with the latest information related to health and well-being.
IMPORTANT TAKE-AWAYS FOR NEW STUDENTS

Visit clemson.edu/studenthealth/new-students

- IMMUNIZATION REQUIREMENTS: DUE JULY 1
  1. Complete Student Immunization Forms or obtain a verified copy of your immunization record
     ➜ Upload completed documents and enter immunization dates in MyHealth-e
  2. Complete the Tuberculosis Risk Assessment Questionnaire in MyHealth-e

- MEDICAL INSURANCE:
  • Courtesy file as an out-of-network provider for most commercial medical insurance plans
  • Upload insurance cards to MyHealth-e

- PHARMACY INSURANCE:
  • File as in-network for most pharmacy insurance plans
  • Submit pharmacy insurance card information (online form)
  • Request any prescriptions be transferred to Redfern (online form)

Here is a check-list for you to make sure you get everything set up for your success!
Thank you for watching this presentation! This video and the information presented can be found on our website, clemson.edu/studenthealth, particularly the New Student web page: just click on "New Students" or go directly to clemson.edu/studenthealth/new-students.