COVID-19 EMERGENCY
Student Health Services (SHS) is committed to supporting the health care needs of all Clemson students during the COVID-19 crisis. Therefore, our normal operations outlined here are subject to modification throughout the duration of this pandemic. Students can monitor the changing conditions by checking the regular updates on our website: clemson.edu/studenthealth.

QUALITY HEALTH CARE
SHS is an integrated, outpatient organization comprised of three divisions: Medical Services, Counseling and Psychological Services (CAPS) and Healthy Campus. SHS is one of 17 student health centers in the United States accredited by The Joint Commission. This recognition speaks to our commitment to quality patient care and safety. Other recognitions include accreditations by the American Psychological Association for our doctoral internship program and the Commission on Office Laboratory Accreditation for our laboratory.

WHO WE SERVE
SHS serves all students and their spouses, exchange visitors, visiting scholars and visitors on campus and includes limited services for University employees.

DIVERSITY COMMITMENT
SHS is committed to providing an environment that welcomes and promotes diversity in its broadest sense. The ethics and standards of our professional practice compel us to affirm the dignity and worth of each individual regardless of race, ethnicity, religion, sex, gender identity, gender expression, sexual orientation, genetic information, national origin, age, disability or veteran status.

TRANSLATION SERVICES
SHS offers translation services for more than 200 languages, including American Sign Language.

HEALTH CARE TEAM
SHS has more than 90 committed staff members:
- Board-certified physicians
- Board-certified nurse practitioners
- Board-certified psychiatrists
- Licensed psychologists
- Licensed counselors
- Health educators
- Registered nurses
- Medical assistants
- Registered pharmacists
- Certified pharmacy technicians
- Radiologic technologists
- Laboratory technologists

PATIENT/CLIENT INVOLVEMENT
SHS encourages patients to actively participate in their care by communicating directly with our providers through the following ways:
- MyHealth-e, patient/client web portal
- Customer satisfaction surveys
- The Consumer Health Advisory Board

PATIENT/CLIENT WEB PORTAL
The web portal, MyHealth-e, is available to patients/clients at Clemson University. Patients/clients can access MyHealth-e at clemson.edu/studenthealth. This portal allows patients/clients to manage their account online in the following ways:
- 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 outstanding balances through Clemson University Marketplace
• Update profile

HEALTH INFORMATION
The health information staff is available to answer questions concerning medical clearance and/or release of information. All medical and psychological records are strictly confidential and cannot be released without the written consent of the patient with a few exceptions under the law. For medical clearance and authorization for release of information forms, visit clemson.edu/studenthealth.

HEALTH FEE COVERAGE
University policy requires all students registered for six or more credit hours (three hours during each summer term) on the main campus pay the University health fee. Other students may choose to pay the health fee or use SHS on a fee-for-service basis. The health fee supports all SHS visits and includes a variety of services:
• Professional services of physicians, nurse practitioners, nurses and health promotion professionals at no additional cost
• Counseling and Psychological Services (individual, couples and group sessions, workshops, online treatment programs, case management, crisis intervention and emergency services) on call 24/7
• After-hours nurse line: 864-656-2233 (select option two for a registered nurse)
• MUSC Health Virtual Urgent Care available 24/7 and free for Clemson University and Bridge to Clemson students
• Health and wellness promotion and prevention programs, presentations and resources from Healthy Campus
• Surveillance and reporting of infectious disease threats
• Emergency planning and response
• Campus public health policy consultation

Pharmaceuticals, immunizations, laboratory and X-ray services, psychiatry, procedures and physical exams are not covered under the health fee.

STUDENT INSURANCE
A Student Health Insurance Plan is available at competitive premiums. Most graduate students and all international students are required to have health insurance. To see the benefits and enroll online, visit clemson.edu/studenthealth.

PAYMENT AND INSURANCE BILLING
Students paying the health fee are not charged for office visits. Students will incur charges for pharmaceuticals, immunizations, psychiatry, procedures, physical exams, and laboratory and X-ray services. SHS courtesy files as an out-of-network provider for many medical insurance plans, and the pharmacy files as in-network for most pharmacy insurance plans. Insurance cards may be presented at registration or uploaded to MyHealth-e. Patients will receive bills via secure messages in MyHealth-e for any balances due, and statements are available for review under the Account.
Summary section in MyHealth-e. Patients may pay at Redfern with cash, personal check, HSA, TigerStripe, Visa, MasterCard, Discover, American Express or Apple Pay. Students can also pay online through Clemson University Marketplace. Unpaid balances will be placed on the student’s University account near the end of each semester. Patients may also request an itemized receipt to self-file insurance.

FEES FOR MISSED APPOINTMENTS AND LATE CANCELLATIONS
SHS charges a fee for missed appointments. Charges vary by visit type. Missed appointments with the psychiatrist incur the same charge as the visit type.

A late cancellation fee will apply to CAPS/psychiatry appointments not cancelled by 11:59 p.m. the day prior to the scheduled appointment.

CLASS ABSENCE
Excuses for missed classes are not issued. The walkout statement may serve as proof of visit. This will be given at the check-out station upon request. Students may send electronic notification of a class absence to professors through the Notification of Absence form online at noa.app.clemson.edu. If you are unable to report the absence electronically, please contact the Office of Advocacy and Success at 864-656-0935 for additional assistance and guidance.

PATIENT RIGHTS AND RESPONSIBILITIES
SHS provides services that are founded on and respectful of the rights and responsibilities of our patients, which are listed below. A complete list is available at clemson.edu/studenthealth.

RIGHTS
• Treatment without discrimination based on race, ethnicity, religion, sex, gender identity, gender expression, sexual orientation, genetic information, national origin, age, disability or veteran status
• Considerate and respectful care
• Participation in treatment decisions
• A tobacco-free environment
• A safe environment free from mental, physical, sexual and verbal abuse and neglect and exploitation by staff, students and visitors
• Reporting of concerns about patient care and safety (if concerns are not resolved by the SHS director of nursing, director of CAPS, director of administrative services or executive director, patient may contact The Joint Commission at jointcommission.org/report_a_complaint.aspx)

RESPONSIBILITIES
• Provide accurate information on complaints including pain, past illnesses, hospitalizations, medications and psychological treatment
• Keep appointments (no-show fees will apply; late cancellation fees will apply to CAPS/psychiatry appointments)
• Follow treatment plan
• Meet any financial obligation for care, treatment or services rendered by SHS
MEDICAL SERVICES
SHS provides ambulatory care for illness and injury, pharmacy, lab, X-ray and specialty services, including women’s health, sports medicine, allergy and immunization, and travel clinics. There are several ways patients can improve their health care experience and access to treatment. Patients are encouraged to schedule appointments with a physician or nurse practitioner by visiting the MyHealth-e web portal or calling the appointment line. Visits can be in person or virtual. Patients should arrive 15 minutes prior to their scheduled appointment; appointments will be rescheduled if patients arrive late. Urgent problems may be seen without an appointment through the nurses’ clinic until 4:30 p.m. daily. Patients are assessed by a registered nurse who provides treatment or makes an immediate, same-day or next-day referral to a physician or nurse practitioner.

SPORTS MEDICINE CLINIC
The SHS Sports Medicine specialists, in partnership with AnMed’s Sports Medicine Fellowship, evaluate, diagnose and treat a variety of injuries sustained by elite and recreational athletes as well as nonathletes. The Sports Medicine specialists treat acute and chronic injuries, which may include splinting or bracing, casting and rehabilitation recommendations. Referrals to specialists are made as needed.

ALLERGY AND IMMUNIZATION CLINIC
Allergy injections are administered by registered nurses as prescribed by the patient’s allergist. Various immunizations are also available by appointment.

TRAVEL CLINIC
Travel consultations are available to those planning to travel abroad. Required and recommended vaccines are given along with customized health and safety information based on travel destination(s). Appointments can be made online through MyHealth-e.

WOMEN’S CLINIC
The Women’s Clinic (available to students and spouses year-round) specializes in comprehensive and confidential women’s health care. A board certified obstetrician/gynecologist, nurse practitioners and registered nurses provide a variety of services, including annual exams and Pap smears, sexually transmitted disease testing, contraceptive management, breast health issues, and menstruation and pelvic pain problems. SHS also works closely with University resources to provide support for survivors of relationship and sexual violence.
PHARMACY
The Redfern Health Center Pharmacy’s professional staff are able to:

- Assist any Clemson student, spouse of student or employee with prescription or medication needs
- Fill prescriptions prescribed by our health center providers and/or outside providers, located in-state or out-of-state
- Accept paper, phoned-in, faxed or electronically sent prescriptions
- Administer flu vaccines
- Help answer any questions or concerns regarding all pharmacy needs. Visit clemson.edu/studenthealth and click on “Pharmacy” for the following services:
  - Pharmacy insurance and prescription transfers
  - Prescription refills:
    - Phone: 864-656-3562; Fax: 864-656-2500
    - Online: cornerdrugstore.com
    - Mobile App (24/7): Mobilrix in the Apple App Store or Google Play
  - Over-the-counter medications available for purchase online or by calling the pharmacy (option zero).
  - Drug Take-Back Box available for disposal of medications.

LABORATORY AND X-RAY SERVICES
Registered and licensed technologists perform routine diagnostic testing and procedures ordered by SHS providers and outside physicians.

PHYSICAL EXAMINATIONS
Pre-employment, annual gynecological, pre-participation (sports, ROTC) and routine physical exams are available.

SHORT STAY OR OBSERVATION
Registered nurses monitor and assist patients requiring extended observation or administration of IV fluids.

COUNSELING AND PSYCHOLOGICAL SERVICES
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 (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 is committed to facilitating students’ personal growth and well-being while celebrating individual differences.

CAPS operates on a short-term model as an outpatient center; students in need of intensive services will be referred to an outside provider.
ACCESS TO SERVICES
Students seeking services should call CAPS reception at 864-656-2451 during business hours (8 a.m.-4:30 p.m.). Counselors will be available to conduct a brief phone screen to determine the best way to serve students’ needs. During this phone screen, students in need of assessment for services can be scheduled for an intake appointment. Students complete basic forms before engaging with a counselor to understand the presenting concern and students' expectations for treatment. Based on this collaboration, counselors make recommendations for treatment that best meets the student’s needs.

COUNSELING
Care options, along the stepped-care continuum, may include assisting the student to adjust 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 since 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**
**THERAPY ANYTIME, ANYWHERE!**
Therapy Assistance Online (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 videos, interactive games and mindfulness exercises meant to help students recognize and confront negative thoughts and behaviors. Specifically, the modules help students struggling with depression, anxiety, relationships, communication, chronic pain, and alcohol and/or drug use. Students can access TAO on their smartphone, tablet or computer and complete the treatments on their own. If a CAPS counselor assigns TAO, a 10- to 15-minute weekly videoconferencing appointment is scheduled to monitor progress. However, the student can also self-enroll with their Clemson University student email. The Mindfulness Library has a wealth of resources on various topics of interest to students. For the sign-up link, visit clemson.edu/caps or search for “TAO Mobile” in the app store.

**MOOD AND ANXIETY MANAGEMENT SERVICES**
These programs treat symptoms from a holistic perspective with creative approaches, including web-based resources. Given there is often an overlap between anxiety and depression, these programs offer the well-received Tranquility Workshops. This four-week series focuses on increasing self-understanding and self-acceptance while challenging participants to recognize anxiety, stress, depression and increase effective coping.

**RELATIONSHIP AND SEXUAL VIOLENCE SERVICES**
CU-CARES is a program that serves survivors of trauma in both individual and group counseling. Survivors often benefit from providing and receiving support. CU-CARES also provides educational programming to bring attention to healthy relationships for all students.

**ALCOHOL AND OTHER DRUGS**
The Assessment, Choices, Transitions and Training (ACTT) program assists students with issues resulting from the misuse of alcohol and/or other drugs. ACTT accepts referrals from legal and judicial systems, faculty, staff and family as well as self-referrals. ACTT aims to increase understanding of risk factors associated with both legal and illegal use of alcohol and/or other drugs and promotes responsible decision-making.

**EATING DISORDERS PROGRAM**
This program encourages addressing eating concerns through a multidisciplinary approach, which is necessary to address psychological, medical and nutritional perspectives. SHS provides medical and psychological treatment
to students struggling with their relationship to food, along with a referral to a dietician specializing in the treatment of disordered eating. Body positivity is at the core of our model, and students are empowered to value their unique identities as well as make peace with their bodies.

**DIALECTICAL BEHAVIOR THERAPY**
Dialetical Behavior Therapy (DBT) is the most intense program at CAPS involving one and a half hours of a skills class, and one hour of individual therapy for a total of two and a half hours per week. The program is semester-long, covering four areas of exploration: Mindfulness, Emotion Regulation, Distress Tolerance and Interpersonal Effectiveness. This is a very effective program for students wanting to improve their experience and management of emotions.

**PSYCHIATRIC SERVICES**
Psychiatric consultation is available to evaluate and manage the medication needs of clients. Students have access to an in-person psychiatrist or telepsychiatry, seeing a Medical University of South Carolina psychiatrist. Fees for missed appointments and late cancellations will apply.

**CONSULTATION AND OUTREACH**
CAPS counselors offer a variety of outreach services throughout the academic year and upon request. Services include presentations on mental health issues, skills-building workshops and crisis debriefings. CAPS also provides consultation services to assist students, faculty and staff members with projects or specific situations where the advice of a mental health professional may be helpful.

**CAPS ON CALL**
For psychological emergencies, counselors are available for crisis assistance and consultation 24/7. After hours and on weekends, a CAPS counselor can be reached by calling the Clemson University Police Department at 864-656-2222 and asking for the on-call counselor.
SERVICES TO STUDENT ATHLETES
Recognizing the special needs of student athletes, CAPS in partnership with the Athletic Department has embedded psychologists in the Nieri Student-Athlete Enrichment Center. Although the emphasis is on improving mental wellness, performance enhancement is a corresponding outcome.

SERVICES TO STUDENT VETERANS
CAPS has an established, collaborative relationship with Military & Veteran Engagement that serves student veterans. CAPS supports student veterans by providing counseling services as well as facilitates referrals and connects students with various resources on campus.

TRAINING PROGRAMS
CAPS is home to a doctoral internship program accredited by the American Psychological Association. This program provides a capstone experience for students in counseling and clinical psychology doctoral programs. CAPS also provides a counseling internship experience for master’s counselors-in-training. Both training programs provide services under direct supervision. Undergraduate internships offer an introduction to the mental health service delivery system.
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 and structures intended to improve health
- Engaged learning activities — creative inquiry teams, internships, class projects, and mindfulness and well-being short courses
- Partnerships and networks of collaborators to achieve Healthy Campus objectives
- Population-level interventions

Healthy Campus coordinates Aspire to Be Well, a peer-led health, safety and resiliency-focused dialog presented by Healthy Campus student facilitators. This 90-minute dialog covers areas key to maintaining a healthy and safe lifestyle, including overall well-being and resilience, alcohol and other drug misuse prevention, mental health and suicide prevention, and interpersonal violence prevention, while focusing on bystander intervention and campus resources.

Healthy Campus administers AlcoholEdu for all new students to Clemson University. 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.

Presentations and information focused on the following areas are available by request, either in-person or virtually: alcohol and other drugs, anxiety, body image, building social connections, depression, eating disorders, empathy, interpersonal violence, mental health, mindfulness, nutrition, resilience, safety on social media, sexual health, sleep, stress, suicide, sustainability, tobacco and other health-related topics.
**AFTER-HOURS AND EMERGENCY CARE**

- After-hours medical emergencies call 911
- After-hours psychological emergencies call 864-656-2222 for a CAPS on-call counselor
- After-hours nurse line call 864-656-2233 (select option two for a registered nurse)
- The University ambulance, staffed by licensed Emergency Medical Technicians (EMTs), transports medical emergencies 24/7. Students must pay for ambulance transportation (private rates apply).

The following is a listing of local facilities and virtual options for after-hours physician care at the student’s expense (exception: MUSC Health Virtual Urgent Care is free for Clemson University and Bridge to Clemson students physically present in the state of South Carolina). Students are also encouraged to visit their insurance company’s website to determine other options that may be available depending on location and insurance plan.

**VIRTUAL HEALTH CARE**

**MUSC Health Virtual Urgent Care:**
(Accessible 24/7 and free for Clemson University and Bridge to Clemson students physically present in the state of South Carolina)

- [musc.care](http://musc.care)
- [Prisma Health: prismahealth.org/virtual-visit](http://prismahealth.org/virtual-visit)
- [AnMed Health: anmedhealth.org/E-Visits](http://anmedhealth.org/E-Visits)

**URGENT CARE CENTERS**

- **AFC Urgent Care Clemson:** 864-319-0850
- **CareConnect Clemson:** 864-512-2228
- **CareConnect Anderson:** 864-512-2228
- **Medi Urgent Care Seneca:** 864-882-1420

**EMERGENCY ROOMS**

- **Prisma Health Oconee**
  - Memorial Hospital Seneca: 864-482-3100
- **AnMed Health Anderson:** 864-512-1000
- **Prisma Health Baptist**
  - Easley Hospital: 864-442-7200
- **Prisma Health Greenville**
  - Memorial Hospital (main campus): 864-455-7000
  - Bon Secours St. Francis Hospital Greenville: 864-255-1000
  - Bon Secours St. Francis Eastside Greenville: 864-675-4000

**EMERGENCY TELEPHONE NUMBERS**

- Emergency: .................................................. 911
- Student Health Services: .............. 864-656-2233
- Student Health Services Fax: .......... 864-656-0760
- Appointment Line: ................................. 864-656-1541
- Nurse Line (after hours): ............... 864-656-2233
- Lab: .......................................................... 864-656-3566
- Radiology: .............................................. 864-656-3572
- Pharmacy: .............................................. 864-656-3562
- Pharmacy Fax: ................................. 864-656-2500
- Women’s Clinic: ......................... 864-656-1541
- Counseling and Psychological Services: 864-656-2451
- Counseling and Psychological Services (after hours; ask for on-call counselor), CUPD: 864-656-2222
- Healthy Campus: ......................... 864-656-5002
- Student Insurance: ...................... 864-656-3561
- Health Information: ...................... 864-656-2234

**LOCATION**

The Redfern Health Center (RHC) building is located at 735 McMillan Road across the street from the Hendrix Student Center. Parking is available in front of the building. A valid
Clemson parking permit or one-day pass from Parking Services is required. Patients/clients look at their space number and inform the Redfern information desk to validate parking.

**HOURS OF OPERATION**

- Monday  8 a.m.-4:30 p.m.
- Tuesday  8 a.m.-4:30 p.m.
- Wednesday 9 a.m.-4:30 p.m.
- Thursday  8 a.m.-4:30 p.m.
- Friday   8 a.m.-4:30 p.m.

*(Closed on University Holidays)*

**MISSION STATEMENT**

Our mission is to strengthen Clemson University by providing quality medical and mental health care, public health leadership and initiatives that enhance the academic success of our students as well as promote the health, safety and well-being of the campus community.