

your guide to  
**healthcare**  
**& wellness**  
**safety** on  
campus



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## **THIELEN STUDENT HEALTH CENTER**

**2647 UNION DRIVE**

Corner of Sheldon & Union | Across from State Gym

### **CLINIC HOURS**

**MONDAY 8 am - 6 pm**

**TUESDAY 8 am - 5 pm**

**WEDNESDAY 9 am - 5 pm**

**THURSDAY 8 am - 5 pm**

**FRIDAY 8 am - 5 pm**

**SATURDAY 9 am - noon**

### **PLEASE CALL TO MAKE AN APPOINTMENT**

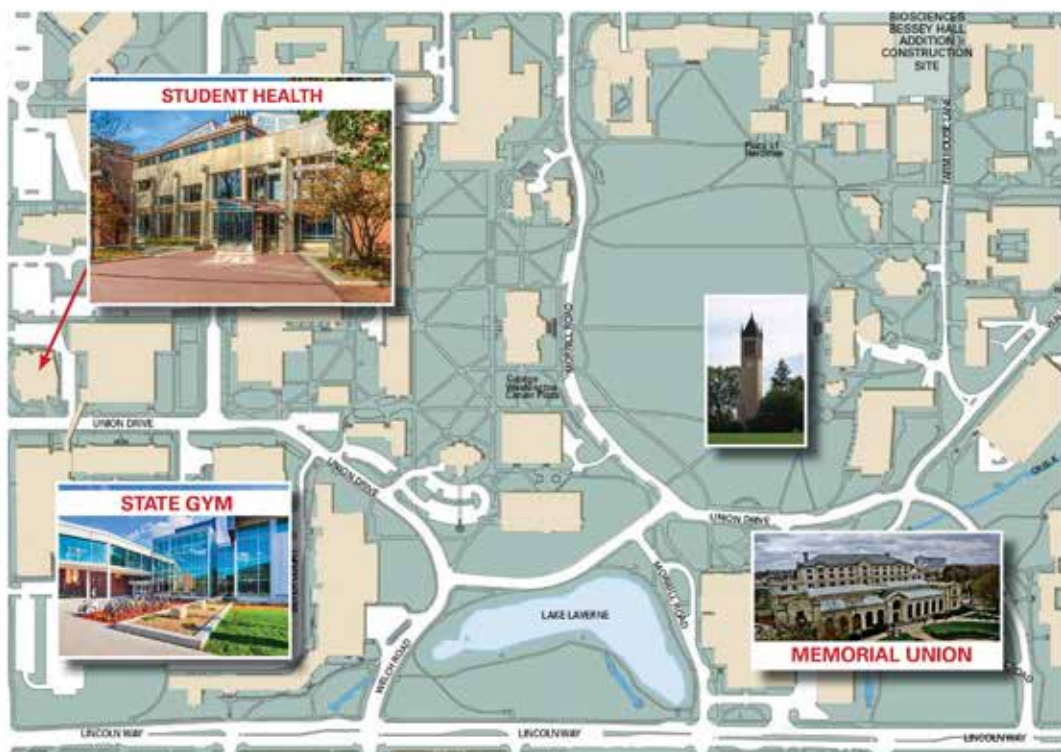
Hours may vary during breaks and summer semester.  
Be sure and check [CycloneHealth.org](http://CycloneHealth.org) for the most up-to-date hours.

**Appointments (515) 294-5801**

**Pharmacy (515) 294-7983**

**Physical Therapy (515) 294-2626**

# THIELEN STUDENT HEALTH CENTER



**Thielen Student Health Center is conveniently located on the corner of Union Drive and Sheldon Avenue, on the west side of campus. We are directly across the street from State Gym. (2647 Union Drive)**

## PARKING

Patient parking is available next to the clinic. Upon check-in to your appointment or entrance into the pharmacy, students may register for a parking pass. This will allow students free parking while visiting the clinic and pharmacy.

## CYRIDE

The CyRide red and green routes stop in front of Student Health.



# Self-Care Checklist

**Be prepared. Bring these items with you to campus in case you need to care for yourself.**

Don't forget about the possibility that you may get sick at school. To ensure that you have a safe and healthy start at Iowa State, bring the following items along with you as a first-aid kit:

- Thermometer
- Bandages
- First-aid ointment
- Wraps for muscle strains or minor sprains
- Over-the-counter pain reliever and/or fever reducer, such as ibuprofen, acetaminophen or both
- Over-the-counter allergy product with antihistamine
- Over-the-counter cough medicine containing dextromethorphan
- Over-the-counter cold product with a decongestant
- Over-the-counter anti-diarrhea medication
- A list of medications you take regularly
- A list of known or suspected medication allergies
- Photocopy of health insurance card(s) and policy holder information (date of birth, name, address)

**If you run out of any of these items while on campus, our pharmacy has them available for restocking!**



# Keeping Campus Healthy

The Thielen Student Health Center at Iowa State University is a full service health center staffed with physicians, physicians assistants, advanced registered nurse practitioners, and trained healthcare professionals available to see you for your primary health care needs.

We understand the unique needs of students – things like working around your schedule to help you make an appointment or helping you transfer your medical records and prescriptions from home to school. We'll help you navigate the health system!

In addition, we're here to support your success, whether that means finding a translator to help you better understand your medical condition, or just helping to translate the Cy-Ride bus system!

We provide an inclusive, non-judgmental environment where our diverse student body is treated with dignity and respect in a non-discriminatory way. We are conveniently located right on Iowa State University's campus across from State Gym!



## FAQs

Looking for more information on the health center?

You can find detailed information and a list of frequently asked questions on-line at [CycloneHealth.org](http://CycloneHealth.org).



4.58/5 AVERAGE PATIENT SATISFACTION SCORE



# Clinical Services

## ILLNESS & INJURY CARE

We're available by appointment to see you for any illness or injury. We treat a variety of primary health care concerns such as upper respiratory infections, strep throat, rashes, infections, sprains, minor broken bones and more.

## PHYSICAL EXAMS

Physical exams, or physicals, are different from routine office visits and could more appropriately be called "preventive exams." These exams pro-actively focus on health issues based on specific criteria such as age, previous health history, social habits, lifestyle, and other factors. Be sure to ask about charges when you call to schedule a physical exam, as additional fees may be associated with preventative care.

## CHRONIC OR ONGOING MEDICAL CONDITIONS

From ongoing treatment for asthma to diabetes management, we know that managing chronic healthcare issues is a vital part of being a successful student. Our team will work with you and your healthcare team to make sure that all of your health needs are met while you're at Iowa State. Give us a call at (515) 294-5801, and we'll help you sort out the details!

## DIAGNOSTIC CAPABILITIES

Student Health has extensive diagnostic capabilities to keep you on campus when you're injured or ill. With a state-of-the-art laboratory and digital x-ray right here in the clinic, our providers have the tools they need to help diagnosis your condition and create a treatment plan that will get you back to class in no time.

## MENTAL HEALTH SERVICES

Student Health providers can assist you with a broad spectrum of acute mental health concerns and issues such as depression or anxiety. In addition, we have dedicated psychiatrists and nurse practitioners available for appointments.

Student Counseling Services, located in the Student Services Building, can also provide a variety of helpful services to students dealing with mental health concerns.

Additional information about Student Counseling Services can be found at [counseling.iastate.edu](http://counseling.iastate.edu).



## WOMEN'S HEALTH

Comprehensive women's health services including pelvic and breast exams, pap screening and treatment for female specific health concerns are available at the clinic. In addition, we provide education and prescriptions for a variety of birth control options.

## SEXUAL & REPRODUCTIVE HEALTH

From free condom distribution to a variety of prescription birth control options, the clinic offers students the reproductive health services they need while on campus. In addition, on-site sexually transmitted disease testing is available for students in a confidential and non-judgmental environment.

## TRANS & GENDER NON-CONFORMING CARE



We provide a welcoming, comfortable environment for all students. Currently, health center staff are prepared to meet general health care needs for trans and gender non-conforming students. (Trans@ISU)

## TRAVEL CLINIC

The Travel Clinic can provide the information and advice you need to prepare for international travel, whether it's on your own or with a study abroad program. Travelers can make an appointment with our Travel Clinic to receive necessary



## ALLERGY INJECTIONS ON CAMPUS

All allergy patients must have a brief appointment with one of our healthcare providers prior to receiving ongoing injections in the Allergy Clinic.

If you're just starting allergy treatments, you must set up a specific treatment plan and receive your first allergy injection at your allergist's office. You can then make arrangements with your allergist to have your allergy serum and orders sent to Student Health.

vaccinations and travel information for worldwide destinations.

## ALLERGY CLINIC

The Allergy Clinic is staffed with professionals who have experience in allergy immunotherapy. Our staff works with your allergist to provide continued care and allergy maintenance for students receiving allergy injections or other treatments.





## IMMUNIZATIONS

As a student who is part of a large student body, it is very important that you stay up-to-date on all recommended vaccinations. From the required vaccinations for all new students to annual flu vaccinations, the student health center can provide any and all recommended adult immunizations you'll need while on campus.

## PHARMACY

Located inside the main doors of the clinic, the pharmacy offers a convenient location, dependable service, and competitive prices for students. We're happy to help you transfer a prescription from your home pharmacy to school and back again during breaks.

## PHYSICAL THERAPY & SPORTS MEDICINE

Whether you're recovering from a surgery or simply had an intramural accident, physical therapy and sports medicine rehabilitation services are available on the second floor of the health clinic. Iowa State students, faculty, and staff members benefit from the restorative techniques and cutting-edge equipment provided by the certified physical therapy staff.

## HAVE QUESTIONS? ASK A NURSE!

If you have a question or concern about your health, we offer free, confidential advice to students. A registered nurse is available during open hours to answer your questions and give you self-care tips, medical tips and non-judgmental advice on whether you need to schedule an appointment. Just call **(515) 294-5801** and ask to speak to a nurse! If one is not readily available, we can call you back at a time that's convenient for you. If you have a medical question after hours, the resource nurse line will forward to a **24-hour medical assistance service**.





## TRAVEL CLINIC

Before you go on your trip, schedule an appointment to meet with our Travel Clinic to learn about the health and safety risks you may encounter. During your visit you will discuss:

- Required/recommended immunizations
- Prescriptions for preventative medications
- Common medical conditions you may contract while abroad
- Current CDC health warnings

## Patient Portal

**24-HOUR ACCESS TO PERSONAL HEALTH INFORMATION FROM ANYWHERE WITH AN INTERNET CONNECTION**

Using a secure username and password, you can view health information such as:

- Recent doctor visits
- Visit summaries
- Medications
- Immunizations
- Allergies
- Lab Results

It also allows you to:

- Exchange secure e-mails with your health care provider
- Download and complete forms
- View educational materials

**Sign Up Today at [CycloneHealth.org/selfenroll](http://CycloneHealth.org/selfenroll)**



# On-Site Pharmacy

Located inside the main doors of the building, Thielen Student Health Center's pharmacy offers a convenient location, dependable service and competitive prices for students of Iowa State University.

Pharmacists and support staff fill prescriptions, assist in over-the-counter product selection and provide information about medications.

## PRESCRIPTION INFORMATION

- Prescriptions from any health care providers licensed in the United States are accepted. We are happy to help you transfer a prescription from your home pharmacy.
- 24-hour telephone service for refill requests. A text will be sent to you when your prescription is ready for pick-up.
- A variety of over-the-counter products are available for purchase. Special orders can be arranged and are usually available the next business day.

For more information on transferring your prescriptions or other pharmacy services, please contact the pharmacy directly by calling **(515) 294-7983** or sending an e-mail to **[pharmacy@iastate.edu](mailto:pharmacy@iastate.edu)**.



# Physical Therapy & Sports Medicine

Student Health offers physical therapy services designed to aid in the rehabilitation of students who have suffered injury or illness, including sports injuries. The physical therapy and sports medicine department is located on the second floor of Thielen Student Health Center.

Common ailments that would benefit from physical therapy services include:

- Knee injuries
- Shoulder injuries
- Post-surgical rehabilitation
- Foot and ankle injuries
- Hip injuries
- Neck and back pain
- Wrist and hand problems
- Graston soft tissue mobilization
- Trigger point dry needling

If you would like to schedule an appointment or if you have questions, please call the physical therapy and sports medicine clinic directly at **(515) 294-2626**.

If you see a health care provider at Student Health, we will be happy to assist you in making your first therapy appointment.



# Making an Appointment

Please call ahead to make an appointment. For the best availability please call early in the day.



When you call to make an appointment, you should be able to communicate by phone:

- Why you need an appointment
- What symptoms/concerns you have
- How long you've had the symptom(s) or injury
- If you have a fever and your temperature
- If you are vomiting
- Any medications you are taking, including prescription and over-the-counter
- Any ongoing health issues

Knowing this before you call will help you get the most rapid and appropriate treatment.

## CONSENT FOR TREATMENT OF PATIENTS UNDER 18

If you're under the age of 18 you must have parental consent to obtain health care at Thielen Student Health Center. This may be accomplished by having your parent/guardian complete the **Consent for Services & Communication Form** found on our website. It is highly recommended to have this on file at the health center before you become ill or injured and need care.

## WHAT TO BRING TO YOUR APPOINTMENT:

- Your red Iowa State ID card
- A copy of your insurance card(s) and policy holder information (date of birth, name, address)
- A list of all current prescription and over-the-counter medication you are taking
- Any health records/booklets you have from previous medical providers or from your home country
- Ensure your emergency contacts are up to date in AccessPlus



# After Hours Care Options



**FIRST NURSE CALL CENTER**  
(800) 524-6877



**MCFARLAND CLINIC**  
Urgent Care (515) 956-4044  
3815 Stange Road  
Express Care (515) 956-4100  
Hy-Vee West

Hours: Weekdays until 7:00PM,  
Saturdays & Sundays Until 5:00PM



**DOCTORS NOW WALK IN CARE**  
(515) 598-4747 | 3405 Lincoln Way  
Hours: Weekdays Until 8:00PM,  
Saturdays & Sundays Until 6:00PM



**MARY GREELEY  
EMERGENCY DEPARTMENT**  
(515)239-2011 | 1111 Duff Avenue  
Open 24 hours

# Patient Privacy Policy

**Student Health is committed to protecting the privacy and security of your personal health information.**



Our HIPAA (health information portability and accountability) policy is designed to assure our compliance with all federal and state regulations that require a student's personal health information to be kept confidential and private.

If you would like your protected health information or billing information to be available to your parents/guardians, you can complete the appropriate form **at your first appointment.**

**For more information regarding our privacy policy, please visit our website at [CycloneHealth.org/forms](http://CycloneHealth.org/forms).**

## Accreditation

Thielen Student Health Center has earned a three-year accreditation, the highest available, from the Accreditation Association for Ambulatory Health Care (AAAHC).

Status as an accredited organization means the clinic has met nationally recognized standards for the provision of quality health care set by AAAHC. More than 5,000 ambulatory health care organizations across the United States are accredited by AAAHC--seeking accreditation is a voluntary process. This extensive self-assessment and on-site survey is consultative and educational, presenting best practices to help an organization improve its care and services.

Facilities are measured on nearly 600 different standards with each standard receiving one of three possible outcomes: non-compliant, partially compliant or significantly compliant. TSHC was significantly compliant in all of the standards measured—to receive a perfect score is almost unheard of.

*Accredited by*



ACCREDITATION ASSOCIATION  
*for* AMBULATORY HEALTH CARE, INC.

# Rights & Responsibilities

## EACH PATIENT HAS THE RIGHT TO:

- Ask questions about my treatment.
- Choose among TSHC healthcare providers and change healthcare providers, if available.
- Be informed about my diagnosis, evaluation, treatment options and prognosis; participate in healthcare decisions except when the participation is contraindicated for medical reasons.
- Continuity of healthcare between TSHC, hometown and consulting healthcare provider.
- Request a second opinion from a healthcare provider or mental health professional.
- Appropriate privacy and, if requested, a chaperone.
- Information about services provided, my eligibility for those services and fees and payment options.
- Information about how to seek care after hours and in emergencies.
- Private, confidential, and secure medical records.
- Information about the credentials of TSHC healthcare providers and consultants.
- Submit grievances regarding treatment or care that is, or fails to be, furnished.
- Treatment with respect, consideration, dignity, and without discrimination or bias based on the basis of protected class status.
- Terminate treatment at any time.

## EACH PATIENT HAS THE RESPONSIBILITY TO:

- Treat healthcare professionals with respect, consideration, and dignity.
- Refrain from the use of cell phones when in an exam room.
- Provide complete and accurate information, to the best of my ability, about my health, any medications, including over-the-counter products and dietary supplements, any allergies or sensitivities, and any changes to my health since my last visit.
- Ask questions about my diagnosis, treatment, and/or prognosis.
- Follow the treatment plan prescribed by my healthcare provider and participate in my care. If I choose not to follow the treatment plan, I am responsible for the medical consequences.
- Keep appointments or give timely notification if I am not able to keep an appointment.
- Provide necessary information to process insurance claims.
- Accept financial responsibility for any charges not covered by my Student Health Fee or health insurance.
- Follow all posted rules and regulations of Iowa State University and TSHC.



# Insurance & Billing Information

## Gather Your Health Insurance Information Before You Need Us

### CLINIC CHARGES AND INSURANCE

For the best clinical billing experience possible, Student Health recommends the following:

- Check with your insurance provider ahead of time to ensure they will cover Student Health charges. Make sure to check out the questions on page 17 to ask your current health insurance company in regards to your insurance coverage.
- Be sure your current health insurance information is on file with Student Health, so charges will be billed properly.

If you have private health insurance, it will be billed for any charges first. Any charges that are not covered by your insurance company will be transferred to your university bill; it may take one to two months for this to show on your bill.

### PHARMACY CHARGES AND INSURANCE

For the best pharmacy billing experience possible, Student Health recommends bringing a copy of your prescription insurance card to the pharmacy when filling electronic prescription.

Charges for prescriptions will be sent to your prescription insurance on file first. If that insurance does not cover the changes, including over-the-counter products, they are charged to your university bill; it may take one to two months for this to show on your bill. Payments can also be made at time of pick up.

The pharmacy keeps prescription records on file. Reports for manual filing or spending accounts can be generated whenever you may need them.

### BILLING QUESTIONS

For questions about billing for services provided at Thielen Student Health Center, please stop by or call the billing and insurance desk, during clinic hours. The desk is located near the reception counter at Student Health.

**The billing and insurance desk phone number is (515) 294-7523.**

You may submit your health and pharmacy insurance information before your appointment, so the information is in the system when you need us!

### Complete the following:

1. Make a copy of your insurance card(s)—both front and back.
2. Download the Student Health insurance form, found at [CycloneHealth.org/forms](http://CycloneHealth.org/forms).
3. Complete and sign the form.
  - a. If you are 18 or older make sure you sign this form yourself.
  - b. If you are under 18, make sure your parent or guardian signs the release on the bottom of the form.

## SUBMIT YOUR INSURANCE INFORMATION IN ONE OF FOUR WAYS:

### 1. ONLINE Submission

- a. Log into Access Plus.
- b. Click on the Student tab in the top right.
- c. Click on Student Health Ctr in the left navigation bar.
- d. Click on Insurance in the left navigation bar.
- e. Click the Continue button.

### 2. SCAN & EMAIL

[submitinsurance@iastate.edu](mailto:submitinsurance@iastate.edu)

### 3. DROP OFF IN PERSON

### 4. MAIL TO:

2647 Union Drive  
Ames, Iowa 50011-2029

## OUT-OF-STATE MEDICAID

We are unable to accept non-Iowa Medicaid plans. You are still welcome to be seen by our providers; however, you may be responsible for charges incurred.

To check eligibility and options please visit: [dhs.iowa.gov](http://dhs.iowa.gov)

For additional insurance options, see [page 23](#) for a competitive insurance option for Iowa State students.

## QUESTIONS FOR PARENTS TO ASK YOUR CURRENT HEALTH INSURANCE COMPANY:

1. Will my insurance work for my child while attending Iowa State University in Ames, Iowa?
2. Does my health insurance work at the medical facilities in Ames, Iowa? They are Thielen Student Health Center, McFarland Clinic and Mary Greeley Medical Center.
3. Will it cover more than a medical emergency? What is considered a medical emergency?
4. Does my dental insurance cover dentists in Ames, Iowa?
5. Is my child covered through the summer months even if not taking summer classes?
6. Does my insurance cover expenses worldwide if my child decides to study abroad?
7. If you have a HMO insurance plan: Do you have a "Guest Membership" option and what would be covered in the Ames area with this Guest Membership?

# Student Health Fee

All students enrolled in five or more credit hours are assessed the mandatory health fee each semester. The health fee enables the availability of high quality and accessible health care to the Iowa State student community by helping support the overall costs of the health center. The health fee is not health insurance.

Thielen Student Health Center receives no funding from the State of Iowa and relies on the health fee for approximately 60% of its operating budget. The remainder of the funding needed to operate the health center comes from charges for medical services and procedures, medications, x-rays, and lab tests.

## THE HEALTH FEE PROVIDES ACCESS TO THESE SERVICES AT A REASONABLE COST:

- Routine visits with physicians and nurse practitioners
- Physical exams
- Immunizations
- Public health screenings
- Mental health
- Orthopedic surgeon
- Laboratory
- X-ray services
- Physical therapy
- Pharmacy

## THE HEALTH FEE ALLOWS STUDENT HEALTH TO PROVIDE:

- 24-hour accessibility to a registered nurse for health information and advice
- Public health screenings, information, facilitation and education
- Approximately 1,000 international student health screenings every year
- Wellness services
- New student assistance including the management of all State of Iowa immunization requirements
- Assistance to students with complex or chronic health needs
- Connections to campus and community resources
- Pharmacy services



# Student & Scholar Health Insurance Program

All undergraduate students who are enrolled at Iowa State University (except for those enrolled exclusively in auditing of courses) are eligible to enroll in the Iowa State Student & Scholar Health Insurance Plan (SSHIP). In addition, all international students are required to carry health insurance for themselves for any semester in which they are registered at Iowa State University.

Student Health is the provider for the services covered in the insurance plan, however we are NOT the administrators of the plan. Any questions about coverage for the plan should be directed to the SSHIP office.

Except for care received at the Thielen Student Health Center, where most services are 100% covered, SSHIP plan members pay a deductible and then co-insurance for care at in-network providers. Prescription drugs have a co-pay and no deductible.

**To learn more about the plan or to register for the coverage, please visit the Student and Scholar Health Insurance Plan website, visit the SSHIP office located at 3810 Beardshear Hall, or call (515) 294-4800.**



# New Students: Meeting Your Immunization Requirements

Compliance with Iowa State University's immunization policy is an important first step for all incoming students and helps ensure a safe and healthy campus and community.

Documentation of the required immunizations is due by **JULY 31** for fall semester entries and **November 30** for spring/summer entries. If you do not provide the information by that date, **it will interfere with your ability to register for classes the next semester.**

## IMMUNIZATION REQUIREMENTS

Iowa State University follows the Centers for Disease Control and Prevention (CDC) recommendations for student immunization requirements.

## MEASLES REQUIREMENTS

Iowa State requires that all new (including transfer and graduate) students born on or after January 1, 1957, show proof of immunization or immunity to measles. Measles immunizations may be found on your immunization record listed as Measles, MMR, MR, or Rubeola (titer).

**To meet the requirement, you must provide ONE of the following:**

1. Proof of two measles and/or combination measles, mumps, rubella (MMR) vaccination dates. The first measles vaccination must be administered after one year of age; the second measles vaccination must be administered at least 28 days after the first vaccination.
2. Proof of immunity to measles by positive rubeola (measles) titer or history of measles disease.
3. Proof of religious or medical exemption by submitting the Iowa Department of Public Health Exemption Form.  
Download form at [www.idph.state.ia.us](http://www.idph.state.ia.us).

**If you need a measles immunization, you may schedule an appointment at Student Health.** New students are eligible to receive vaccinations at Student Health beginning at the time of New Student Orientation and throughout

the summer prior to semester starting. Please note there will be charges associated with vaccines. You may also visit your current health care provider or contact your county health department for vaccinations.

## **MENINGITIS REQUIREMENTS**

The State of Iowa requires that all colleges and universities provide information on the meningitis vaccination to incoming students. If you will be living in the residence halls, it is recommended by the CDC that you receive this vaccination. This vaccination is not required, but it is recommended. If you have already received the meningitis vaccination, you will be prompted to document the vaccination in the immunization submission site.

## **TUBERCULOSIS TESTING**

It is recommended by the CDC that any incoming student who has traveled internationally to areas of high risk for tuberculosis be screened for this illness. This testing can be done through your hometown provider. If you have already received tuberculosis testing, you may submit the documentation when you are prompted to upload your vaccination records in the immunization submission site.

## **INTERNATIONAL STUDENTS**

Tuberculosis screening is required of all incoming international students and will also take place during your international health screening visit.

Tuberculosis testing will be repeated upon arrival, but having any previous records of testing is useful. Tuberculosis testing for international students is done with a blood test rather than a skin test that you may have previously had and will be explained further during your visit.

## **OTHER RECOMMENDED IMMUNIZATIONS**

You never outgrow the need for vaccines. The specific immunizations you need as an adult are determined by factors such as your age, lifestyle, high-risk conditions, type and locations of travel, and previous immunizations.

Thielen Student Health Center can provide any and all recommended adult immunizations by appointment and recommends the following immunizations for all students:

- Seasonal influenza
- Chicken Pox (Varicella)
- Hepatitis A & Hepatitis B
- Gardasil (HPV)
- Tetanus, Diphtheria and Pertussis (Tdap)
- Pneumovax (specific risk groups)

**Further immunization information and recommendations can be found on the Centers for Disease Control vaccination page, [www.cdc.gov/vaccines](http://www.cdc.gov/vaccines).**



# How to Submit Your Immunizations Records Online

## FINDING YOUR RECORDS

Your immunization records can be obtained from your health care provider's office. They may also be available from your high school or from other colleges or universities you have attended. Public health department and military records are also acceptable. Please note that all immunization dates and tests must include the month, day, and year.

## HOW TO SUBMIT IMMUNIZATION RECORDS ONLINE

First you must scan or take a photo of your immunization document. Please note the scanned immunization document or photo must be one of the following file types: PDF, GIF, JPG, PNG, and TIF.

Next take the following steps to access the immunization submission site.

1. Log into **ACCESSPLUS**
2. Click on the Student tab in the top right.
3. Click on Student Health Ctr in the left navigation bar.
4. Click on Immunization in the left navigation bar.
5. Click the Continue button.

You will receive an email to confirm that your information was received. The email will be sent to the email address you provided in AccessPlus. Your information will be evaluated within 7-10 business days by a Student Health nurse.

You will receive a final e-mail to confirm that the information you provided meets Iowa State University requirements. You may also return to the immunization submission site to view the current status of your submission.





## **STUDENT WELLNESS**

**FRILEY HALL, ROOM A37**

Near Windows Dining Hall

## **OFFICE HOURS**

**MONDAY** 8 am - 5 pm

**TUESDAY** 8 am - 5 pm

**WEDNESDAY** 8 am - 5 pm

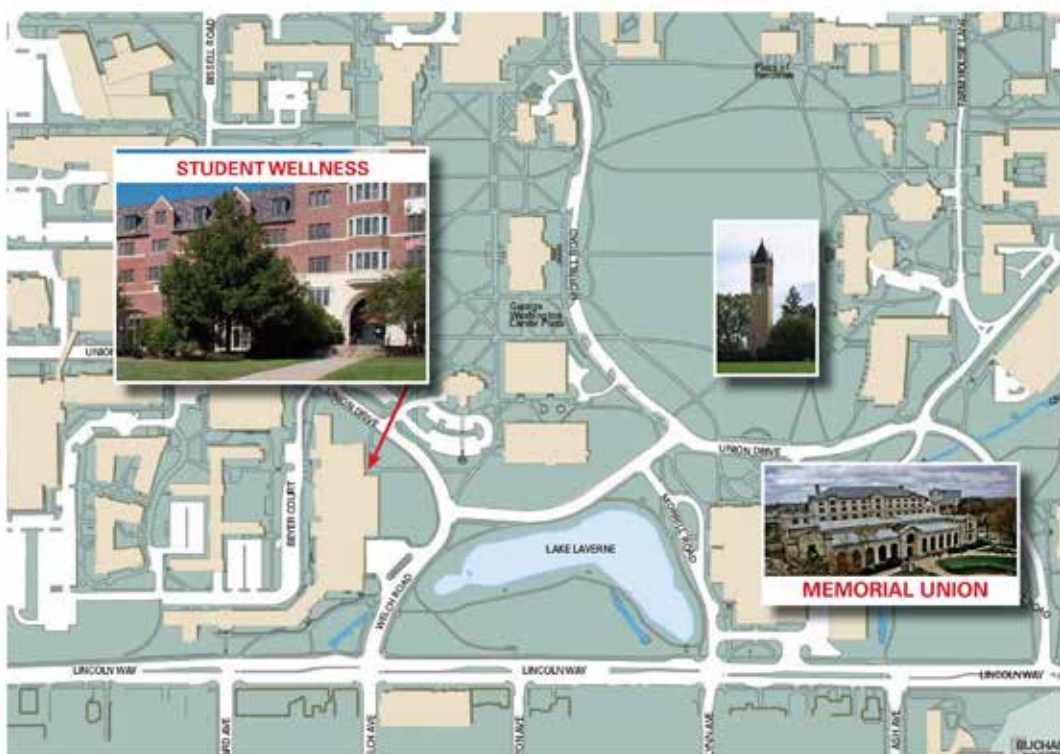
**THURSDAY** 8 am - 5 pm

**FRIDAY** 8 am - 5 pm

**(515) 294-1099**

[studentwellness.iastate.edu](http://studentwellness.iastate.edu)

# STUDENT WELLNESS



**Student Wellness is conveniently located on the corner of Welch Road and Union Drive, on the west side of Lake Lavern. We are located within Friley Hall near Windows Dining.**

## MISSION

Iowa State University Student Wellness strives to partner with students, staff, faculty and the surrounding community to pro-actively create a health promoting university that supports and enhances student success, higher learning, holistic development, belonging and engagement by implementing evidence-informed strategies and providing services, opportunities and resources that build a culture of well-being; empowering all students to achieve their full potential.



# Your Adventure Begins with Wellness

Student Wellness is a department on campus built to help you maximize your adventure at Iowa State. We are focused on holistic wellness and work with students to create a university environment that promotes health and well-being. Visit us for information and resources related to student wellness and get connected to campus resources that will help you be more successful at ISU. We provide programs and opportunities that are designed to equip you with life-enhancing skills so you can thrive academically and personally at ISU and beyond.

Our office is located in A37 Friley Hall. Come visit us and learn how you can maximize your adventure at ISU. [#choosewellisu](#)

## PEER WELLNESS EDUCATORS

Peer Wellness Educators are highly trained undergraduate students who work with their fellow peers at Iowa State University to promote wellness through evidence informed strategies. These strategies are designed to enhance knowledge around wellness as well as increase access to wellness information and resources on campus so students are better equipped with tools to be successful at ISU. Peer Wellness Educators give presentations to student groups, plan and implement wellness events and programs, create and promote wellness messages/campaigns to other students, among other responsibilities. Students interested in becoming a Peer Wellness Educator can contact Student Wellness for more information.

## CYDE KICKS: PEER HEALTH COACHING

Cyde Kicks: Peer Health Coaching is a collaborative, solution-focused, result-oriented and systematic process in which the Cyde Kick (peer health coach) works with you to facilitate the enhancement of health, life experience, self-directed learning, and personal growth. Peer Health Coaching involves in-depth conversations to help students work towards their self-identified behavior change goal. If you are looking to enhance your well-being and you want to work with a Cyde Kick, visit Student Wellness Website to fill out an on-line form! You will be paired with a Cyde Kick who will work with you over multiple weeks to help you reach your goals.

# New Student: AlcoholEdu Course Requirement

Iowa State University is committed to your safety and well-being as this directly impacts your academic success.

All incoming first-year students entering Iowa State from high school are required to complete the on-line alcohol education program, AlcoholEdu. You will receive a message in AccessPlus when the program becomes available **July 1**.



**YOU MUST COMPLETE THIS ON-LINE PROGRAM BY AUGUST 1ST.**

Alcohol use impacts all of us, whether or not you choose to drink. This program is a way to begin the conversation around alcohol and wellness, which will continue during your time at Iowa State.

**WANT MORE INFORMATION?**

**CHECK OUT: [www.studentwellness.iastate.edu/alcooledu](http://www.studentwellness.iastate.edu/alcooledu)**

**AlcoholEdu is a science-based, interactive on-line program that provides students with important, reliable information.**

**AlcoholEdu provides information on alcohol and its effects on the brain, body and behavior . It includes surveys, tests of knowledge and chapters with information about:**

- Expectations around how alcohol influences behavior
- How alcohol affects learning and memory
- How to recognize and respond to an alcohol-related emergency
- How the body and brain respond at various blood alcohol concentrations (BAC)
- How college students can reduce risk if they choose to consume alcohol



**STUDENT COUNSELING SERVICES**  
**STUDENT SERVICES BUILDING, 3RD FLOOR**

**WALK-IN HOURS**

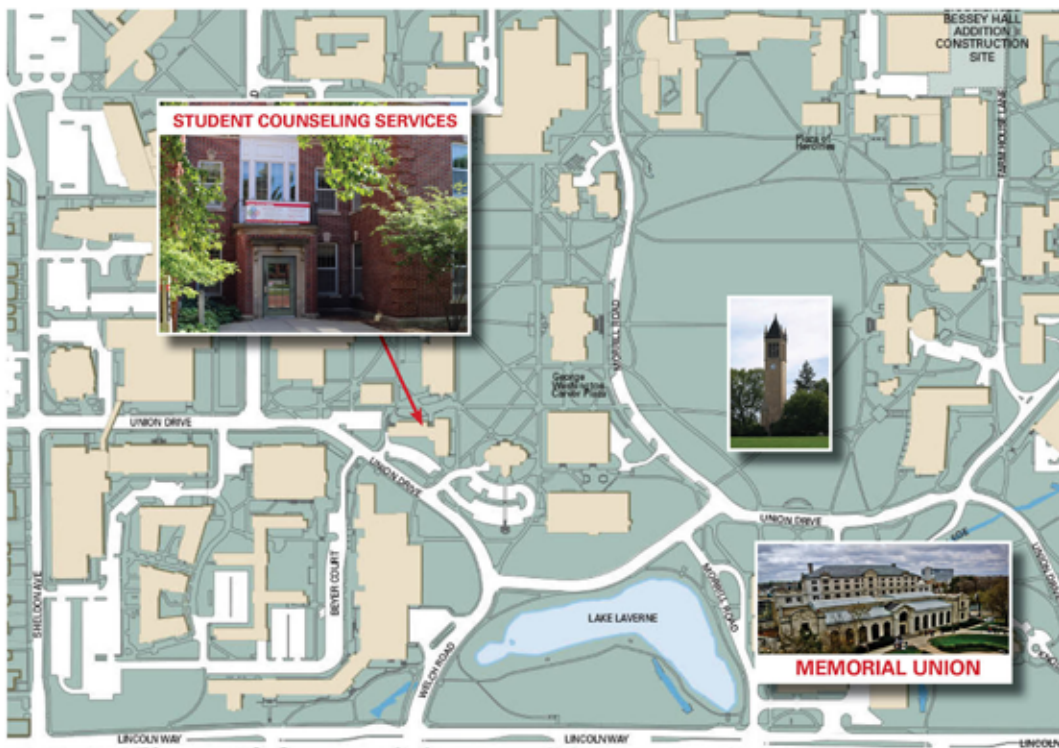
MONDAY 8 am - 3 pm  
TUESDAY 8 am - 3 pm  
WEDNESDAY 8 am - 3 pm  
THURSDAY 8 am - 3 pm

**(515) 294-5056**

[counseling.iastate.edu](http://counseling.iastate.edu)



# STUDENT COUNSELING



**Student Counseling Services (SCS) is located on the 3rd floor of the Student Services Building.**

To get started with counseling or other SCS services, please stop-in during our walk-in hours when you have about 1.5-2 hours of free time.

You will be asked to provide some information prior to seeing a counselor, this typically takes 20-30 minutes. After you have finished the paperwork, one of the on-call counselors will review it prior to meeting with you. You will then meet with a counselor for 20-30 minutes. During that time you will be asked questions about what has brought you to SCS and clarify information from your paperwork. By the end of your initial walk-in, your counselor will make a recommendation to meet your unique needs. We offer a variety of services at SCS as well as assist with connecting you to campus and community resources that will best meet your needs.

# Additional Self-Help Resources

## **CRISIS TEXT LINE AND ULIFELINE**

ulifeline.org/iastate/  
Text "ISU" to 741-741

**800-273-TALK (8255)**

## **THE NATIONAL SUICIDE PREVENTION LIFELINE**

**(800) 273-8255**

## **IOWA STATE POLICE DEPARTMENT**

NON-EMERGENCIES  
EMERGENCIES

**(515) 294-4428  
911**

## **AMES POLICE DEPARTMENT**

NON-EMERGENCIES  
EMERGENCIES

**(515) 239-5133  
911**



# Student Counseling Services

## ELIGIBILITY FOR SERVICES

- Clinical services are offered to enrolled students of Iowa State. This may include non-student partners in the case of couples counseling. Clinical services are offered in group mode and individual mode.
- Career counseling is offered to students and potential students.
- Consultation services are offered to students, faculty, staff and parents.

Students who are under 18 may be requested to obtain the written permission of a parent or guardian to receive treatment. Such students may be seen for an assessment without written parental release.

SCS intends to be as helpful as possible to all members of the university community on behalf of students. If you have a question, call us and ask.

## COST OF SERVICES

Most professional services of the SCS are provided by the university at no charge to the student. When testing is recommended, there is a minimum fee designed to recuperate the cost of the test. This fee can be charged to the student's U-bill if desired.

In order to encourage consistency of care to our clients and increase efficiency of the service to all, SCS will charge \$25 for uncanceled missed appointments, which will be charged to your University Bill (u-bill).







## SERVICES AVAILABLE

- Counseling
  - Individual
  - Career
  - Couples
  - Group
- Crisis Intervention
- Career Exploration Services
  - Career Coaching
  - Career Counseling
  - Personal Career Development Course (U ST 104)
  - Career Library
- Sport Psychology
- Mind Body
  - Biofeedback
  - Mindfulness Meditation Class
  - Mind-Body Spa
- Professional Training
  - APA Doctoral Internship
  - Post-Doctoral Fellowship
  - Graduate Assistantship
  - Doctoral Practicum
- Outreach Presentations
- Community Referrals

### STUDENT COUNSELING SERVICES

(515) 294-5056

Student Services Building,  
3rd Floor

Walk-In Hours:  
Monday - Thursday  
8:00 am - 3:00 pm

[counseling.iastate.edu](http://counseling.iastate.edu)



**IOWA STATE UNIVERSITY POLICE**  
**ARMORY BUILDING, ROOM 168**

**AMES POLICE DEPARTMENT**  
NON-EMERGENCIES (515) 239-5133  
EMERGENCIES 911

**(515) 294-4428**

**Emergencies: 911**

**[police.iastate.edu](http://police.iastate.edu)**

# Iowa State University Police

The Iowa State University Police Department is the official law enforcement authority for the university. More than 30 fully certified, sworn police officers and dispatchers provide a variety of services to the community 24 hours a day, seven days a week, including:

- General patrol
- Traffic enforcement
- Criminal investigations
- Computer forensics
- Personal threat assistance
- Crime prevention programming
- Victim / Witness services

Trained full and part-time employees supplement agency operations. Pursuant to state statutes, Iowa State University police officers possess full powers to detain, investigate, and arrest. Jurisdictional authority is state-wide in matters involving Iowa State University. Mutual aid agreements with other law enforcement agencies may result in the extension of enforcement authority beyond university boundaries.

**IOWA STATE UNIVERSITY  
POLICE**

**(515) 294-4428**

Armory Building, Room 55

**EMERGENCIES:**

**911**

[police.iastate.edu](http://police.iastate.edu)







## **RECREATION SERVICES**

**2642 UNION DRIVE**

Corner of Sheldon & Union | Across from Thielen Student Health Center

 **@ISURecS**

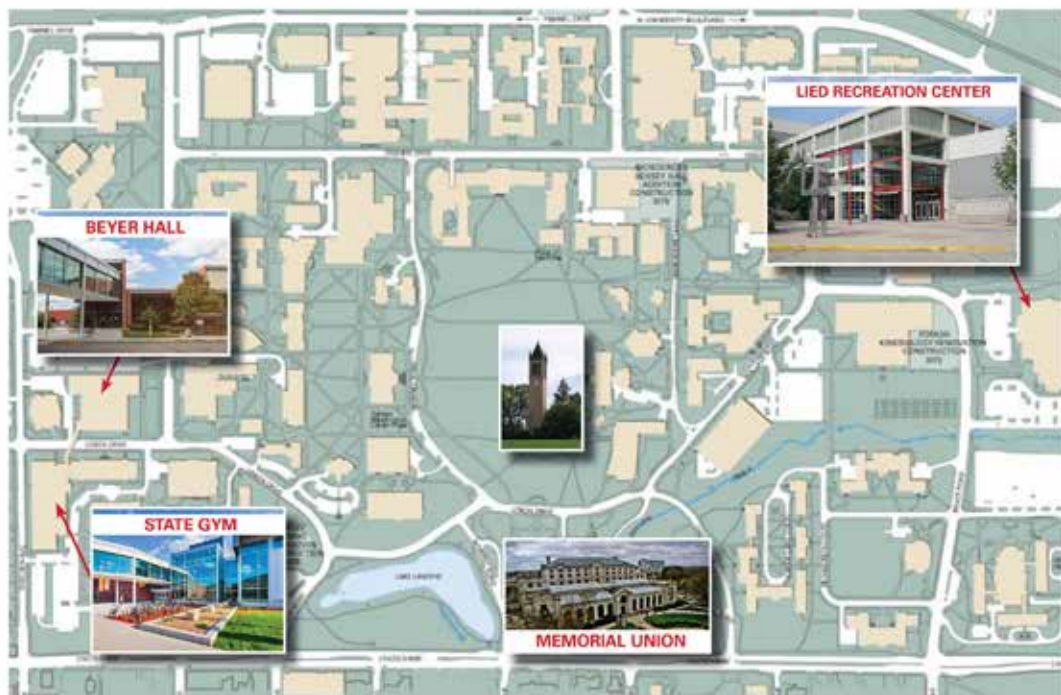
 **ISU Recreation Services**

 **@isurecservices**

**(515) 294-4980**

**recservices.iastate.edu**

# Recreation Services



Recreation Services has three rec facilities on campus. Lied Rec is on the East side of campus next to Maple Willow Larch dorms. State Gym and Beyer Hall are connected by a sky walk and are on the West side of campus next to the Thielen Student Health Center. You need to be a currently enrolled student or Rec Pass holder to use the facilities and participate in programs.

See our website for specific building and pool hours.

## PARKING

Pay-for-parking spaces are available to use near the fitness buildings. General Parking spaces may be used weeknights after 5:30 PM – 7:00 AM and on weekends – Friday after 5:30 PM until Monday 7:00 AM.

## CYRIDE

There are several CyRide routes that stop near all the facilities.

## LIED RECREATION ATHLETIC CENTER



- 6 Racquetball Courts
- Precision Cycling Room
- 20 Basketball Courts
- 8 Badminton/Volleyball Courts
- 50YD x 60YD Artificial Turf
- Bouldering Wall
- 2 Indoor Tracks
- Multipurpose Room/ Group Fitness Classroom
- Men's & Women's Steam Rooms
- Day Use Lockers
- Student Lounge Area
- Free Motion & Free Weights
- Computerized Bikes, Stair Climbers, Rowers, and Elliptical Trainers
- Stretching / Warm-Up Area



**LIED RECREATION**  
**(515) 294-7140**

**518 Beach Road**

**M-T 6AM - 12AM**  
**F 6AM - 10PM**  
**S 8AM - 10PM**  
**S 8AM - 12AM**

[recservices.iastate.edu](http://recservices.iastate.edu)



## BEYER HALL



- Weight Club Training Room
- 5 Racquetball Courts
- Day Use Lockers (located outside the racquetball courts)
- No overnight storage
- Locks reset & lockers cleared out every evening before close
- 2 Squash Courts
- Competition Swimming Pool (pool length 75ft.)
- Outdoor Basketball Courts
- Multipurpose Room
- Functional Training Room
- 2 Classrooms



**BEYER HALL**  
**(515) 294-2466**

2625 Union Drive

M-T 6AM - 12AM  
F 6AM - 10PM  
S 8AM - 10PM  
S 8AM - 12AM

[recservices.iastate.edu](http://recservices.iastate.edu)

## STATE GYM



- Two-court gymnasium — East Gym and Old State basketball courts
- Cycling Room
- Fitness & Wellness Suite with 2 fitness classrooms
- East side Jogging/Walking Track, One mile = 12 laps
- Skywalk featuring Precor Ellipticals that connects the State Gym addition to Beyer Hall
- Three-court regulation sized gymnasium can host 3 basketball courts, 3 volleyball courts or 9 badminton courts
- Aquatic facilities/recreation pool
- West side Indoor Track, One mile = 8 laps
- 40 ft. Rock climbing wall and a 13 ft. bouldering wall
- Men's and women's locker facilities & dry saunas
- Day Use Lockers (located on the main floor)
- 2 Multipurpose activity rooms
- Cardio equipment with cable television and iPod connection
- Strength equipment
- Froots: Fresh Smoothies, Salads and Wraps



### STATE GYM

(515) 294-6640

2642 Union Drive

M-T 6AM - 12AM  
F 6AM - 10PM  
S 8AM - 10PM  
S 8AM - 12AM

[recservices.iastate.edu](http://recservices.iastate.edu)



# Recreation Programs

## FITNESS

- Fitness offers a variety of programs specialized for anyone, from a beginner to an expert. Programs include:
- Over 100 Group Fitness classes offered each week including Yoga, TRX, Zumba, cardio sculpting and aqua classes
- Personal training
- Small group fitness classes
- Smart Start fitness equipment orientations
- Smart Eats Nutrition Orientation
- Wellness assessments



## INTRAMURAL SPORTS

Recreation Services invites you to participate in one of the largest and best intramural sports programs in the nation. With an overboard philosophy of “something for everyone,” the Intramural Program offers over 40 sports to meet the diverse interests of the student, faculty and staff population.



## OUTDOOR RECREATION PROGRAM

Get some fresh air with our outdoor recreation trips and workshops. We also provide equipment rentals for all your outdoor adventures.

- Winter, Spring, and Summer break trips across the nation including rock and ice climbing, surfing, hiking, biking, and sea kayaking
- Weekend trips in the Midwest including canoing, ski and snowboarding, hiking, cross country skiing
- Rock climbing and bike maintenance workshops on campus
- Outdoor equipment rentals from tents to canoes to camp stoves





# Notes

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**Text ISU  
to 741741**

anxious    scared  
hurt  
confused  
withdrawn  
afraid    sad  
ashamed  
guilty  
hopeless  
embarrassed  
concerned  
help

Providing **free, private and secure** support  
with a trained **Crisis Counselor 24/7**

**CRISIS TEXT LINE |**

# IOWA STATE UNIVERSITY

## **THIELEN STUDENT HEALTH CENTER**

### **APPOINTMENTS**

(515) 294-5801

### **PHARMACY**

(515) 294-7983

### **PHYSICAL THERAPY**

(515) 294-2626

## **STUDENT WELLNESS**

(515) 294-1099

## **STUDENT COUNSELING CENTER**

(515) 294-5056

## **RECREATION SERVICES**

(515) 294-4980

## **IOWA STATE UNIVERSITY POLICE**

NON-EMERGENCIES (515) 294-4428

EMERGENCIES 911