YOUR GUIDE TO
STUDENT HEALTH AND WELLNESS
ON CAMPUS
Providing integrated, holistic services that help students to be healthy, be mindful, be active, be well, BE IOWA STATE.
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Iowa State University
Student Health and Wellness

WELCOME!

I’m excited to welcome you to Iowa State University and share this guide about Student Health, Wellness and Safety with you.

The combined Student Health and Wellness unit offers comprehensive services for students; there is no wrong door, we will make sure that you are connected with the appropriate resource based upon your individual need(s). We value holistic health and wellness and provide students the convenience of services and resources right here on campus.

Iowa State and national college health data shows that student health and well-being is inextricably connected to academic success, retention and persistence to graduation. Our unit priorities continue to help us grow and develop the health and wellness unit on campus and continue to expand services for the growing student body at Iowa State.

Again we welcome you to Iowa State where we hope you will BE HEALTHY, BE MINDFUL, BE ACTIVE, BE WELL AND BE IOWA STATE!

Erin Baldwin, MHA, MPH, FACHE
Assistant Vice President, Student Health and Wellness
Director, Thielen Student Health Center

Providing integrated, holistic services that help students to be healthy, be mindful, be active, be well, BE IOWA STATE.
STUDENT HEALTH AND WELLNESS AMBASSADORS

Student Health and Wellness Ambassadors partner with the Student Health and Wellness unit to help build a culture of health and well-being on campus by conducting outreach on health and wellness resources, being key communicators of health and wellness and serving in an advisory capacity to the Student Health and Wellness unit.

PURPOSE OF THE AMBASSADORS

- To act as a liaison between the ISU student community and the Student Health and Wellness unit
- To engage campus partners and fellow students and foster conversations about health and wellness
- To obtain and provide student feedback regarding health and wellness services
- To take an active part in promoting Student Health and Wellness to Iowa State University students Activities will include but are not limited to conducting outreach to students on campus, volunteering for various health and wellness events, programs, activities, and coordinating an annual health and wellness summit.

APPLICATIONS are accepted during the Spring semester.
RECREATION SERVICES

2642 UNION DRIVE
Corner of Sheldon & Union | Across from Thielen Student Health Center

ADMINISTRATION HOURS
MONDAY - FRIDAY: 8AM - 5PM

HOURS MAY VARY DURING BREAKS AND SUMMER SEMESTER

515-294-4980

CycloneHealth.org/recservices
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 member to use the facilities and participate in programs.

Visit our website (CycloneHealth.org/recservices) 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 5:30PM – 7:00AM and on weekends – Friday after 5:30PM until Monday 7:00AM.

CYRIDE
There are several CyRide routes that stop near all of our facilities.
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
- 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 overall philosophy of “something for everyone,” the Intramural Program offers over 46 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 more!
- Weekend trips in the Midwest including canoeing, 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
SPORT CLUBS
If you’re looking to compete beyond campus in a sport you’re passionate about join one of our Sport Clubs.

- Over 50 sport clubs that compete regionally or nationally
- Clubs include rugby, soccer, water-ski, lacrosse, ultimate Frisbee, snowboarding, martial arts, boxing, baseball, tennis, hockey and more
- Opportunities to start your own club
- Online club directory
- Wellness assessments

ELIGIBILITY
All full time ISU students are assessed the activity fee which automatically issues a membership to Recreation Services. Students can access Recreation Services facilities and programs with their red ISUCard during that academic semester.

For more information on other eligibility requirements, membership fees, and locker rentals visit our online membership page.

ACCOMMODATIONS
We want all to feel welcome to participate in any and all Recreation Services activities. If there is anything we can do to help you or your student group access our facilities and programs more easily, please let us know.

To reserve space for you student group in any of our facilities, please visit our website and fill out a facility reservation form. For any other accommodations, please call 515-294-4980 or email recservices@iastate.edu.
Basketball courts (5)
Volleyball/Badminton Courts (3)
125 Pieces of weight and cardio equipment with cable television and phone connection
Indoor running tracks (2)
Indoor leisure pool with spa, vortex, diving platform; water basketball, water volleyball, 3 lap swim lanes, 16’ x 9’ television
Rock climbing wall (40’) and bouldering wall (13’)
Fitness Suite with yoga and Pilates/Barre fitness classrooms
Cycling Studio

Multipurpose activity rooms (2)
Skywalk featuring Precor® Ellipticals that connects the State Gym addition to Beyer Hall
Locker rooms with lockers to rent and individual changing/shower rooms
Day Use Lockers
Recreation Services Administration Offices
Outdoor Recreation Program Office
Whirlybirds: Smoothies and Protein Shakes

STATE GYM
515-294-6640

2642 Union Drive
M-R 6AM - 12AM
F 6AM - 10PM
S 8AM - 10PM
S 8AM - 12AM
Basketball/Volleyball Courts (3)
Racquetball Courts (5)
Squash Courts (2)
Large gym equipped with black lights
Functional Training Room
Competition Swimming Pool (75’)
Locker rooms with lockers to rent
Day Use Lockers
Multipurpose Room
Weight Club Training Room
Outdoor Basketball Courts
Classrooms (3)
Recreation Services Marketing Offices
Basketball Courts (20)
Badminton/Volleyball Courts (8)
50 yd x 60 yd Artificial Turf
Racquetball Courts (8)
Indoor running tracks (2)
94 Pieces of weight and cardio equipment with cable television and phone connection
Bouldering Wall
Locker rooms with lockers to rent
Men’s and Women’s Steam Rooms
Day Use Lockers
Stretching/Warm-Up Area
Boxing Studio
Functional training equipment space
STUDENT WELLNESS

A37 FRILEY HALL
Across from Friley Windows Dining Center

OFFICE HOURS
MONDAY - FRIDAY: 8AM - 5PM

HOURS MAY VARY DURING BREAKS AND SUMMER SEMESTER

REQUEST PROGRAMMING AT
CycloneHealth.org/request

515-294-1099

CycloneHealth.org/wellness
Student Wellness is conveniently located on the corner of Welch Road and Union Drive, on the west side of Lake LaVerne. 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.

We are conveniently located right inside Friley Hall outside the Friley Windows Dining Center across from Lake LaVerne. #bewellisu

CYRIDE
There are several CyRide routes that stop near our office.
HELPING STUDENTS THRIVE

Student Wellness provides leadership in HEALTH PROMOTION AND PREVENTION on campus. With values rooted in social justice, Student Wellness works with campus partners to address health inequity on campus and reduce health disparities. Utilizing a public health approach and a holistic wellness model, centered in the eight dimensions of wellness, Student Wellness focuses on topics such as power-based personal violence, substance use, mental health, nutrition, body image, and more to enhance student wellbeing.

WHAT WE DO

 Work with campus partners to plan, implement and evaluate initiatives to improve student health and wellbeing
 Coordinate and administer various health and wellness assessments to track student health behavior and perceptions
 Enhance student’s personal skills through evidence-based workshops, trainings and programs
 Focus on population level strategies and system changes to improve campus culture and create more health promoting spaces on campus

STUDENT WELLNESS DIETITIAN

Food, nutrition, and body image are important parts of wellbeing. Students struggling to find peace with food, who have a chronic health condition that could be improved with nutrition, or simply need assistance planning meals, can meet with the Student Wellness Dietitian. These services are provided free-of-charge to all Iowa State students.

The Student Wellness Dietitian focuses on and provides leadership for health promotion efforts related to eating disorder prevention, positive body image promotion and gentle nutrition.

COLLEGIATE RECOVERY COMMUNITY

Student Wellness is in the beginning stages of developing a Collegiate Recovery Community on campus. What is Collegiate Recovery? Collegiate recovery is support for students who are in recovery from addiction or seeking recovery from addiction and are students attending Iowa State University. Collegiate Recovery Community at ISU will comprise of campus-based infrastructure to support recovering students. A primary element of collegiate recovery is peer-to-peer support. The goals of collegiate recovery are centered on providing support, preventing relapse, and promoting academic success at Iowa State University.
SUICIDE PREVENTION AND MENTAL HEALTH PROMOTION

Mental Health is a very important dimension of your overall wellbeing and is something that we all need to focus on each day. We care about the mental wellbeing of students and work collaboratively to address mental health and suicide prevention in several ways.

Student Wellness received the Garrett Lee Smith Suicide Prevention Grant in 2018, which focuses on addressing the needs of college student populations at higher risk for mental health and substance use disorders. The Mental Health Task Force implements and evaluates system level public health strategies for suicide prevention and mental health promotion.

Along with campus partners we are implementing both on-line and in-person mental health trainings that inform students how to recognize signs of mental health concerns within themselves and others. The trainings address how to have helpful conversations with friends, classmates, partners, and roommates that may be experiencing a mental health struggle or crisis. Other initiatives include but are not limited to population level outreach strategies, screening and brief intervention strategies, and coordinating collaboration between the Regents’ institutions for best practice approach to mental health and suicide prevention.

GREEN DOT AT IOWA STATE

Green Dot is a violence prevention strategy that promotes bystander intervention. Student Wellness provides leadership for Green Dot and works collaboratively with campus and community partners on violence prevention efforts.

A green dot is any choice, behavior, word or attitude that promotes safety for everyone and communicates utter intolerance for power-based personal violence in our Iowa State University community. A green dot is anything you do to make our community safer.

HOW STUDENTS AND STAFF CAN GET INVOLVED

- Participate in a Green Dot Training
- Attend Green Dot events and programs
- Request a toolkit to help you implement violence prevention strategies in your organization, group or space.
PEER-TO-PEER ENGAGEMENT

Student Wellness implements various peer-to-peer wellness initiatives on campus to enhance student wellbeing.

PEER WELLNESS EDUCATORS (PWE)
Peer Wellness Educators are paid Student Wellness student employees who work with students, staff and faculty to increase access to wellness information, teach life-enhancing skills and advocate for campus wide change to build a culture of well-being at ISU.

Peer Wellness Educators work with other students on campus to facilitate wellness workshops, plan and implement programs, and work on various health promotion strategies with staff.

CYDE KICKS (PEER HEALTH COACHING)
Peer Health Coaching is a collaborative, solution-focused, result-oriented and systematic process in which a student peer health coach (Cyde Kick) works with another student to enhance health, life experience, self-directed learning and personal growth. Peer Health Coaching involves in-depth conversations to help students work towards a behavior change goal.

In partnership with the Department of Kinesiology, students can enroll in health coaching or become a health coach for academic credit. Enroll by visiting the Student Wellness website.
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 online 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 IN CANVAS 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? VISIT: CycloneHealth.org/alcoholedu

AlcoholEdu is a science-based, interactive online 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

2505 UNION DRIVE
Student Services Building, 3rd Floor

STUDENT COUNSELING SERVICES
WALK-IN HOURS
MONDAY - THURSDAY: 8AM - 3PM
CRISIS HOURS
MONDAY - FRIDAY: 8AM - 5PM

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

CAREER EXPLORATION SERVICES
Student Services Building, 2nd Floor
MONDAY - FRIDAY: 9AM - 5PM

HOURS MAY VARY DURING BREAKS AND SUMMER SEMESTER

515-294-5056
AFTER-HOURS CRISIS LINE  800-273-8255
TEXT “ISU” TO 741741

CycloneHealth.org/counseling
Student Counseling Services is conveniently located right on Iowa State University’s campus on the 3rd floor of the Student Services Building.

Initial consultations are conducted on a walk-in basis. Please arrive Monday - Thursday between 8AM - 3PM if you wish to speak to someone and request one of the treatment services SCS offers. Ensure that you have at least 90 minutes at that time to complete initial paperwork and visit with an on-call counselor about your needs for 15-20 minutes. Following the initial consultation, options will be discussed for continued treatment.

PARKING
There are a few parking meters available right outside of the Student Services Building.

CYRIDE
There are several CyRide routes that stop near the Student Services Building.
WE CAN HELP

Life can be many things, especially as college students. You’re discovering exciting passions, exploring new possibilities and beginning more and more of life’s adventures.

But it can also be stressful and hectic. It can be depressing and scary. Sometimes it can be overwhelming. We’re here for when life hits those down moments, where you feel like it’s impossible for anything to go right in your life.

Student Counseling Services (SCS) provides assessment and treatment for a variety of issues many students face. These include but are not limited to:

- Adjustment concerns
- Identity and personal goals
- Family and relationship concerns
- Questioning and coming out
- Academic concerns
- Depression
- Anxiety
- Eating disorders
- Trauma recovery

OUTREACH AND CONSULTATION SERVICES
We collaborate with our colleagues in the Student Health and Wellness unit to offer educational presentations and provide consultation to students, faculty and staff. Consult our website for the most up-to-date list of presentation topics.

STUDENT COUNSELING SERVICES STAFF
Our professional staff members have doctoral degrees in counseling or clinical psychology, master degrees in mental health counseling or social work, are licensed in the state of Iowa or are being supervised by a licensed staff member. In addition, we are a training facility and utilize postdoctoral fellows, psychology doctoral interns, graduate assistants and graduate-student practicum counselors in our daily schedule.

ELIGIBILITY FOR SERVICES
Students must be currently enrolled or registered as Iowa State students.

CRISIS SERVICES
SCS is available weekdays 8AM-5PM for students in personal crisis who are in imminent need of assistance.
FEES FOR 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. **NOTE: NO SHOW FEES are applied when appointments are not canceled in advance.**

CONFIDENTIALITY
In compliance with federal laws and regulations, all services of the Student Counseling Services (SCS) office are strictly confidential. With rare legal exceptions, our staff does not release information regarding students, or the services they receive, to anyone outside SCS without the written permission of the client.

DIVERSITY
SCS welcomes people of every gender, identity and expression, ethnicity, race, sexual orientation, age, physical and mental ability, religion and socioeconomic class to use our services. We are committed to providing culturally sensitive and respectful treatment.

EMBEDDED COUNSELORS
SCS partners with the College of Veterinary Medicine (CVM) to provide on-site counseling services. Our clinical therapists are available five days a week to provide confidential, brief therapy to CVM students and outreach activities centered on creating a culture of wellness for veterinary students.
SERVICES AVAILABLE

**WORKSHOPS** help build skills across a variety of areas in which students experience difficulty. These workshops are offered at various times each week to accommodate students’ busy schedules.

**GROUP COUNSELING** is a proven and powerful mode of treating a variety of clinical concerns. Groups typically consist of 5-8 students.

**INDIVIDUAL COUNSELING** allows students to meet individually with a trained clinician to address a variety of issues, from developmental needs to treatment of mental health concerns.

**CAREER COUNSELING** can assist students having difficulty choosing a major or making decisions about their future after college. Career counseling can be supplemented with specialized assessments, such as computer testing to help students find the right path for themselves.

**COUPLE COUNSELING** is available for Iowa State students and their partners during times of relationship difficulty. Both parties need to be current Iowa State students.

**CRISIS COUNSELING** is available Monday through Friday 8AM-5PM to any student in need of immediate care.

**BIOFEEDBACK** is a popular service offered through the mind body program. With the aid of specialized computer technology, students can access a variety of programs to learn and practice skills which may reduce stress, anxiety and many other concerns. Biofeedback can be accessed by students following an orientation to learn the equipment.
THIELEN STUDENT HEALTH CENTER

2647 UNION DRIVE
Corner of Sheldon & Union | Across from State Gym

CLINIC HOURS
MONDAY: 8AM - 6PM
TUESDAY: 8AM - 5PM
WEDNESDAY: 9AM - 5PM
THURSDAY: 8AM - 5PM
FRIDAY: 8AM - 5PM
SATURDAY: 9AM - 12PM

HOURS MAY VARY DURING BREAKS AND SUMMER SEMESTER

PLEASE CALL TO MAKE AN APPOINTMENT

APPOINTMENTS: 515-294-5801
PHARMACY: 515-294-7983
PHYSICAL THERAPY: 515-294-2626
CycloneHealth.org/clinic
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.
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.

4.73/5 AVERAGE PATIENT SATISFACTION SCORE
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!
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 the health center. New students are eligible to receive vaccinations at Thielen Student Health Center 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.
SUBMIT YOUR IMMUNIZATION 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.

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 two emails. The email will be sent to the email address you provided in AccessPlus. The first email is to confirm that your information was received. You will receive a second e-mail within 7-10 business days 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.
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
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 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.
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 as well as pregnancy testing.

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 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 AND 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.
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.
- Online refills at CycloneHealth.org/refill
- 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.
PHYSICAL THERAPY AND 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.
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
- Upcoming appointments
- Visit summaries
- Medications
- Immunizations
- Allergies
- Lab Results

It also allows you to:

- Exchange secure e-mails with your health center staff
- View educational materials

Sign Up Today at CycloneHealth.org/selfenroll
CLASS EXCUSE POLICY

Class attendance is an individual student responsibility and a matter between you and your professors. With limited exceptions, Thielen Student Health Center (TSHC) providers do not give “class excuses.” If you will be absent due to illness, you are responsible for calling or emailing your instructors as soon as possible to notify them of your illness and to determine how best to make up the class time or missed assignments.

It is often the best course of action for persons with viral illnesses to remain at home and follow self-care guidelines until their symptoms lessen and they can return to school and/or work. This means, for example, staying out of classrooms and work places while acutely ill with a cold or influenza. It is rarely medically-necessary to be seen by a health care professional in these instances. It’s also not possible for Thielen Student Health clinical staff to verify the presence or severity of illnesses that have already resolved. Please do not ask for a “retroactive class excuse” from the health center in such instances.

In addition, please note that the Dean of Students Emergency Notification procedures are not intended for use in these types of non-emergency absences. Those procedures are intended to assist you with faculty notification when crisis or emergency circumstances make it difficult for you to contact faculty personally.

TSHC providers may recommend that you remain out of class in the following industries:

- If you are diagnosed with a contagious illness that requires you to remain out of work or school per specific public health guidelines. Examples of illnesses, noted up to this category include measles, mumps, or pertussis (whooping cough). In such instances, TSHC staff will work with you and your family to ensure all health guidelines are followed, and that you will work with the Dean of Students Office to ensure you will receive appropriate documentation for your records. TSHC staff will also assist in ensuring that classmates or other close contacts are notified if any preventive care is recommended for them. Return to class guidelines will be provided, and that will likely include a follow-up visit to the health center to clear you to return.

- If you are diagnosed with a viral illness that will require you to be hospitalized. In these cases, TSHC staff will work with the Dean of Students Office to ensure you will receive appropriate documentation for your records. TSHC staff will follow up with your instructors to inform them of your illness and to follow up on your behalf to make up any missed coursework. Examples for this category include surgical recovery periods or recuperation from serious episodes of illness.

Ann Marie VanDerZanden, PhD
Erin Baldwin, MHA, MPH
Associate Provost for Academic Programs
Assistant Vice President, Student Health & Wellness
Director, Thielen Student Health Center

SEE COMPLETE POLICY: CycloneHealth.org/classexcuse
STUDENT HEALTH FEE

All students enrolled in five or more credit hours are assessed the mandatory health fee each semester. The health fee ensures 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 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

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
INSURANCE AND BILLING INFORMATION

CLINIC AND PHARMACY CHARGES AND INSURANCE
For the best clinical billing experience possible, the health center recommends the following:

- Check with your insurance provider ahead of time to ensure they will cover charges from Thielen Student Health Center. Make sure to check out the questions on page 38 to ask your current health insurance company in regards to your insurance coverage.
- Be sure your current health insurance information is on file at the health center, 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. Payments for prescription and over-the-counter products from the pharmacy can be made at the time of pick up or charged to your university bill. Information regarding our sliding fee schedule can be found on our website.

Often times your health insurance and prescription insurance are on different plans and you may need to provide both cards.

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.

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.

IOWA MEDICAID
To check eligibility and options please visit: dhs.iowa.gov
For additional insurance options, see page 39 for a competitive insurance option for Iowa State students.

The billing and insurance desk phone number is (515) 294-7523.
HOW TO SUBMIT YOUR INSURANCE INFORMATION

Scan or copy the front and back of your insurance card(s) and then select a submission option below. **Submitting online is the quickest and easiest!**

SCAN & EMAIL: submitinsurance@iastate.edu

Be sure to include the health insurance form found at CycloneHealth.org.

DROP OFF IN PERSON or MAIL TO:
2647 Union Drive, Ames, Iowa 50011-2029

SUBMIT ONLINE
1. Log into Access Plus.
2. Click on the Student tab in the top right.
3. Click on Student Health Ctr in the left navigation bar.
4. Click on Insurance in the left navigation bar.
5. Click the Continue button.

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 Thielens 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. Is my child covered through the summer months even if not taking summer classes?
5. Does my insurance cover expenses worldwide if my child decides to study abroad?
6. 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?
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.

Thielen Student Health Center 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. TSHC receives no additional benefits for patients being on SSHIP insurance.

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. For many students, the SSHIP plan can offer great benefits at a lower cost than what their family’s insurance offers. Refer to the worksheet on page 40 to determine what choice is right for you.

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.
Choosing a health plan can be confusing. Take a few minutes to compare your current plan with the SSHIP plan available to students and their families. Occasionally selecting a different plan makes more sense. The ISU SSHIP plan covers most services 100% at Thielen Student Health Center.

<table>
<thead>
<tr>
<th>What type of insurance plan?</th>
<th>MY PLAN</th>
<th>ISU SSHIP PLAN</th>
</tr>
</thead>
<tbody>
<tr>
<td>PPO - Preferred Provider Organization</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>HMO - Health Maintenance Organization</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Other/Unknown</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>What is the coinsurance for services?</th>
<th>%</th>
<th>TSHC 0%, all others 20%*</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Do ALL my providers (doctors, hospitals, specialists, pharmacies, etc.) take this plan? Look on the insurance company's website or call to find out.</th>
<th>☐ YES ☐ NO</th>
<th>☐ YES ☐ NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do I need referrals for specialists?</td>
<td>☐ YES ☐ NO</td>
<td>☐ NO</td>
</tr>
<tr>
<td>This plan covers these services (Covered essential and other services):</td>
<td>☐ Medical ☐ Maternity ☐ Prescription ☐ Vision ☐ Mental Health ☐ Dental ☐ Substance Abuse</td>
<td>☐ Medical ☐ Maternity ☐ Prescription ☐ Vision ☐ Mental Health ☐ Dental ☐ Substance Abuse</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>What is the amount of the out of pocket maximum or limit?</th>
<th>$</th>
<th>$4,100 (ind)</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>If I travel out-of-network, does this plan cover care outside my local area? If I travel out of country or out of state, does this plan provide coverage?</th>
<th>☐ YES ☐ NO</th>
<th>☐ YES ☐ NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual Premium Amount (individual)</td>
<td>$_____ per month x 12 months = $__________</td>
<td>$1,392 (year)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>How much is your co-payment?</th>
<th>Primary Care/Doctor Office Visit $__________</th>
<th>$ 0</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Physical Therapy $__________</td>
<td>$10</td>
</tr>
<tr>
<td></td>
<td>Specialist $__________</td>
<td>$ 0</td>
</tr>
<tr>
<td></td>
<td>Urgent Care $__________</td>
<td>$ 0</td>
</tr>
<tr>
<td></td>
<td>Emergency Department $__________</td>
<td>$100</td>
</tr>
<tr>
<td></td>
<td>Hospitalization $__________</td>
<td>$ 0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>How much is the annual deductible? (Medical and Hospital)</th>
<th>$__________</th>
<th>$450*</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Out of pocket costs you pay yearly</th>
<th>$__________</th>
<th>$_____</th>
</tr>
</thead>
</table>

| Prescription Drug Costs | Find out costs by checking online or calling the company; ask about the formulary. | $_____ co-payment per RX x _____ number of RX filled = $__________ | $10/20 |
|---|---|---|

<table>
<thead>
<tr>
<th>Cost Summary</th>
<th>Insurance Premium $__________</th>
<th>$1,392</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doctor Costs and Deductibles</td>
<td>$__________</td>
<td>$______</td>
</tr>
<tr>
<td>Prescription Drug Costs</td>
<td>$__________</td>
<td>$______</td>
</tr>
<tr>
<td>Total Estimated Yearly Health Care Costs</td>
<td>$__________</td>
<td>$______</td>
</tr>
</tbody>
</table>

*COST ESTIMATOR ASSUMES IN-NETWORK (OUT OF NETWORK WOULD BE 40%/$600)
HEALTH INSURANCE GLOSSARY

BENEFITS MAXIMUMS
Benefits maximums are the maximum benefit amounts that each member is eligible to receive.

CO-INSURANCE
Refers to money that an individual is required to pay for services, after a deductible has been paid. In some health care plans, co-insurance is called “co-payment.” Coinsurance is often specified by a percentage.

CO-PAYMENT
This is a fixed dollar amount that you pay each time you receive certain covered services.

COVERED MEDICAL EXPENSES
The costs for any treatment, service, or supplies covered by the policy which are: (a) not more than the insurance company considers a reasonable charge; or (b) not more than would have been charged if you did not have this coverage; and (c) charged without actually having paid for the insurance—within the time period covered.

DEDUCTIBLE
This is a fixed dollar amount you pay for covered services in a benefit year before medical benefits become available.

EXCLUSION
A provision within a health insurance policy that eliminates coverage for certain acts, property, types of damage or locations.

HMO - HEALTH MAINTENANCE ORGANIZATION
A type of plan that usually limits coverage to care from doctors who work for or contract with the HMO. It generally won’t cover out-of-network care except in an emergency. May require you to live or work in its service area to be eligible for coverage.

LIMITATIONS
A limit on the amount of benefits paid out for a particular covered expense, as disclosed on the Certificate of Insurance.

OFFICE VISIT
An appointment with a provider for routine care or for diagnosis and treatment of an illness or injury.

OUT-OF-POCKET MAXIMUM
The out-of-pocket maximum is the maximum amount you pay, out of your pocket, for most covered services in a benefit year. Many amounts you pay for covered services during a benefit year accumulate toward the out-of-pocket maximum.

POLICY YEAR MAXIMUM
The maximum benefit that will be paid under the policy for all covered medical expenses you have in one year.

PPO - PREFERRED PROVIDER ORGANIZATION
A type of plan that contracts with medical providers to create a network. You pay less if you use providers that belong to the plan’s network but you can use doctors, hospitals and providers outside of the network for an additional cost.

PREMIUM
The cost you pay for insurance coverage.

PROVIDER
A term used for health professionals who provide health care services. Sometimes, the term refers only to physicians. Often, however, the term also refers to other health care professionals such as hospitals, nurse practitioners, chiropractors, physical therapists, and others offering specialized health care services.
RIGHTS AND 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.
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.

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.
AFTER HOURS CARE OPTIONS

FIRST NURSE CALL CENTER
800-524-6877
Calls are answered 24/7

MCFARLAND CLINIC
Urgent Care
3815 Stange Road: 515-956-4044
Express Care
Hy-Vee West | 515-956-4100
Hy-Vee Lincoln Center | 515-956-4051
Hours: Weekdays until 7:00PM,
Saturdays & Sundays Until 5:00PM

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

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

(515) 294-4980 | CycloneHealth.org
The Department of Public Safety at Iowa State University is a team of law enforcement and parking professionals working in partnership with the university community to improve the quality of life by enhancing safety, personal security and campus access services for students, faculty, staff and visitors. The police department has 38 sworn, state-certified officers and 14 full-time civilian staff. The parking department has nine full-time civilian staff.

Iowa State University Police provides a variety of services to the ISU 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 statewide 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.

MOBILE CRISIS RESPONSE is a service that provides teams of professionals that can provide on-site, face-to-face mental health services for an individual or family experiencing a mental health crisis. They can respond wherever that crisis is occurring. TO ACCESS MOBILE CRISIS RESPONSE, CALL THE CENTRAL IOWA CRISIS LINE 24/7 AT 844-258-8858.

ARMORY BUILDING, ROOM 55
515-294-4428

AMES POLICE DEPARTMENT
515-239-5133

EMERGENCY 911

police.iastate.edu
DEAN OF STUDENTS OFFICE

ACADEMIC SUCCESS CENTER
1060 Hixson-Lied Student Success Center | 515-294-6624

CENTER FOR LGBTQIA+ STUDENT SUCCESS
3224 Memorial Union | 515-294-5433

HIXSON OPPORTUNITY AWARDS
1080 Hixson-Lied Student Success Center | 515-294-6479

INTERNATIONAL STUDENTS AND SCHOLARS OFFICE
3241 Memorial Union | 515-294-1120

MARGARET SLOSS CENTER FOR WOMEN AND GENDER EQUITY
205 Sloss House | 515-294-4154

MULTICULTURAL STUDENT AFFAIRS
2080 Student Services Building | 515-294-6338

NATIONAL STUDENT EXCHANGE
080 Hixson-Lied Student Success Center | 515-294-6479

PARENT AND FAMILY PROGRAMS
1010 Student Services Building | 515-294-6054

SORORITY AND FRATERNITY ENGAGEMENT
0355 Memorial Union | 515-294-1023

STUDENT ACCESSIBILITY SERVICES
1076 Student Services Building | 515-294-7220

STUDENT ASSISTANCE
1010 Student Services Building | 515-294-1020

STUDENT CONDUCT
1010 Student Services Building | 515-294-1020

STUDENT LEGAL SERVICES
0367 Memorial Union | 515-294-0978

VETERANS CENTER
3540 Memorial Union | 515-294-9801

WRITING AND MEDIA CENTER
208 Carver Hall | 515-294-8899

1010 STUDENT SERVICES BUILDING
2505 UNION DRIVE

515-294-1020
515-294-5670 FAX
515-294-6635 TTY
dso.iastate.edu

@IOWASTATEDSO

HELPING CYCLONES SUCCEED
POWER BASED PERSONAL VIOLENCE

Power-based personal violence (PBPV) is a form of violence that has a primary motivator: assertion of power, control and/or intimidation in order to harm another. This includes relationship/partner violence, rape/sexual assault, stalking, and other uses of force, threat, intimidation, or harassment of an individual. It also includes the use of alcohol or drugs to commit any of these acts. These acts are inclusive acts committed by strangers, friends, acquaintances, intimates, or other persons.

HELP A FRIEND OR FAMILY MEMBER

Do you think that someone you care about is experiencing abuse? Maybe you’ve noticed one or more of the warning signs, including:

- Their partner puts them down in front of other people
- They are constantly worried about making their partner angry
- They make excuses for their partner’s behavior
- Their partner is extremely jealous or possessive
- They have unexplained marks or injuries
- They’ve stopped spending time with friends and family
- They are depressed or anxious, or you notice changes in their personality

It can be very difficult to know what to do if someone you love experiences PBPV. You instinctively want to “save” them from the relationship, but it’s not that easy. There are many reasons why people stay in abusive relationships, and leaving can be a very dangerous time for a victim.

It is all about power and control for the abuser. One of the most important ways you can help someone in who has experienced PBPV is to consider how you might empower them to make their own decisions.

OFFER SUPPORT IN VARIOUS WAYS

- Acknowledge that they are in a very difficult scary situation, be supportive and listen.
- Be non-judgmental.
- If they end the relationship, continue to be supportive of them.
- Encourage them to participate in activities outside of the relationship with family and friends.
- Help them develop a safety plan.
- Encourage them to talk to people who can provide help and guidance.
- Remember that you cannot “rescue” them.
WHEN SEXUAL ASSAULT HAPPENS

FOR FREE AND CONFIDENTIAL INFORMATION CALL

(515) 29-ALERT
(515-292-5378)

www.police.iastate.edu/sart

FREE SPECIALIZED MEDICAL FORENSIC EXAMS AVAILABLE AT:

IOWA STATE UNIVERSITY
Thielen Student Health Center
Providing free, private and secure support with a trained Crisis Counselor 24/7

Text ISU to 741741

They don’t look like a victim. They don’t look like a batterer. Domestic violence happens in same-sex relationships too.
RECREATION SERVICES  
(515) 294-4980

STUDENT WELLNESS  
(515) 294-1099

STUDENT COUNSELING SERVICES  
(515) 294-5056

THIELEN STUDENT HEALTH CENTER  
APPOINTMENTS  
(515) 294-5801  
PHARMACY  
(515) 294-7983  
PHYSICAL THERAPY  
(515) 294-2626

CYCLONEHEALTH.ORG