

## **STUDENT HEALTH SERVICES-PRIMARY CARE FREQUENTLY ASKED QUESTIONS**

### **1. What primary care services will be provided at the Student Health Center?**

1. Point of care testing (POC)
  - i. Onsite POC for glucose, A1c and UA
  - ii. Urine HCG should be available shortly
  - iii. Infectious disease POC testing requires new equipment and training, and will take some time
2. Full-service phlebotomy is on site, as well as access to all Montefiore Medical Center lab/pathology
3. For imaging, referrals to the Hutch will be made
4. For women's health services, referrals will be made to available providers

### **2. What about medical clearance services?**

1. Students can make an appointment with Student health Center PCP for annual physical exam evaluations
2. For other medical clearance needs, including COVID exposure/illness questions and vaccinations, students should make an appointment with Occupational Health Services (OHS). Please see main Student Health Services (SHS) webpage for a list of services through OHS and contact information.
3. Flu and COVID19 vaccinations can be obtained through OHS or other announced locations by Einstein.

### **3. Who are members of the Student Health Center team?**

1. Dr. Darlene LeFrancois is the interim PCP, full-time PCP is expected to start this fall
2. Nursing staff will be available to assist the PCP
3. New secretary, Ms. Itisha Habersham, will be on site on the first floor of 1180 Morris Park and work in the student health program.

### **4. How do I make an Appointment?**

1. Students can call (347)-498-2461 between 8:30 – 5:00 pm to speak to Itisha and schedule appointments
  - i. This phone number is predominantly for appointment scheduling.
  - ii. There is no walk-in option for this clinic, but we expect there to be same day appointments which can be scheduled when the student calls the clinic number
2. Please note that we are currently working on creating an EPIC department dedicated to student health. In the meantime, your visits and appointments will be billed under "Wellness Nephrology."

**5. Is there any aftercare available for non-urgent issues during afterhours or weekend?**

1. Yes. For students who have already been seen in student health center, they can call the Family Care Center (FCC) internal medicine after hours number to speak to the on-call covering attending.
  - i. The afterhours phone number is 718-920-2273
2. For any urgent needs, please refer to our Student Health Services webpage for information on nearby Urgent care and Emergency Departments.

**6. Can my spouse/domestic partner be seen at the Student Health Center?**

1. This service will be available to your spouse/domestic partner when the full time PCP arrives on-site by end of 2023.

**7. Can messages be sent to the provider through Mychart?**

1. If care is needed during the day, students can call the 347 number and a message will be sent to the physician
2. MY Chart messages (MYC is the abbreviation used for the messaging system for patients within EPIC) – we are working on a plan to have student MYC messages be routed to our local site for a response.

**8. How do I register?**

1. Students will be registered at the time of their request for an appointment if the student does not have an active MRN in EPIC
2. Insurance verification/eligibility will be done at the time of check-in
3. You will be able to register through MYC, including creating your own MRN if you have never been seen in Montefiore. See link to MyChart registration guide on main page.

**9. What about Co-pays and Insurance billing?**

1. Co-pays will be collected at the time of check-in and your insurance company will be billed for the services through EPIC