Orientation
Booklet

Florida State University uhs.fsu.edu
Welcome to University Health Services

University Health Services (UHS) is a fully accredited primary care facility, providing medical care and outreach programs through a team of dedicated professionals. As a student-focused, student-friendly center, its mission is to promote and maintain Health & Wellness for the FSU campus community.

Services include general medical care, women’s health services, allergy clinic, nutrition assessments, physical therapy, psychiatry, immunizations, laboratory, health promotion outreach services, HIV and sexually transmitted infection testing, and radiology. We provide basic outpatient family practice-type services. We also provide urgent care services (minor suturing, splinting, intravenous therapy) for acute injuries and illnesses that cannot wait for an appointment. There are other specialists who work in the specialty clinic on a rotating basis throughout the month.

The Health and Wellness Center is located southwest of Oglesby Union, north of the Student Life building and the Dunlap Success Center, and west of Parking Garage #2. The street address is 960 Learning Way.

Summer hours are 8 AM - 4 PM Monday - Friday. After hours and weekend services for urgent health care needs are available through MDLive (800-497-0677) and urgent care clinics near campus. Hours are subject to change, so please check the website at uhs.fsu.edu for the most up to date information.

Call the Central Appointment Unit (CAU) at 850-644-4567. The CAU will schedule your appointment as quickly as possible. Arrive at least 15 minutes before your scheduled appointment time. No show charges are assessed for missed appointments and late arrivals may be asked to re-schedule in addition to a no show fee. Walk-in patients not meeting the criteria for priority care must schedule an appointment.

Be sure to bring your FSU ID and your health insurance information with you to every appointment in the Health Center.

Be well. Do well.

Sincerely,

Lesley K. Sacher, MHA, FACHE, FACHA
Director, University Health Services
lsacher@fsu.edu

be well. do well.
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## Registration Checklist

**Welcome!** Please refer to the following list during Orientation.

- **Get your FSUCard**
- **Attend all of your orientation sessions**
- **Check your financial aid application status**
- **Purchase your meal plan**
- **Check on your housing application status**
- **Take a tour of campus**
- **Verify receipt of Immunization/Health Records at University Health Services**

  *Note: REMEMBER TO SIGN THE FORM If you are waiving either or both the meningococcal meningitis and/or hepatitis B vaccines. If you are not yet 18, your parent or guardian must also sign the form.

- **Verify compliance with the Mandatory Health Insurance Policy**

  *Note: All FSU students are required to report proof of adequate health insurance coverage to the Office of Health Compliance annually. Registration will be blocked until this requirement is met.*
Welcome to the Florida State family! University Health Services administers the requirements for immunizations and health insurance for Florida State University. Step by step instructions for satisfying these requirements are posted at healthcenter.fsu.edu/forms/forms.html.

Every new or returning full-time main campus domestic student and every student studying at FSU on a J or F visa must show proof of health insurance that meets the FSU Board of Trustees requirements once each year prior to registration. Dependents on J visa must also be insured. Part-time main campus students enrolling for at least 3 credit hours may enroll in the student health insurance plan.

Information about completing a waiver and waiver dates, the plans, open enrollment and premiums are posted at www.studentinsurance.fsu.edu. Review Private Insurance Requirements to see whether your health insurance meets the minimum requirements to complete the waiver. United HealthCare Student Resources (UHCSR) is the provider for the university-sponsored plan. Post-doctoral fellows, visiting scholars and students at the Center for Intensive English Studies may purchase the plan. The application is posted on the student insurance site.

Again, welcome to Florida State. The Wellness Center staff is ready to assist as you transition to college life. Please let us know if we can make your move into the FSU support system a more positive and enriching experience.

Health Compliance Checklist

- PROOF OF IMMUNIZATIONS (SUBMIT ONCE)
- PROOF OF HEALTH INSURANCE (ANNUAL REQUIREMENT)

Note: Health compliance requirements must be met to remove your registration holds.
HEALTH COMPLIANCE

Annual Health Compliance Requirement at FSU

Before you enroll at FSU, you must meet certain health requirements. To help make your transition to FSU as smooth as possible and minimize any potential problems with class registration, you should submit all required information well before your scheduled orientation date. Also, be sure to browse this booklet to find out about the abundance of health services of which you may take advantage as a FSU student. Here’s wishing you a healthy, happy start to your life as a Florida State Seminole!

IMMUNIZATIONS

Proof of Immunizations

Go to healthcenter.fsu.edu/forms/forms.html

- Main campus students submit the Student Immunization Record.
- Panama City, FL campus students submit the Student Immunization Record PC edition to the PC office.
- Transient Students and International Program Students submit the IP Transient Student Immunization Record.
- FAMU Co-op students submit the FAMU Co-op Immunization Record.
- Distance Learning (DL) students are exempt from the immunization requirement. If you are not sure you are a DL student, check with your department. Just taking classes on line does not make you a DL student.
- Required immunizations
  - Two combined MMR or IgG titers
  - At least one meningococcal meningitis or waiver
  - Hepatitis B or waiver
- Immunization Record must be signed by an authorized medical provider or records custodian. Their printed name and office address are also required and they must date the form.
- Corrections on the form must be initialed and dated by the clinician or records custodian.
- Submit the immunization record to the Health Compliance Office (PC students submit the record to the PC office) via:
  - Fax 850-644-8958
  - Mail to:
    Health Compliance
    960 Learning Way
    Tallahassee, FL 32306-4178
  - E-mail to FSU Drop Box. Instructions are at the link above.
  - Hand deliver to:
    Health Compliance
    Health & Wellness Center Room 1005
    960 Learning Way
- Documentation delivered at orientation may take up to 5 days to be processed.
INSURANCE

Annual Proof of Insurance Requirement

Go to www.studentinsurance.fsu.edu.

- Purchase the student health insurance. Click on the Purchase Insurance link. Follow the prompts.
  - The premium is due when financial aid is paid.
  - The annual premium is billed in two equal payments, one in fall and one in spring.
  - There is no spring only coverage available.
  - The insurance can be canceled up to the 30th day of the term for which it was purchased. Only written requests to healthcompliance@fsu.edu are accepted.
  - After the 30th day of the term the plan can be canceled only if the student is leaving school to join the military.

- Waive purchase of the student health insurance by providing proof of your Private Health Insurance coverage.
  - Review Private Insurance Requirements at the insurance site.

- Coverage for emergency care only is NOT sufficient.
- Private insurance must have the same or longer coverage dates than the student health plan.
  - Click on the Waive Insurance link. Follow the prompts.
  - If you are at FSU on a J or F visa and you are insured on your spouse’s medical plan, evacuation and repatriation coverage is required. That coverage can be purchased separately from UHCSR. Instructions are on the insurance site.
  - Students may use Medicaid or Medicare for their health insurance waiver but cannot use Medicaid or Medicare to pay for services at the Wellness Center as UHS is not a Medicare or Medicaid provider.

- Remember, step by step instructions are at http://healthcenter.fsu.edu/forms/forms.html.

Resolve Compliance Issues

Resolve Compliance issues for either immunizations or insurance by calling 850-644-3608 or sending an e-mail to healthcompliance@fsu.edu. Understand that if you have submitted your immunizations and/or health insurance and you still see the To Do List in your Student Central account, when Admissions assigns a matriculation date to your record, then the To Do Lists will go away.
University Sponsored Student Health Insurance Plan

The plan brochures, summaries of benefits and coverage, and stand-alone evacuation and repatriation enrollment forms are posted on the student insurance web site at the bottom of the home page as well as on the UHCSR web site at www.uhcsr.com/fsu.

How do I get my insurance card? Insurance information is uploaded to UHCSR weekly. You should receive an e-mail from UHCSR by the following Friday to go to www.uhcse.com/fsu to set up your MyAccount. When you have set up your MyAccount you can print a temporary insurance card, get an electronic card on your smart phone or request the company to mail a hard copy of the card to you. Make sure your mailing address is up to date in your Student Central account. That is the address that updates the carrier every week.

Contact UHCSR

• At www.uhcsr.com/fsu
  • You can
    » Find a provider at
      United HealthCare Choice Plus (medical)
      United Behavioral Health (mental health)
    » View your claims
    » View your current coverage and your coverage history
    » View your demographics
  » Request an ID card
  » View the Prescription Plan
  » View the Value Added Benefits
  » View Plan Information
• By telephone at (800) 767-0700.
  » This is the ONLY telephone number for students to call the student health plan.
  » Providers can call UHCSR at 888-224-4875.

Note: When you use a provider off campus, make certain the provider knows that you have the student health plan from United HealthCare STUDENT RESOURCES. Give them the Student Resources mailing address (Student Resources, PO Box 809025, Dallas, TX 75380-9025) and electronic payee number (74227) from the back of your card or they may file your claims with the wrong carrier. It is very upsetting to have your claims denied and payment delayed because of this detail.
Dental Insurance

Dental Insurance is available as an optional, voluntary purchase.

- Provider is Florida Combined Life, a Florida Blue company.
- The plan can be purchased to begin August 15 or January 1. The plan ends annually on August 14.
  - Open enrollment is the same as open enrollment for the medical insurance plans.
  - The premium is the same whether the plan begins in August or January.
  - Annual benefits are provided regardless of when the plan begins.
- The plan is a PPO plan using the Blue Dental Choice Plus network.
- The dental practice in the Wellness Center accepts the student dental plan.
- The plan is available to FSU main campus enrolled students only.
- No referrals or authorizations are required to see a general dentist or specialist.
- 20% discount on cosmetic dentistry procedures from participating providers.

- Plan brochure and cost highlights are posted at www.studentinsurance.fsu.edu at the Dental Plans link in the menu.
- An insurance card is mailed to your local mailing address.
- Cancellation: Plan can be canceled, in writing, any time up to the start date of the plan or upon the death of the student.
BILLING

Insurance Billing Office at UHS

The Insurance Billing Office at University Health Services is located on the 1st Floor in Room 1047. The office is staffed with experienced and dedicated professionals who will file your medical claims. They communicate with patients and insurance companies to ensure your claims are processed correctly and in a timely manner. We realize that the billing process can be confusing, so we are here to help you better understand what you can expect. For assistance, contact the billing office at 850-644-1640.

IN-NETWORK INSURANCE PLANS

Even if your insurance plan is in-network, some services may not be covered or paid in full by the insurance company. You still may be responsible for co-pays, co-insurance and deductibles. If your insurance plan is out-of-network, we will still file your claim to the insurance company. However, most out-of-network plans pay less or none of the costs of your services. All insurance plans are different, so call your insurance company to verify benefits prior to your appointment. Their number is typically located on the back of your insurance card. We bill all Insurance plans except Medicare and Medicaid, and are in network with the following at the present time:

- Florida Blue(formerly Blue Cross Blue Shield)
  - Network Blue/Blue Options
  - Blue Choice/PPO
  - Traditional
- Aetna
  - PPO
  - Managed Choice (POS)
  - HMO
- United HealthCare (Out-of-Network for Psychiatry)
  - Choice Plus
  - PPO & POS
- Humana (Out-of-Network for Psychiatry)
  - PPO
  - POS
- CIGNA (Out-of-Network for Psychiatry)
  - PPO
  - OAP (Open Access Plus)
- Tricare (Out-of-Network for Psychiatry)
  - Prime (Referral from your PCM is required)
  - Standard
- Capital Health Plan (CHP)
  - Some limitations apply

HOW DO I USE MY INSURANCE?

How your healthcare is paid for depends on whether you have health insurance and the type of coverage you have. The Insurance Billing Department will file insurance claims for services provided at the Health Center. To help us provide the best service possible, prior to your appointment, call your insurance company to verify your benefits. Their number is typically located on the back of your insurance card.

Here are questions you should ask:

- Is FSU-University Health Services (Tax ID: 59-1961248) In-Network?
- I want to be seen for [insert what you want to be seen for]. Is this covered under my insurance benefits?
- Am I responsible for a deductible, co-insurance or co-pay for this service?
- Do I need to get a pre-authorization for this service to be covered?

HOW WILL I BE BILLED?

Deductibles, Co-pays, Co-insurance, and charges not covered by your insurance plan will be billed to your University Blackboard Account after the insurance company has paid its share. This process may take from 30 to 90 days or more. Details on how you can pay these charges are located here: http://fees.fsu.edu/.

PAYMENT FOR SERVICES

UHS accepts cash, checks, VISA, MC, FSUCard, HSA cards and insurance as payment for services. You may also defer charges to your Student Financial Services (SFS) account; however, doing this will result in a registration HOLD until paid in full. UHS is an in-network provider for Aetna PPO and selected HMO health plans, most BCBS PPO plans, Humana and United Health Care PPO plans. Claims to other insurance carriers are billed as “out-of-network.” Any amount not covered by your insurance plan will be placed on your SFS account.

It is the student’s responsibility to know what his/her individual plan covers. Some HMO insurance plans require that you have a referral or pre-authorization to be seen at UHS. Medicaid and Medicare cannot be used to pay for services at UHS but can be used to meet the insurance requirement to be able to register for classes.
The medical professionals at University Health Services are passionate about student health and committed to helping students perform at their best. Many of our medical professionals hold board certifications in specialty areas of medicine such as gynecology, family practice, internal medicine, pediatrics and psychiatry. For detailed information on the services that University Health Services offers, visit: www.uhs.fsu.edu.

HOURS • CONTACT

Hours may vary. Visit uhs.fsu.edu or call (850) 644-6230 for information regarding regular, holiday and semester break hours of operation.

Appointments .................................................. *1 850 644 4567
Information ...................................................... *1 850 644 6230
TDD .............................................................. *1 850 644 2383

CLINIC SERVICES

We have a variety of clinics providing high quality healthcare in a comfortable, friendly environment. Physicians, nurse practitioners and physician assistants are available to treat students. Services include:

- Medical treatment for acute conditions
- Medical treatment for chronic conditions
- Travel Clinic for overseas immunization requirements
- Physicals and Annual Exams
- Dedicated Women’s Care
- Treatment procedures such as laceration repair, incision and drainage, and biopsies
- Diagnostic outpatient procedures such as lab, x-rays, EKGs and Ultra-sound
Making an Appointment at University Health Services

UHS offers routine and same day appointments. To make an appointment, call the Central Appointment Unit at 850-644-4567. We will either make an appointment or schedule you with Nursing Triage. Triage has access to same day appointments and is the fastest way to access medical care when you are ill or injured. If you are experiencing a life-threatening emergency, call 9-1-1 immediately.

IT'S EASY TO SCHEDULE AN APPOINTMENT

Central Appointment Unit 644-4567
- Call the Central Appointment Unit to schedule a sick or routine visit appointment
- Walk-in to the Central Appointment Unit located on the ground floor of the health center
- Follow-up appointments may be made in the clinic after you visit

MAKING THE APPOINTMENT
- The Central Appointment Unit clerk will ask you a few questions in order to schedule your appointment.
- The clerk may have a Triage Registered Nurse call you back or see you in person to gather more medical information and schedule the appointment for you.
- Come to University Health Services for your appointment, and bring your FSU ID card and your Insurance card to the Central Registration Desk for check-in, 1st floor lobby.

Triage Clinic

Staffed by Registered Nurses, the Triage Clinic is open during regular clinic hours and is available to assist in the assessment and referral of students to appropriate services. Registered Nurses are available by phone or in person to walk-in patients. Students whose symptoms require further diagnosis will be assisted in scheduling an appointment or instructed for home treatments.

Priority Clinic

Our Priority Clinic receives urgent patients from Triage who may experience:
- Bleeding
- Chest pain
- Allergic reactions
- Injuries
- Difficulty breathing
- Fractures
- Dehydration
- High fevers
- Need for minor surgeries
- Preventative care such as physicals for school/work/travel abroad, annual exams/pap smears, vaccinations and nutrition counseling
- Diagnostic outpatient procedures involving lab tests, X-rays or EKGs.
- Treatment procedures such as laceration repair, incision and drainage and biopsies.

Primary Care Clinic

Our medical clinics provide high-quality healthcare in a comfortable, friendly environment. As an ambulatory care facility providing outpatient care, Physicians, Physicians Assistants and Nurse Practitioners are available to treat students. University Heath Services is equipped to handle a variety of services, including:
- Medical management involving the maintenance of a chronic condition.
**Woman’s Clinic**

The Women’s Clinic provides quality care in a compassionate and caring environment. Our primary goal is to ensure each patient feels comfortable and free to ask any question related to women’s health issues. Patients are seen by board certified nurse practitioners and a board certified OB/GYN physician.

**THE WOMEN’S CLINIC PROVIDES**

- Annual gynecological examination, including thin Prep Pap smear and screening for Chlamydia, Gonorrhea, and clinician performed breast exams with instructions in self-examinations
- Pregnancy testing and referrals
- Emergency contraception for patients under the age of 18
- Screening and treatment of sexually transmitted infections
- Screening and treatment for vaginitis
- Screening and treatment for urinary tract infections
- Performs procedures such as Colposcopy, biopsy, minor surgeries and cryotherapy
- Gardasil immunizations
- Prophylactic treatment post rape
- If major surgery is needed, we will help with outside surgery referral.
- Counseling and educational information for women's health care issues such as:
  - Pre-conceptual
  - Contraceptive options
  - Prevention of sexually transmitted diseases
  - Birth control methods
  - Domestic and sexual violence
  - Breast health

**YOUR APPOINTMENT**

The Women’s Clinic is consistently attempting to make your visit timely and efficient. Patients are encouraged to arrive at the Women’s Clinic 30 minutes prior to their scheduled appointment time.

**Travel Clinic**

Traveling to another country? Do you need vaccines or special prescription medications? How do I find out about what I need?

The Foreign Travel Clinic provides consultations and immunizations to students and FSU employees traveling abroad. During consultations, the clinician will provide information on any diseases or conditions that are prevalent in the area, what types of immunizations are necessary and make recommendations on precautions to take to keep travelers safe. We also provide a full range of immunizations to keep students healthy during their academic journey outside the United States.

**SCHEDULE AN APPOINTMENT AT UHS, CALL 850-644-4567**

- The Central Appointment Unit clerks will schedule you a Travel Clinic appointment.
- Be prepared to tell the clerk what countries you will be traveling in and dates.
- Give yourself 6-8 weeks before you leave on your trip for your first Travel Clinic appointment.

**WHAT HAPPENS AT MY TRAVEL CLINIC APPOINTMENT?**

- The nurse will ask you questions about where/when you will be traveling.
- We are linked to The Center for Disease Control (CDC). Recommendations will be discussed with you.
- The doctor will meet with you for your clinic visit.
- The doctor will order needed vaccines or medications.
- The nurse will administer vaccines/medications to you.
- CDC Travel Safety concerns will be addressed with you.
- You may be scheduled follow-up appointments, as some vaccines/medications require multiple doses. Bon Voyage!
Vaccines/Immunizations

FLU VACCINES

Each fall we offer a free flu vaccine to students in order to protect them against influenza.

WHY GET VACCINATED?

Influenza (“flu”) is a contagious disease that spreads every winter, usually between October and May. It is caused by influenza viruses, and is spread mainly by coughing, sneezing, and close contact.

The Flu vaccine is the best protection against flu and its complications. The vaccine also helps prevent spreading flu from person to person.

Allergy Clinic

New to the Allergy Clinic? Schedule an appointment with the allergy clinic registered nurse prior to your first injection to ensure complete information has been received.

The following information is required before the administration of allergy injections.

- Signed letter or Rx from the prescribing allergy physician for administration/changes of allergy injections.
- Allergy physician name, address, office phone and fax numbers.
- Complete orders for administration with each new vial or change in concentration.
- Specific dosage and frequency of injections.
- Instructions for interruption of schedule (i.e., missed injection).
- Treatment of local reactions.
- List of all materials in allergy serum vials.
- Name of patient on each vial.
- The concentration of each vial.
- The expiration date of each vial.

UHS gives an injectable flu vaccine, which is either an “inactivated” or “recombinant” vaccine. These vaccines do not contain any live influenza virus.

It takes about 2 weeks for protection to develop after the vaccination, and protection lasts several months to a year.

HOW DO I GET THE FLU VACCINE?

- Call for an appointment at 644-4567
- Look for the signs
- Check our website: uhs.fsu.edu

Allergy Clinic Contact Information

Appointments...............................(850) 644-9492
Fax..............................................(850) 644-3379

Shipping Address:
University Health Services
960 Learning Way
Tallahassee, FL 32306-4178
ATTN: Allergy Clinic

Allergy Appointment: What to Expect?

Before the registered nurse gives you the injection she checks:

- Your current medications and allergy serum dose.
- Your blood pressure, temperature, and menstrual date (female).
- Any side effects from last allergy injection.
- Any recent infection, wheezing, or increased allergy symptoms.
- Any recent exercise.

After Your Allergy Injection

- The required waiting period after receiving an injection is a minimum of 20 minutes.
- The registered nurse will check the injection site.
- You will receive discharge instructions and your next appointment will be scheduled.

Reordering of allergy serum is the responsibility of the patient.
The Psychiatric Clinic provides quality psychiatric health care for Florida State University students. Psychiatric care is provided by doctors and nurses who specialize in the treatment of mental, emotional or behavioral disorders. Treatment and therapy by a psychiatrist or psychiatric ARNP generally focus on medication management for conditions such as anxiety, depression, bipolar, schizophrenia, obsessive compulsive, addictions and attention deficit disorders.

We work collaboratively with University Health Services medical clinicians and the FSU community such as University Counseling Center, Dean of Students, Victim Advocate and Adult Learning Evaluation Center (ALEC). Formal testing for Attention Deficit Disorders can be obtained at FSU at ALEC, the Psychology Clinic or by private providers. If your student has University sponsored health insurance, a provider is available within the Psychiatry Clinic for testing!

**TRANSFERRING PSYCHIATRIC CARE: WHEN TO DO IT, HOW TO DO IT**

Please review the following information to assist you in deciding whether to make the transition from your current health care provider to a health care provider at Florida State University.

**CAN MY STUDENT BRING THEIR MEDICATION INTO THE RESIDENCE HALLS?**

Yes. Any prescribed medications for ADHD or other mental, emotional or behavioral disorder can be kept in residence halls. Students are responsible for keeping track of their possessions, including any prescribed medications. A locked box may be a good option to keep medications safe and secure. We do not provide the locked box. We do not give your student daily medication.

**DO WE HAVE TO TRANSFER CARE TO A PROVIDER AT FSU?**

No. The decision to transfer services to University Health Services is completely up to you. If your student decides to stay in care with their provider at home it will require some planning during the school year. Without a local provider your student will be unable to obtain prescription refills for their psychiatric medicine locally. University Health Services can provide medication management and refills in our general clinic or psychiatry clinic if you choose to transfer care to a health care provider at FSU. One primary provider is the best practice.

**HOW DO WE TRANSFER CARE TO A PROVIDER AT UNIVERSITY HEALTH SERVICES?**

If your student is on maintenance medication and does not require psychiatric support, TRANSFER CARE TO PRIMARY CARE. To transfer care to the Primary Care Clinic: Please fax medical records and ADHD testing documentation to Health Information Management at (850) 644-2737. This is a secure fax line.

The following information is required by our Psychiatry Staff to accept transfer of care:

- Initial Evaluation
- Psycho-educational Testing, if appropriate, as in the case of ADHD patients
- Minimum of the last 6 months of home provider clinical progress notes
- Medication History
- Recent Labs
- Referrals, medical records and ADHD testing documentation can be faxed (850) 644-2737. This is a secure fax line.
- EKG readings

**RESOURCES AND NETWORKING AT FSU**

The Psychiatric Clinic provides quality psychiatric health care for Florida State University students. Psychiatric care is provided by doctors and nurses who specialize in the treatment of ADHD, mental, emotional or behavioral disorders. We work collaboratively with University Health Services medical clinicians and the FSU community such as University Counseling Center, Dean of Students, Victims Advocate, Adult Learning Evaluation Center (ALEC) and the Disability Resource Center.
AFTER HOURS CARE

IN CASE OF AN EMERGENCY, CALL 9-1-1

If you are threatened, see anything suspicious or require ANY type of police assistance quickly, call the FSU Police at 644-1234 OR use one of the Emergency Blue Light Telephones (EBLT) strategically located across campus.

If it can wait until University Health Services re-opens, please call (850) 644-4567 to make an appointment or visit the Central Appointment Unit located on the first floor of the Health & Wellness Center. If University Health Services is closed, there are several ways to receive care after hours. **In the event of a life-threatening medical emergency, call 9-1-1**

MDLive

MDLive is a health benefit that lets you connect to a board certified nurse or doctor if after normal clinic hours, or when off-campus for a nominal fee, where applicable.

**WHEN SHOULD I USE MDLIVE?**
- When University Health Services is closed, including holidays
- If you are traveling outside of the Tallahassee area and are in need of immediate medical care for a non-emergency issue.

**COMMON CONDITIONS TREATED BY MDLIVE**
- Acne
- Allergies
- Asthma
- Bronchitis
- Cellulitis
- Cold & Flu
- Constipation
- Diarrhea
- Ear Infection
- Fever
- Gout
- Headache
- Infections
- Insect Bites
- Joint Aches
- Nausea
- Rashes
- Sore Throat
- UTI
- ...and more!

**REGISTER TODAY**
1-800-497-0677 • mdlive.com/fsu

Off-campus Clinics

For other after-hours healthcare needs, call or go to a walk-in clinic (listed below) or head to the nearest Urgent Care Center, such as TMH Urgent Care. **In the case of a TRUE emergency that is Life-Threatening, head to the nearest Emergency room.**

**Note:** Hours are subject to change. Please call or go online for the most up to date information.

**Lake Ella (near Publix)**
Open daily: 8 a.m. – 10 p.m.
1690 North Monroe Street
Tallahassee, FL 32303
Phone: 850-385-2222

**North Monroe**
Mon – Fri: 8 a.m. – 6 p.m.
3258 North Monroe St.
Tallahassee, FL 32303
Phone: 850-562-2010

**Appleyard Dr.**
Mon – Fri: 8 a.m. – 6 p.m.
505 Appleyard Drive
Tallahassee, FL 32304
Phone: 850-576-8988

**Apalachee**
Mon – Fri: 8 a.m. – 5 p.m.
1160 Apalachee Parkway
Tallahassee, FL 32301
Phone: 850-878-8843

**Kerry Forest**
Mon – Fri: 8 a.m. – 8 p.m.
Sat – Sun: 9 a.m. – 6 p.m.
2907 Kerry Forest Parkway
Tallahassee, FL 32309
Phone: 850-668-3380

**Mahan**
Mon – Fri: 9 a.m. – 8 p.m.
Sat: 9 a.m. – 6 p.m.
1705 East Mahan Drive
Tallahassee, FL 32308
Phone: 850-877-7164

**Raymond Diehl**
Mon – Fri: 8 a.m. – 8 p.m.
3401 Capital Circle NE
Tallahassee, FL 32308
Phone: 850-386-2266

**NOTE:** Students covered by the Student Health Plan can be seen at community Urgent Care Clinics for a $50 co-pay.
Shipping Medication to University Health Services • Medication from Outside Clinician

If you find yourself needing this service, notify the 4th floor Clinical Coordinator at 850-645-9198. Medication only being shipped for patient pick-up will be held in a secure location. Please bring ID card when picking up.

**Shipping Address:**
University Health Services
960 Learning Way
Tallahassee, FL 32306-4178
Attention: Dr. Chris DeLisle

**Medication administration and management:**

The UHS Medical Director will review prescriptions and medical documentation from outside clinicians who request that their patients receive medication or treatment at UHS. Upon approval by the Medical Director, the medications may be shipped to UHS.

**Note:** Injectable medication shipped to UHS must be in the sealed original sterile vial. Vials that have already been opened and/or used outside of UHS or have not been stored at the appropriate temperature, will not be used.
InstyMeds

InstyMeds is a limited medication dispenser that allows you to fill your one-time, urgent prescription before you leave the Health and Wellness Center.

**HOW DO I USE INSTYMEDS?**

- Inform your provider that you will get your prescription through InstyMeds. (Your provider will give you a sheet of paper containing a unique code.)
- Use the dispenser’s touch screen to enter your code and your birth date.
- Follow the instructions on the screen to get your medication within minutes.

**DOES IT COST MORE TO USE INSTYMEDS?**

If you have insurance, you will pay the same co-pay you would at a pharmacy. If you do not have insurance, the cost of the medication is comparable to a pharmacy, but with the convenience of getting your prescription medication right here.

**HOW DO I PAY?**

The dispenser will accept credit card or debit card.

**WHAT IF I HAVE QUESTIONS WHILE USING INSTYMEDS?**

For questions about your medication, insurance, or how to use the dispenser, pick up the phone mounted on the dispenser to speak with an InstyMeds pharmacy technician.

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**Local Pharmacy Information**

Below is a list of pharmacies within close proximity to the Florida State University campus. This list is provided as a courtesy to the FSU campus community. Always check with your insurance provider to identify the network pharmacies for your plan prior to having your prescription filled.

**Alphameds**
- 487 E Tennessee St # 2
  Tallahassee, FL 32301
  (850) 942-1992

**CVS/Pharmacy**
- On FSU’s campus!
  822 West Pensacola St
  Tallahassee, FL 32304
  (850) 841-1049

- 1819 West Tennessee St
  Tallahassee, FL 32304
  (850) 576-0147

- 1708 North Monroe St
  Tallahassee, FL 32303
  (850) 385-6136

- 1300 Apalachee Pkwy
  Tallahassee, FL 32301
  (850) 877-5168

- 3035 Apalachee Pkwy
  Tallahassee, FL 32301
  (850) 402-4046

**Publix**
- 1700 North Monroe St # 852
  Tallahassee, FL 32303
  (850) 222-8992

- 101 North Blalrstone Rd # 101
  Tallahassee, FL 32301
  (850) 219-6221

- 800 Ocala Rd # 200
  Tallahassee, FL 32304
  (850) 575-6997

**Stewart’s**
- 1350 E Tennessee St # C2
  Tallahassee, FL 32308
  (850) 216-1021

**Target**
- 2120 Apalachee Pkwy
  Tallahassee, FL 32301
  (850) 671-2041

- **Walgreens**
  - 2009 W Tennessee St
    Tallahassee, FL 32304
    (850) 580-1899
  - 414 South Magnolia Dr
    Tallahassee, FL 32301
    (850) 877-3023

- **Winn-Dixie**
  - 1625 W Tharpe St # 1
    Tallahassee, FL 32303
    (850) 297-2555

**Walmart**
- 4400 West Tennessee St
  Tallahassee, FL 32304
  (850) 574-4613

- 3535 Apalachee Pkwy
  Tallahassee, FL 32311
  (850) 666-4593

- 3221 N Monroe St
  Tallahassee, FL 32303
  (850) 582-2829

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**NOTE:** Hours are subject to change, please call to verify hours of operation.
The Health Promotion Department at University Health Services encourages students to make healthy lifestyle decisions that facilitate academic success and lead to life-long health and wellness. The Health Promotion Department provides quality, research-based wellness services and programs available to all FSU students.

**LOCATION + HOURS**

Health and Wellness Center, suite 4100  
Hours: Monday-Friday, 8:00 AM – 5:00 PM

**DIRECT SERVICES**

At Health Promotion, we recognize practical use of research-based methods to offer all students access to excellent consultation and treatment. We offer the following direct services:

- Appointments with Registered Dietitian and Nutrition Educators
- Confidential HIV testing
- Sexual health consultation
- Smart Choices: an alcohol/drug harm reduction program
- Tobacco cessation workshops

**REQUEST A PRESENTATION**

Professional staff at Health Promotion offer engaging and thought provoking presentations on the following topics:

- Alcohol
- Body Image/Eating Disorder Prevention
- Tobacco & Other Drugs
- Nutrition
- Sexual Health
- Sexual Violence Prevention
- Wellbeing
GET INVOLVED

Interested in advocating for healthy lifestyles, choices, and behaviors? Join a recognized student organization!

- **Healthy Noles**: a group of Peer Health Advocates who educate and discuss with other students positive and healthy lifestyle choices surrounding a myriad of topics
- **MARC (Men Advocating Responsible Conduct)**: is committed to generating awareness surrounding sexual and relationship violence and challenging behaviors and assumptions that are counterproductive to an environment that promotes strength, skill, and character.
- **NOle MORE**: A student organization which focuses on preventing power-based violence and eliminating the culture that promotes it.
- **VOX**: Voices for Planned Parenthood is a nationwide program to educate and mobilize students and youth in support of reproductive health and rights.

**BECOME A CERTIFIED PEER HEALTH EDUCATOR**

Concepts in Peer Health Advocacy, a three credit hour course incorporates the scope of current public health issues on college campuses and examines theoretical models of peer education. Upon completion of the course, students can become nationally certified Peer Health Educators through BACCHUS.
SPECIALTY CARE SERVICES
University Health Services is pleased to offer expanded Specialty Clinic Services to FSU Students! No need to leave campus! Specialty services, including Wellness Sport & Spine and Morgan Dental Associates, are offered at UHS on the 3rd floor of the Wellness Center. Go to www.uhs.fsu.edu for further details and operating hours.

Through an agreement with local providers, UHS also now offers Dermatology, Allergy and Immunology, Endocrinology, and Diabetes Education services to students through the 4th floor Specialty Clinic. Referrals from UHS Clinicians for the 4th floor specialty services are required. For more information on the UHS referral process, please contact the referral Coordinator at: 850-645-7289.

**ROTATING SPECIALTY CLINICS**

In order to assist the FSU student community, University Health Services has made arrangements for a variety of independent; community based health care professionals to provide their services in the Health and Wellness building. Insurance billing, scheduling and payment is all processed through the health care professionals’ offices as these are private entities, not University Health Services employees. These specialists are available at UHS on certain days of the month and are located in Room 4240 on the 4th floor:

- **Dermatology**
  Dr. Cynthia Tie, MD
  Skin and Cancer Associates Center for Dermatology
  8:00 - 5:00 3rd Thurs.
  (850) 402-9444

- **Allergy and Immunology**
  Dr. Brian Wilson, MD
  Tallahassee Allergy, Asthma & Immunology
  9:00 to 1:00 2nd & 4th Wed.
  (850) 656-7720

- **Endocrinology**
  Dr. Celeste B. Hart, MD
  North Florida Regional Thyroid Center
  9:00 - 1:00 1st Wed.
  (850) 224-7154

- **Diabetes Educators**
  Adela Mitchell, RN and Roberta Stevens
  Tallahassee Memorial Diabetes Center
  9:00 - 4:00 1st Wed.
  (850) 431-5404
Managing your diabetes on campus

University Health Services has partnered with Tallahassee Memorial Hospital to bring diabetes services to students on campus! If you or someone you love at Florida State University has been diagnosed with diabetes (Type 1 & Type 2), we are here to help!

Adjusting to life at college can be stressful. Trying to juggle classes, extra-curricular activities and even a part-time job is overwhelming at times. Throw diabetes into the mix and it makes adjusting to college life seem that much harder.

RECOGNIZED EXCELLENCE IN EDUCATION & TREATMENT RIGHT HERE ON CAMPUS

Tallahassee Memorial Hospital’s diabetes education and management programs have been recognized by the American Diabetes Association since 1996- the only public education program in the Big Bend Region to receive this honor. We are excited to have the Tallahassee Memorial Diabetes Center staff on campus to provide FSU students with the best level of care possible.

CERTIFIED DIABETES EDUCATORS & ENDOCRINOLOGY

Our team of experienced registered and licensed nurses and dietitians educate people about diabetes and the tools they need to manage it and lead longer and healthier lives. Certified Diabetes Educators also work with area endocrinologists to help find a diabetes management plan that works for you.

INITIAL ASSESSMENTS

We specialize in one-on-one individualized assessments designed with your goals in mind. A certified diabetes educator will meet with you to assess your needs based on your lifestyle and diabetes medications.

- Have questions about your diabetes diagnosis?
- Having a hard time managing your blood sugar level with your new schedule?
- Having difficulty locating a doctor in town?
- Not sure where to get your supplies?
- Have you been diagnosed and need some help managing your carbohydrate content, timing & amount now that you are at school?

SPECIAL PROGRAMS

Specialized programs are available for gestational diabetes, insulin pump therapy, continuous glucose monitoring, and other specific needs for persons with diabetes. The certified diabetes educators can help you get the most out of your insulin pump and continuous glucose monitoring systems to help balance your schedule, food, and activity changes. They can also help you evaluate if these tools might be for you if you have not tried them before.

VOLUNTEER OPPORTUNITIES

Tallahassee Memorial Healthcare Diabetes Center sponsors annual camps, support groups, and special events for children with diabetes and their families. TMH is frequently in need of volunteers for these events and if you would be interested in helping, please let a staff member in Health Promotion know and they will be happy to help you get in touch with the staff at TMH.

THEN SIGN UP FOR SERVICES

Access to diabetes services here at University Health Services provided by TMH’s Certified Diabetes Educators requires a referral from a physician. The referring physician may work in University Health Services, the surrounding community or can even be from your hometown.

Brandi Brown handles all referrals for diabetes services at University Health Services. You can e-mail Brandi at bnelms@admin.fsu.edu or call her at (850) 645-7289. Referrals may also be faxed to her at (850) 644-1491 but you will still need to contact her to set up an appointment.
DENTAL SERVICES

Provided by Morgan Dental Associates

Dental Care for the Busy Student

Adjusting to life at college can be stressful. Trying to juggle classes, extra-curricular activities and even a part-time job is overwhelming at times. In an effort to bring more specialized services to the Health & Wellness Center, University Health Services has partnered with Morgan Dental Associates to bring comprehensive dental services to students on campus!

Knowing Your Dentist

Dr. Lamar Morgan holds a Bachelor of Science degree in Biology from the University of Louisville (KY) where he also received his Doctor of Dental Medicine (DMD) degree in 1979.

Dr. Lamar Morgan is a member of the American Dental Association, Academy of General Dentistry, Florida Academy of General Dentistry, Florida Dental Association, Northwest District Dental Association and the Florida Academy of Cosmetic Dentistry.

Dr. Daniel Morgan attended Florida State University, where he received a Bachelor of Science degree in Physiology in 2003. Following graduation, he attended Nova Southeastern University College of Biomedical Sciences, completing a master’s degree in biomedical science before continuing on to NSU’s College of Dental Medicine, receiving his Doctor of Dental Medicine (DMD) degree in 2008.

Morgan Dental Associates believes if patients are to attain optimal benefits from healthcare, patients become an integral part of their own care. High quality care is offered in an accessible manner so that personal relationships can be established between the patient and provider.

We understand the integral role that optimum oral Health plays in an individual’s wellness and would like to extend this understanding to the student population at Florida State University. Students are at a critical point in life where the decisions made each day are creating habits for the future.

As the Dental provider for the Florida State University Health and Wellness Center, our primary goal is dental health education and the development of healthful practices that support a lifetime of wellness. We believe in patient-centered care that focuses on:

- Honesty
- Integrity
- Trust
- Quality
Dental Services Available

DENTAL EXAM & CLEANING
- Dental Cleanings (standard) are recommended twice yearly to remove plaque and tartar.
- Debridements may be required to remove heavy deposits of plaque and tartar.
- Microsonic Dental Cleanings offer a faster and more thorough cleaning than traditional methods.
- Ultrasonic Dental Cleanings use the latest technology, take less time and feel more comfortable.

TECHNOLOGY
Digital Radiology (X-Rays) used to find hidden dental structures, malignant or benign masses, bone loss and cavities.
- Digital Impressions offer improved image/impression quality, less chair time, reduction in impression errors and is eco-friendly.
- Intraoral Cameras allow dentists to search for dental problems and save images directly to patient files.
- CAESY Cloud patient education software featuring 3D animation, narration and video.

EMERGENCY VISITS
If you find yourself in an emergency situation, Morgan Dental Associates can assist in the following emergency situations:
- Toothaches
- Chipped or broken teeth
- Extruded (partially dislodged) tooth
- Obstructions between teeth
- Lost filling
- Lost crown
- Abscess
- Soft-tissue injuries

RESTORATIVE AND COSMETIC SERVICES
- Composite Fillings
- Veneers
- Whitening
- Implant Dentistry
- Wisdom Tooth Extraction
- Sedation Dentistry
- Nitrous Oxide

ENDOCONTOCS
- Root Canal

ORTHODONTICS
- Retainer Replacement
- Limited Ortho Treatment

HOURS OF SERVICE
Monday & Wednesday: 8:30 AM - 5:30 PM (closed for lunch 12:00 PM - 1:00 PM)
Friday: 8:30 AM - 4:00 PM (closed for lunch 12:00 PM - 1:00 PM)
Tuesday & Thursday: 8:30 AM – 4:00 PM (Office Hours ONLY—NO Clinical Treatment: Staff available for appointments, questions, information)

ACCEPTED INSURANCES
- Florida Combined Life PPO
- Humana Preferred Plus PPO
- Assurant PPO
- Cigna PPO
- Univted Concordia PPO
- Aetna PPO
University Health Services is pleased to offer chiropractic and massage therapy services through a partnership with Wellness Sport & Spine.

Since the University Health Center opened its doors in 2012 we have provided students, faculty and staff with chiropractic care and massage therapy. As a campus extension of Athletic & Family Chiropractic, we have a long partnership with FSU athletics. For almost 20 years we have provided collegiate and professional athletes with evidence-based chiropractic and musculoskeletal care. We have developed a strong referral network with practitioners in the University Health Center and throughout Tallahassee to better serve patients with complex issues.

Dr. Farrell is a Certified Chiropractic Sports Physician and is trained in a variety of techniques including soft tissue mobilization, rehabilitative exercises, and spinal manipulation. Our practice of manual medicine can be used to treat a wide range of conditions.

Both of our massage therapists are graduates of the CORE Institute School of Somatic Therapy. In addition, Bethany is a licensed Athletic Trainer and works with FSU Athletics providing massage therapy to many sports teams.

If you have any concerns about a condition we treat we encourage you to call us. We are more than happy to answer questions about our services and their ability to treat a multitude of ailments.

We invite you to explore our webpage at fsuchiropractic.com. If we can be of service to you, please call or stop by our clinic on the third floor of University Health Services.

Services Available

At Wellness Sport & Spine Chiropractic and Massage, we take great pride in providing the finest chiropractic care to each and every patient. We have included information below about the different chiropractic services offered in our Tallahassee chiropractic office, but please call us at 850-645-0612 if you have any questions!

CHIROPRACTIC CARE

We provide advanced spinal correction and chiropractic adjustments utilizing “state of the art” chiropractic techniques and therapies. We apply a sports medicine approach to care with the goal of restoring proper function to the human kinetic chain. Never in the history of chiropractic care have chiropractors been able to provide the level of help and expertise that is available today. Many of the newest chiropractic techniques are actually safer, more comfortable and more effective than ever before. As a chiropractor who cares about utilizing the most advanced chiropractic techniques, Dr. John Van Tassel has years of training, expertise and experience in helping patients get pain relief for back pain, neck pain, headaches, and other related conditions originating from the spine and extremities. Chiropractic care under a trained professional can even be used to prevent injuries and help you achieve total health or wellness.

CORRECTIVE EXERCISES

At Wellness Sport & Spine Chiropractic and Massage, we teach our patients how to perform special "blueprint" exercises which can help strengthen and correct the irregularities in their body which may be causing pain. Many of these corrective exercises can actually be performed in the comfort of your own home to help improve the effectiveness of your chiropractic care and spinal correction plan. In addition to skeletal dysfunction, you may be experiencing pain that is caused by muscles and connective tissues which are functioning improperly as well. Other types of pain such as back pain, neck pain, and headaches are caused by muscles and tissues that are being used incorrectly, causing injuries over time. In each case, targeted corrective exercises and stretches from our experienced chiropractor will help you feel good while also helping your body achieve balance and health.
MASSAGE THERAPY

Massage therapy does more than make you feel good, it can actually help your body achieve balance and health. Massage therapy offers a treatment approach which actually relieves musculoskeletal pain for many patients. Our chiropractic office provides specific massage and muscular therapy that is complimentary to their chiropractic care. Each massage therapy plan is tailored to meet the patient’s unique pain condition or injury. The benefits of massage therapy may include the increase of blood circulation, a localized reduction in swelling and the relaxation of muscles. Massage has been known to relieve muscle pain and spasms, increase a patient’s range of motion, while also aiding in a patient’s recovery.

LIFESTYLE ADVICE

Many of our patients come to see our chiropractor to address a specific pain symptom such as back pain, neck pain or headaches. While our chiropractor will address each patient’s specific condition with chiropractic care, we often find it helpful to “coach” our patients towards achieving a healthier lifestyle. For example, there may be certain activities that you should avoid or do differently to prevent yourself from unintentionally aggravating your particular health challenges. The goal of including lifestyle advice with a chiropractic care plan is to help each and every patient achieve the fulfilling and happy lifestyle they deserve, one that is full of the activities that are enjoyed most. We recognize that every single one of our patients is a whole person, and we use our expertise to help them reach total health and wellness.

HEALTH & WELLNESS RECOMMENDATIONS AND REFERRALS

What do nutrition, women’s health, personal training and stress management have to do with chiropractic care? The goal of chiropractic care is to help patients achieve total health and balance with their body, and as part of that goal we may make specific recommendations regarding other services available in the FSU Health & Wellness Center. The healthcare providers here will work together to provide each patient with structured program that is based on their individual needs.

ATHLETIC, CAMPUS AND COMMUNITY EVENTS

There is a saying that an ounce of prevention is worth a pound of cure. Your health is no exception. Our experienced chiropractors are often asked to speak at various athletic, campus, and community events on topics regarding health and wellness. We also provide chair massages and sports massages at events upon request. Contact us today at 850-645-0612 to arrange an event for your upcoming athletic or organizational function.
ANCILLARY SERVICES
The Diagnostic Imaging Department is staffed by Radiologic Technologists licensed through the American Registry of Radiologic Technologists (ARRT) and the Florida Department of Health. The Radiologic Technologists are available to perform routine X-ray, EKG (electrocardiograms), Ultrasound and Spirometry (Pulmonary Function Testing) examinations.

**RADIOLOGY (X-RAY)**

With an order from a clinician, x-ray examinations are performed utilizing a fully digital x-ray system. The x-ray images are sent electronically for interpretation by board certified radiologists.

The Radiology Technologists also assist the healthcare providers in scheduling patients for diagnostic imaging examination in the community such as MRIs, CTs, Mammograms, etc.

**ELECTROCARDIOGRAMS (EKG)**

Electrocardiograms are performed by the Radiologic Technologists with an order from a clinician. The EKG interpretation is provided by board certified cardiologists within the community.

**SPIROMETRY (PULMONARY FUNCTION TESTING)**

Spirometry studies are scheduled and performed with an order from a clinician by the Radiology Technologists. The Spirometry results are placed in the patient’s clinical record for interpretation by the ordering clinician.

**ULTRASOUND**

With an order from a clinician, some Ultrasound examinations can be scheduled and performed at University Health Services by a certified Ultrasound Technologist. The Ultrasound examinations are interpreted by a board certified radiologist.

**ADDITIONAL INFORMATION**

Inquiries regarding results of X-rays, EKGs, Ultrasound and Spirometry examinations should be directed to the healthcare provider who ordered the diagnostic imaging examination.

For more information on the Diagnostic Imaging Department, call (850) 644-5540.
PHYSICAL THERAPY

WHAT TO EXPECT AT YOUR PHYSICAL THERAPY SESSION

- You will be asked to complete an intake form so we can get information about your injury.
- Allow up to 1 hour for your initial appointment.
- You will be provided with exercises that you can also do at home and at the gym.

WHAT TO BRING WITH YOU TO YOUR PHYSICAL THERAPY APPOINTMENT

- Insurance card.
- Referral from your doctor.
- Please remember to dress in exercise attire.

HOW AM I CHARGED?

We bill insurance as a courtesy to patients. The remainder is placed on your student account pending insurance verification and payment. A no show fee of $25.00 will be assessed if you do not call to cancel at least 24 hours prior to your appointment.

LABS

Quest Lab

Laboratory services at University Health Services are provided on-site through Quest Diagnostics. The laboratory, located on the first floor of UHS, performs many tests in-house as ordered by clinicians with rapid turn around time. Also, it provides many specialty test services, which can be sent to a Quest Diagnostics reference lab with 24 to 48-hour turnaround times. Quest accepts most insurances and serves as the Health Center’s primary lab.

LabCorp

Certain insurance companies such as United, Capital Health Plan and Coventry, may require their members to utilize the services of LabCorp for all diagnostic testing services. LabCorp has several locations in the Tallahassee area. Check with your insurance company for the requirements of your particular plan.

MY INSURANCE USES LABCORP INSTEAD OF QUEST. THE NURSE SAID I HAVE TO GO TO THE LABCORP DRAW ON THE FOURTH FLOOR - WHAT DOES THAT MEAN?

University Health Services provides phlebotomy services (Blood Draw) for LabCorp pickup. That means we can draw blood for your test but that a courier from LabCorp is going to come and pick up your blood so it can be tested at the LabCorp lab.

THE NURSE SAID I HAVE TO GO TO THE LABCORP LAB TO HAVE MY TEST DONE. HOW COME I CAN’T DO IT AT THE HEALTH CENTER?

University Health Services can do most of the specimen collections for LabCorp pickup. Sometimes that means that you need to go to a LabCorp site lab to have your blood drawn or specimen collected from the LabCorp technician due to test processing requirements. On weekends there is no LabCorp courier that comes to pickup specimens, so lab tests ordered must be performed at the LabCorp lab during their hours of operation.

SCHEDULE YOUR NEXT APPOINTMENT ONLINE

Visit www.labcorp.com to locate a site near you, then click "Find a lab," follow the simple on-screen instructions to set up your appointment, or call 800-877-3818 to have a Customer Service Representative assist you.
Interested in a career in the medical field? Want to know more about emergency first aid? Enjoy helping others? If so, become a part of FSU's Medical Response Unit!

Extensive training will be required before you can become an active member:

• Basic Life Support Certification (CPR/AED) is an essential training that is provided as part of the Medical Response course.
• Enroll in and complete the enhanced Medical Responder course at the Health and Wellness Center. This two-semester class covers emergency response procedures, assessment and care, including clinical experiences.

We ask that you commit to service with the MRU in order to use the skills learned during training. In addition to gaining valuable experience, MRU members are eligible to earn ServScript hours for volunteer service. Your certification will also allow you to pursue additional training toward becoming an Emergency Medical Technician (EMT).

Florida State University’s Medical Response Unit (MRU) is one of the finest collegiate EMS organizations in the state of Florida.

Staffed by trained student volunteers, with certifications ranging from emergency medical responders, EMTs, paramedics and nurses, the unit provides daily medical coverage as well as coverage for many of the university’s major events, including countless 5K runs, football tailgates, baseball games, student-organized events, and other athletic events. Some special events include Dance Marathon, FSU Flying High Circus, Relay for Life, Homecoming Parade and Seminole Sensation.

In addition to the medical coverage provided at events, the MRU staffs the courtesy vehicle service offered by UHS. It will take any FSU student to/from their appointment at UHS to any location on FSU’s main campus only. Call 850-644-3349 for assistance.
UHS PHONE DIRECTORY

Appointments ........................................................................ (850) 644-4567
Information .............................................................................. (850) 644-6230
TDD ....................................................................................... (850) 644-2383
Administration ........................................................................ (850) 644-8869
Allergy Clinic ............................................................................. (850) 644-9492
Billing Office .............................................................................. (850) 644-1640
2nd Line, ...................................................................................(850) 644-5453
Diagnostic Imaging .................................................................. (850) 644-5540
First Responder Unit ................................................................. (850) 644-0009
Health Compliance .................................................................. (850) 644-6573
Registration Holds (fax) ......................................................... (850) 644-8958
Health Information Management ........................................... (850) 644-5523
Medical Records (fax) .............................................................. (850) 644-2737
Health Promotion ..................................................................... (850) 644-8871
Nutrition Clinic ........................................................................ (850) 644-8871
Sexual Health/HIV Clinic ....................................................... (850) 644-8871
Insurance ................................................................................. (850) 644-4250
Morgan Dental Association ...................................................... (850) 644-5255
Psychiatry Clinic ...................................................................... (850) 644-0579
Physical Therapy ...................................................................... (850) 644-0570
Wellness Sport & Spine Clinic .................................................. (850) 645-0612
UNIVERSITY RESOURCES

Division of Student Affairs
Departments

CAMPUS RECREATION
Leach Center and Fitness & Movement Clinic
850-644-0550
850-644-0548 (Leach Center)
850-645-0601 (Fitness & Movement Clinic)
campusrec.fsu.edu

CAREER CENTER
Dunlap Student Success Center
850-644-6431
career.fsu.edu

CENTER FOR ACADEMIC RETENTION & ENHANCEMENT (C.A.R.E.)
Thagard Building
850-644-9699
care.fsu.edu

CENTER FOR GLOBAL ENGAGEMENT
110 S. Woodward Ave
850-644-1702
cge.fsu.edu

CENTER FOR LEADERSHIP & SOCIAL CHANGE
Dunlap Student Success Center
850-644-3342
thecenter.fsu.edu

DEAN OF STUDENTS DEPARTMENT
University Center A
Suite 4100
850-644-2428
dos.fsu.edu

CASE MANAGEMENT SERVICES
University Center A
Suite 4100
850-644-2428
dos.fsu.edu/cms

OFFICE OF NEW STUDENT & FAMILY PROGRAMS
University Center A
Suite 4320
850-644-2785
dos.fsu.edu/nspf, dos.fsu.edu/family;
dos.fsu.edu/newnole

STUDENT DISABILITY RESOURCE CENTER
Student Services Building (1st floor)
850-644-9566
dos.fsu.edu/sdrc

STUDENT RIGHTS & RESPONSIBILITIES
University Center A
Suite 4117
850-644-5136
dos.fsu.edu/srr

VICTIM ADVOCATE
University Center A
Suite 4100
850-644-7161
dos.fsu.edu/vap

WITHDRAWAL SERVICES
University Center A
Suite 4100
850-644-1741
dos.fsu.edu/withdrawal

OGLESBY UNION
75 N Woodward Ave
850-644-6860
union.fsu.edu

ASKEW STUDENT LIFE CENTER
942 Learning Way
850-644-4455
movies.fsu.edu

OFFICE OF FRATERNITY & SORORITY LIFE
Oglesby Union, T114
850-644-9575
union.fsu.edu/ofsl

STUDENT ACTIVITIES CENTER
A305 Oglesby Union
850-644-6673
union.fsu.edu/sac
studentgroups.fsu.edu
up.union.fsu.edu

STUDENT GOVERNMENT ASSOCIATION
A205 Oglesby Union
850-644-1811
sga.fsu.edu

UNIVERSITY COUNSELING CENTER
201 Askew Student Life Building, 942 Learning Way
850-644-2003
850-644-TALK
counseling.fsu.edu

UNIVERSITY HEALTH SERVICES
Health & Wellness Center
850-644-6230
uhs.fsu.edu

APPOINTMENTS
Health & Wellness Center
850-644-4567
uhs.fsu.edu

HEALTH COMPLIANCE OFFICE
Health & Wellness Center
850-644-3608
uhs.fsu.edu/compliance

HEALTH PROMOTION OFFICE
Health & Wellness Center
850-644-8871
healthpromotion.fsu.edu

TDD
Health & Wellness Center
850-644-2383
uhs.fsu.edu

UNIVERSITY HOUSING
Askew Student Life Center
850-644-2860
housing.fsu.edu

LIVING LEARNING COMMUNITIES
University Center A
Suite 3400
850-644-7997
livinglearning.fsu.edu
## Other University Contacts

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<th><strong>FINANCIAL AID</strong></th>
<th><strong>SEMINOLE DINING</strong></th>
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<tbody>
<tr>
<td>University Center A, Suite 2500 850-644-6200 admissions.fsu.edu</td>
<td>University Center, Building A, Suite 4464 850-644-0539 financialaid.fsu.edu</td>
<td>104 N Woodward Ave 850-644-3663 seminole.dining.campusdish.com</td>
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<tr>
<td><strong>ALUMNI ASSOCIATION</strong></td>
<td><strong>FSU BOOK &amp; COMPUTER STORE</strong></td>
<td><strong>STUDENT BUSINESS SERVICES</strong></td>
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<tr>
<td>1030 West Tennessee St 850-644-2761 one.fsu.edu/saa</td>
<td>104 N Woodward Ave 850-644-2072 fsu.bkstr.com</td>
<td>University Center A, Suite 1500 850-644-9452 controller.vpfa.fsu.edu/Student-Business-Services</td>
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<td><strong>FSU CARD CENTER</strong></td>
<td><strong>STUDENTS FIRST INFORMATION CENTRAL</strong></td>
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<tr>
<td>University Center A, Suite 3400 850-644-2451 undergrad.fsu.edu</td>
<td>104 N Woodward Ave 850-644-7777 fsucard.fsu.edu</td>
<td>studentsfirst.fsu.edu</td>
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<td><strong>ACADEMIC CENTER FOR EXCELLENCE</strong></td>
<td><strong>FSU FOUNDATION</strong></td>
<td><strong>STUDENT VETERANS CENTER</strong></td>
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<td>ACE Learning Studio at Johnston Ground, G051 850-645-9451 ace.fsu.edu</td>
<td>2010 Levy Avenue, Building B (Suite 300) 850-644-6000 foundation.fsu.edu</td>
<td>University Center, Building A, Suite 4300 850-645-9867 veterans.fsu.edu</td>
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<td><strong>ADVISING FIRST</strong></td>
<td><strong>FSU POLICE DEPARTMENT</strong></td>
<td><strong>SUNTRUST, FSU CAMPUS BRANCH</strong></td>
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<tr>
<td>Johnston Ground 850-644-3430 <a href="mailto:advisingfirst@fsu.edu">advisingfirst@fsu.edu</a></td>
<td>Tanner Hall - Public Safety (FSU Police), 830 West Jefferson Street 850-644-1234 police.fsu.edu</td>
<td>104 N Woodward Ave 850-561-9171 fsucard.fsu.edu/suntrust-banking</td>
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<td><strong>FRESHMAN INTEREST GROUPS (FIG)</strong></td>
<td><strong>FSU LIBRARIES</strong></td>
<td><strong>TRANSPORTATION SERVICES</strong></td>
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<td>University Center A, Suite 3400 fig.undergrad.fsu.edu</td>
<td>Strozier Library 116 Honors Way 850-644-2706 lib.fsu.edu</td>
<td>104 N Woodward Ave 850-644-5278 transportation.fsu.edu</td>
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<td><strong>OFFICE OF NATIONAL FELLOWSHIPS</strong></td>
<td><strong>DIRAC SCIENCE LIBRARY</strong></td>
<td><strong>UNIVERSITY REGISTRAR</strong></td>
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<tr>
<td>Honors, Scholars and Fellows House, 127 Honors Way, Suite 3200 850-644-7596 onf.fsu.edu</td>
<td>110 N Woodward 850-644-5534 lib.fsu.edu</td>
<td>University Center, Building A, Suite 3900 850-644-1050 registrar.fsu.edu</td>
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<td><strong>OFFICE OF UNDERGRADUATE RESEARCH</strong></td>
<td><strong>INFORMATION TECHNOLOGY SERVICES</strong></td>
<td><strong>INTERNATIONAL PROGRAMS (STUDY ABROAD)</strong></td>
</tr>
<tr>
<td>Honors, Scholars and Fellows House, 127 Honors Way, Suite 3002 850-645-8118 our.fsu.edu</td>
<td>‘11 Rod K. Shaw Building 850-644-4357 (HELP) its.fsu.edu</td>
<td>University Center A, Suite 5500 850-644-3272 international.fsu.edu</td>
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<td><strong>UNIVERSITY HONORS PROGRAM</strong></td>
<td><strong>SEMINOLE BOOSTERS</strong></td>
<td><strong>SEMENOLE DINING</strong></td>
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<td><strong>FINANCIAL AID</strong></td>
<td><strong>FSU FOUNDATION</strong></td>
<td><strong>STUDENT BUSINESS SERVICES</strong></td>
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<td>University Center, Building A, Suite 4464 850-644-0539 financialaid.fsu.edu</td>
<td>2010 Levy Avenue, Building B (Suite 300) 850-644-6000 foundation.fsu.edu</td>
<td>University Center A, Suite 1500 850-644-9452 controller.vpfa.fsu.edu/Student-Business-Services</td>
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<td><strong>SEMENOLE DINING</strong></td>
</tr>
<tr>
<td>104 N Woodward Ave 850-644-5278 transportation.fsu.edu</td>
<td>University Center, Building A, Suite 3900 850-644-1050 registrar.fsu.edu</td>
<td>104 N Woodward Ave 850-644-3663 seminole.dining.campusdish.com</td>
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</tbody>
</table>
University Health Services is accredited by the Accreditation Association for Ambulatory Healthcare (AAAHC) and is a primary care facility providing medical care and health promotion activities by a team of dedicated professionals.

At University Health Services, wellness is more than just being free from illness—it’s about understanding all aspects of personal health and learning to make choices that positively impact quality of life. Wellness is an ongoing process and provides a strong, healthy foundation for lifelong success.

Mission

To promote, restore and maintain health and wellness for the FSU campus community.

Vision

As the principal health and wellness advocate, we envision a dedicated campus community that is transformed and inspired by ethical and innovative health policies and practices.

Values

We honor the tenets of the Seminole Creed: Strength (Vires), Skill (Artes) and Character (Mores) by sharing the following values:

ACCOUNTABILITY
We are committed to ethical and professional practices within an active quality improvement environment.

LEARNING
We support the academic mission at Florida State University, striving to improve educational performance and retention. We recognize that each contact with a student is an opportunity for health promotion and education.

EXCELLENCE
We employ progressive, high quality, and data driven approaches in meeting the changing needs of our students and staff.

COLLABORATION
We value our connection with the Division of Student Affairs and their unwavering concern for student life on campus. We are engaged partners with University faculty, staff, and others who share our commitment for a healthy campus environment.

ACTIVE COMMUNICATION
We value each member of our diverse work community, pledging to mentor, support and encourage staff in a manner that communicates fairness, respect and honesty.

A SAFE AND SECURE ENVIRONMENT
We strive to ensure a caring, safe and secure environment that values confidentiality and patient privacy and are prepared to respond to internal and external threats to staff and patient safety.

MUTUAL RESPECT
In relationships with others, integrity, trust and respect of our differences are important values. In our health center, every person’s contribution is important. The patient is the center of our service wheel and each employee contributes to their experience in a positive and thoughtful way.