

What is the Wellness Center?

The University Wellness Center is the combined University Health Service (UHS), Counseling and Psychological Service (CAPS), and Wellness Outreach. We offer medical, counseling and psychological assistance, and health and wellness education and programming.

When should I use the Wellness Center?

One of our goals at the Wellness Center is to provide care and service to students while also preparing them for experiences they will encounter post-graduation. Our counseling and medical services operate in a similar fashion to private practices in terms of appointments, insurance use, and prescriptions, but in a more limited scope. Students are encouraged to contact the center for assistance when faced with a [medical](#) or [psychological](#) problem or need. If the problem or need requires more resources than are available within our services, our professionals are able to refer students to specialized practices.

Students who are having an emergency should not contact the Wellness Center; instead, they should immediately contact **911** or go to the Emergency Room at the local hospital. For more information on emergency resources, please see our [crisis page](#).

All students in need of assistance for a disability or accessibility support should contact the [Student Accessibility](#) office.

How do I use Wellness Center services?

Wellness Center services are available for University undergraduate students and, in a limited capacity, School of the Theology students (health services only). The Wellness Center can be found on the bottom floor of the University Wellness Commons near McClurg dining hall and across the street from Fulford Hall. Any student who wishes to use our services should call the Wellness Center at 931-598-1270. You will be connected with a menu of options.

How do I call the Wellness Center?

To contact the Wellness Center, please call 931-598-1270 and follow the prompts. Please note that we have a phone menu and an option needs to be selected in order to speak with a support staff member.

There are some important tips to be aware of when calling!

- *No one answered my call.*
Wellness staff members are available weekdays (please see our [main page](#) for

operating hours). We are unable to take calls outside of these hours or on weekends. There are also times when we are assisting patients in the Wellness Center or are on the phone with another student. If you are unable to reach a staff member, please leave a message.

- *I called but no one called me back.*

Wellness staff members will always make an effort to call students back in a timely manner. To make sure we are able to return your call, please do the following:

- ◇ Leave a message. Our department phones are **not** like cell phones where we can see your number on a missed call register.

- ◇ Make sure to include your *full* name and your cell phone number. Without this information, it may be difficult to return your call.

- ◇ Be aware of cell phone issues. It helps to speak clearly and slowly when leaving information; however, cell service on campus can be inconsistent and sometimes your call is dropped in the middle of a message.

- *I tried calling the Wellness Center but the call keeps dropping.*

Cell service is not always effective in residence halls. If you call on your cell phone from your residence hall, a Wellness staff member may ask you to relocate to a different area in order to hear you. We understand that this can be inconvenient; the community is working on adding an additional cell tower this calendar year..

- *I saw that the Center tried to contact me, but they didn't leave a message.*

Wellness Center staff members will always try to leave a message if they attempt to call you. Many students forget to set up their voicemail inboxes or let their mailboxes get too full to leave a message. If you see that one of our staff members has attempted to contact you and did not leave a message, please check the status of your voice mail inbox. Staff members will not call repeatedly, so students without voice mail capabilities are encouraged to contact the Center if they have not heard back from a staff member within one business day.

Do I need an appointment?

Yes.

For Counseling and to reach our Wellness Coordinator, Please call (931) 598-1325 if you are in need of routine service, such as regular counseling, or to meet with the Wellness Coordinator. For counseling, you may also visit your patient portal to request an appointment

Some **emergency appointments** can be scheduled on a same day basis. Please see our [Crisis Services](#) page for information on what kind of situations can be seen without a prior appointment.

Changes in UHS procedure during the Covid-19 Pandemic:

To schedule an appointment for the Health Service please call in advance so that we can perform appropriate triage to help you get your needs met. Because of COVID-19, UHS will only schedule appointments by phone and will not allow visits to be scheduled via the patient portal.

How quickly can I be seen?

For UHS: students who contact UHS to schedule an appointment can generally expect to be seen by a healthcare provider within 24 hours. Since the beginning of the COVID-19 Pandemic, Health Services has offered telemedicine as an option for students. We will continue to see patients via telemedicine during the 2020-2021 year as well as in-person visits to our clinic. **You must call UHS on the phone at 931-598-1270 to make an appointment with us.** We will ask you a series of questions when you call for an appointment to work with you to determine how and when you will be seen. **The purpose of this is to protect you as much as possible from exposure to illness in our building. If you are ill and have an in-person appointment, we will ask that you call us from outside the UWC upon arrival to allow us to escort you to your designated room. This way, we avoid patients needing to wait together in a waiting room.**

For CAPS regular therapy: CAPS will continue to see patients via telehealth platform during the 2020-2021 academic year. Students are scheduled for a virtual initial assessment typically within 1 week. During high volume times, especially around exams, assessment appointments may be scheduled within a 2 week range. Crises are not considered regular sessions and are not subject to these timelines.

For CAPS psychiatry: Psychiatry staff are on-site on a limited basis and are not available for appointments at the Wellness Center outside of their scheduled dates. Because of these restrictions, it may take students who meet eligibility requirements for psychiatry services two weeks or more to be seen. All psychiatric services will also be delivered virtually for the academic 2020-2021 academic year

There are some important tips to be aware of when scheduling an appointment!

- *Have your schedule ready when making an appointment.* The Wellness Staff will need to match an opening in our schedule with an opening in your schedule; knowing your weekly classes and activities will help.
- *Please be aware that the more limited schedule you have, the more difficult it may be to accommodate.* You may be able to schedule an appointment more quickly if you present more options, such as early mornings or between classes. Please note that we do understand how busy Sewanee students are and the Wellness Center does ***not*** condone skipping classes. Our staff members are happy to discuss your schedule in order to find an appointment that works for you.
- *Contact us before you run out of medication!* If you are in need of a refill, please do not wait until the last day to schedule an appointment. Especially in the case of psychiatric medications, there may be a waiting period before you can be seen and our staff cannot simply call in prescriptions in many cases.

Do I need insurance?

It is strongly recommended that all students have adequate health insurance coverage for the Sewanee/Franklin County area. The University Health Service will file all medical services provided to an individual's health insurance plan, as will all other private facilities in the Sewanee area, the same as if you were visiting your health care provider at home. If you do not have health insurance, have limited coverage benefits, or have been dropped from your coverage altogether, please contact our office regarding self pay options. Students or parents with questions regarding the use of insurance may contact Kim Bradford, the office and insurance coordinator, at 931-598-3315. Providing care to our students is our top priority. Lack of insurance, or limited coverage should not prevent you from seeking our assistance with illness or injury.

Currently **you do not need insurance for CAPS'** visits. All Counseling and Psychological Services are free to undergraduate, degree-seeking, students.

What kind of insurance does the Wellness Center take?

University Health Service contracts with the following insurance companies:

- Aetna
- Blue Cross Blue Shield
- Cigna

- Tricare South
- United Healthcare

Please note that there are various plans under each of these companies and that not all plans are equal. It is strongly recommended that you check with your insurance carrier to see if our student health service in Tennessee is considered "in network" before you arrive on campus. Please see our [Determining Your Insurance Coverage](#) guide to see if your insurance works in this area.

Can the Wellness Center give me a class excuse?

No. The Wellness Center does not provide class excuses. It is your responsibility to uphold the Honor Code and inform your professors or coaches when you have to miss class or practice due to illness or an appointment. According to the class attendance policy, students are "expected to attend every scheduled meeting of a class, including laboratories and other required meetings. Any student who fails to attend a class has the absolute obligation of communication with the instructor prior to the missed class (or, in unusual cases, within 24 hours of having missed the class)."

In the case of a COVID-19 diagnosis:

Will UHS be able to test me for COVID-19? Yes, UHS has access to rapid COVID-19 tests. If the rapid test is negative, we must send another swab to a lab to do a PCR test to confirm your negative status. You will be asked to quarantine until your results are back.

What if I am positive for COVID-19? If you test positive for COVID-19, one of our providers will talk with you about isolation and monitoring your symptoms and progress daily. UHS will report your case to the Franklin County Health Department and work with them and the University's Public Health Officers to determine the length of your isolation. You will be asked to sign a release of information so that UHS can notify different University departments in order to get you the services that you need (such as supplies to clean your space, meals delivered to your door, the ability to attend class remotely, etc.) and to have the Residential Life, our PublicHealth Officer, and UHS follow-up with you.

How long will I be isolated? Typically you will be isolated for about 2 weeks from your diagnosis. The University will partner with the Health Department to determine the exact time you may be released from isolation,

Where will I be isolated? The University will transport you to a designated location to be in isolation. Typically this will be at St. Mary's-Sewanee. Another option, if it is feasible, is for you to return home.

Will my contacts be notified? UHS will ask you to think through your contact history starting 2 days prior to your becoming symptomatic. We will encourage you to call us with any additional information. We will be helping the Health Department and the University's Public Health team as much as possible to track, trace, and quarantine contacts of positive cases. This is the only means by which we can stop the spread of the virus in the community.

In an effort to protect your psychological health data, CAPS will be offering virtual therapy only for Advent 2020. In-person sessions would greatly compromise your confidentiality as the contact would have to be reported to the Health Department if the student or clinician were to test COVID-19 positive.

Will others have access to my medical records outside of a COVID diagnosis? Since COVID-19 is a reportable diagnosis and it is necessary to make others aware on a need to know basis to protect the health of the community, contact tracers will have access to the part of your record that is regarding COVID-19. They will not have access to any other part of your records.

Does the Wellness Center have a cancellation policy?

Please contact the Wellness Center before your appointment in order to cancel. This allows another student to use that time. You can cancel by calling 931-598-1270 - if it is after hours, please leave a message. CAPS requires you to cancel 24 hours prior to your appointment; UHS requires you to cancel 2 hours prior.

Students who do not cancel their appointments in a timely fashion or do not show to an appointment will be charged a No Show fee. For CAPS and UHS appointments, this fee is \$25; a \$50 fee will be applied for missed Psychiatry appointments. For more information about these fees, please call the Wellness Center or refer to our Treatment Policies and Agreement forms.

Will the Wellness Center talk to my parents?

For students 18 years old or older, ***with some limitations for certain situations involving imminent threat***, communication with a therapist or a provider is confidential. Unless a student gives the Wellness Center documented consent, we cannot discuss details involving their use of our services with parents. This confidentiality includes, but is not limited to, things such as test results, private discussions with therapists or providers, reasons for charges, or even attendance for appointments. Students must initiate the consent process and request a release form.

If your parent contacts us looking for information, we can speak generally about our policies and receive information from the parent, but we may not discuss details of your private health information without your permission.

Where do I find more information on appointments, accommodations, prescriptions, etc?

Please check [our home page](#) for links to various individual sections for more on:

- Therapy appointments and CAPS policies.
- Medical services available at UHS.
- Details about local providers.
- And more general information.

What if I have more questions?

If the answer to your question is not available on our website, please feel free to contact the Wellness Center at 931-598-1270 or email us at uwc@sewanee.edu. One of our staff members will be able to assist you.