

## **Commonly Asked Questions & Answers Related to Transition in Health Services at Rockhurst University**

### **Background on Transition**

#### 1. Why has this reconfiguration occurred?

Over the last several years students have conveyed through the Student Satisfaction Inventory as well as annual patient surveys concerns related to things such as availability of the nurse practitioner, privacy due to the program's close proximity to other programs, and the limited range of support services (i.e. no on-site x-ray, lab). The University desires to increase satisfaction in a cost-effective way.

#### 2. Who approved this change?

This change was approved by the University's Planning & Budget Committee as a part of the Strategic Planning process outlined in President Curran's letter dated November 2006.

### **Information about Goppert Trinity Family Care Center (Goppert) and Appointments**

#### 3. What advantages are there to Goppert?

- Family nurse practitioner, Susan Eitel, is assigned to Rockhurst students' with dedicated phone number assigned for appointments & consultation.
- A number of experienced board certified family physicians as well as resident physicians also available to see students.
- More appointment availability including evening and weekend hours.
- Availability of on-site services including: lab, x-ray, minor surgical suites, and Stark Pharmacy to fill prescriptions.
- Affiliated with HCA hospital network that accepts a wide array of health insurances.
- Close to campus – only 2 miles away; approximately a 5 minute drive or bus ride.
- Longstanding relationship with Dr. Larry Rues (collaborating physician) who is widely respected within Kansas City and a strong supporter of Rockhurst University

#### 4. Where is Goppert located?

It is located within the Rockhill Medical Plaza North, 6650 Troost (Suites 201 and 301), just east of Research Hospital - Brookside Campus. Stark Pharmacy is located on the first floor of this same medical building.

#### 5. What are the hours of Goppert ?

The hours of Goppert are the following:

- Monday, Tuesday, and Thursday from 8:30 a.m. – 9:00 p.m.
- Wednesday from 8:30 a.m. – 5:00 p.m.

- Friday from 9:00 a.m. – 5:00 p.m.
- Every other Saturday from 8:30 a.m. – 12:00 noon (Jan 13 & 27; Feb 10 and 24; March 10 and 24; April 7 and 21; May 5 and 19; June 2, 16, and 30; July 14 and 28; Aug 11 and 25; Sept 8 and 22; Oct 6 and 20; Nov 3 and 17; Dec 1, 15, and 29)

### **Appointments**

6. How do I go about making an appointment?

*To make an appointment (during Goppert hours of operation only) please call 816-435-0884. You will be instructed to enter your phone number with area code where you can be reached followed by the # sign. Allow 15 – 20 minutes for someone from Goppert (usually Susan Eitel, Nurse Practitioner) to call you back to schedule your appointment. It is your responsibility to remain available at the number you enter into the pager. If you do not hear back within 30 minutes of your page, please call the main Goppert number (816-276-7650) and tell them you need an appointment and that you are a Rockhurst student.*

7. What should I do if I need to consult with a health care assistance from Goppert outside of their normal business hours?

*If you need urgent health care assistance outside of Goppert's normal business hours (posted above), please call 816-276-7600. Identify yourself as a Goppert patient and ask for the resident physician on call. You will receive a call back from the resident physician within one hour. When the resident physician calls you back, please identify yourself as a Rockhurst University student. Please only use this service for truly urgent illnesses or needs that can not wait until regular business hours – the on-call resident physician will not be able to help you with prescription refills or any non-urgent needs. If you need immediate emergency treatment outside of Goppert's normal business hours please go to the closest emergency room - or call Security if you are on-campus (x4911) or 911 if you are off-campus. The Research Hospital - Brookside Campus emergency room is located at 6601 Rockhill Road – it is right next to and affiliated with Goppert and is often the most convenient.*

8. How can I prepare for my visit to Goppert?

If you have never been to Goppert before please fill out an “intake” form available on the Rockhurst website (<http://www.rockhurst.edu/studentlife/healthservc/index.asp> under “forms”) or in Student Development, Massman 1 and bring it with you to Goppert.

Please arrive for your appointment at Goppert at least 10 minutes prior to the scheduled time.

Most student patients will not need to have their medical history on file with Rockhurst transferred to Goppert. However, for some patients who have more chronic or complicated health situations this may be helpful. If you want this information released to Goppert, please fill out an Authorization of Release of Medical Information available on the Rockhurst website (<http://www.rockhurst.edu/studentlife/healthservc/index.asp> under “forms”) or in Student Development, Massman 1. Your file will either be hand delivered or faxed to Goppert in a confidential and secure manner.

### **Allergy Shots, Immunizations, TB Tests, & Prescriptions**

9. What if I get allergy shots each week?

An allergy shot clinic will be offered at Rockhurst each week. Please stop by Student Development in Massman 1 to indicate your best available times. If you are not available during clinic times then you will need to schedule a separate appointment at Goppert to receive your allergy injections.

10. What about immunizations?

Immunization clinics will be offered at Rockhurst for such things as influenza, meningitis, etc. If you are not available during the clinics then you will need to schedule a separate appointment at Goppert to receive your immunizations.

11. What about TB tests?

TB tests are sometimes required for clinical or practicum sites for students. Faculty will be encouraged to arrange a time for TB tests to be administered for their classes as needed at Rockhurst. Otherwise students will be responsible for obtaining TB tests at Goppert or other health providers.

12. If I've received a prescription before at Health Services and need a refill, how should I go about requesting this?

If you are taking a medication prescribed in the past by Health Services and are in need of a refill, please have your pharmacy fax a prescription refill request to Goppert at 816-995-3040 Monday through Friday during business hours. Allow at least 24 hours for a response to your request. Requests for prescription refills will not be received after 5:00 p.m. on weekdays, on weekends, or on holidays when the office is closed. Per our policy, prescription refill requests can not be handled by the resident physician on call or by Susan Eitel, Family Nurse Practitioner, after hours because they will not have access to your chart for review.

### **Getting There**

13. How does The Metro (bus) system work?

The Metro can be accessed through the bus stop on the west side of Troost near SFX Parish. There are multiple stops near Goppert. Free bus passes can be obtained from Student Development; otherwise there is a nominal charge of \$1.25/each way for taking the bus (you must have correct change). The bus travels along Troost (#25) very regularly – please pick up a bus map and schedule in Student Development or visit <http://www.kcata.org/kcatadata/regionresults.asp?region=s>.

14. What if I don't have access to my own or a friend's car and can't take the bus?

Please contact Susan Janet in Student Development (Massman 1; 816-501-4127).

### **Insurance and Billing Issues**

15. Does Goppert take our student health insurance? What about other insurances?

Yes, Goppert takes our student health insurance. For students covered by the Rockhurst sponsored plan, visits at Goppert will be at the same benefit level as Rockhurst's Health Services:

100% coverage for office visits, immunizations, and well-woman exams with no deductible or co-payment required. As an HCA provider, they also accept a wide array of other health insurance plans. Before seeking care make sure your insurance will cover your visit to avoid unnecessary charges for visiting an out of network health care professional.

16. Are there any new charges affiliated with this arrangement with Goppert?

No. If you have the student health insurance plan the same schedule of benefits will apply as if you were visiting Health Services at Rockhurst. If you have another health insurance plan you will be responsible for any co-pays at the time of visit. All students, regardless of their health insurance plan, will be responsible for payment to Goppert (co-pays, deductibles, % not covered).

The student health insurance premium for the spring semester is normally higher than fall semester as it includes coverage for the summer months as well. There are no additional fees incurred by students as a result of this reconfiguration.

17. Will Goppert honor the unique student health insurance plan benefits arranged for Health Services (i.e. waiver of co-pay or deductible for nurse practitioner/physician visit, coverage for immunizations, etc.)?

Yes. The student health insurance plan will honor the benefits arranged for Health Services at Goppert only. The student health insurance will continue to be in effect “as is” through the end of this academic year at which time its terms will be evaluated and renegotiated.

18. Do I have to go to Goppert or can I seek out another health services provider if I have the Rockhurst sponsored student health insurance?

Students are welcome to utilize health services providers of their choice. However, students are reminded that costs affiliated with these choices may vary based upon which health insurance you carry, preferred provider networks, etc. For Rockhurst students, the student health insurance plan along with utilization of Goppert is a very cost effective way to obtain health care for themselves. Please review the student health insurance plan (<http://www.rockhurst.edu/studentlife/healthservc/insurance.asp>) or your alternate health insurance plan's summary to learn more about the financial advantages and disadvantages for various health care options.

19. What if I want to opt out of the student health insurance for spring/summer 2007?

If you are a full time undergraduate student you are required to either carry the student health insurance or provide proof of alternative health insurance. To waive out of the student health insurance plan for spring/summer 2007, you must submit your request for waiver and proof of alternative health insurance to Student Development, Massman 1, by Friday, January 26, 2007.

20. What if I have other questions about Health Services not answered by this document?

Please call Health Services at 816-501-4158 or e-mail Susan Janet ([susan.janet@rockhurst.edu](mailto:susan.janet@rockhurst.edu)) or Matt Quick ([matt.quick@rockhurst.edu](mailto:matt.quick@rockhurst.edu)).