



# EVERYTHING YOU NEED TO KNOW ABOUT **STUDENT HEALTH**

We're in  
partnership for a  
healthier you!



## For suggestions, compliments, and complaints, contact

Darrell Brackett  
SHC Associate Director  
Phone: 865-974-2253  
Fax: 865-974-2000  
[dbracke3@utk.edu](mailto:dbracke3@utk.edu)

Student Health Center  
1800 Volunteer Boulevard  
Knoxville, TN 37996-3102

[studenthealth.utk.edu](http://studenthealth.utk.edu)

The University of Tennessee is an EEO/AA/Title VI/Title IX/Section 504/ADA/ADEA institution in the provision of its education and employment programs and services. The university name and its indicia within are trademarks of the University of Tennessee. A project of the Student Health Center with assistance from the UT Office of Communications & Marketing and Division of Student Life Communications. Job 388515



## STUDENT HEALTH CENTER GENERAL INFORMATION

### Campus Clinic Hours

**Monday, Tuesday, Thursday & Friday:**  
8 a.m.–5 p.m.

**Wednesday:** 9 a.m.–5 p.m.

### Available Health Services

- Primary medical care
- Counseling and psychological services
- Immunizations
- Allergy clinic
- Women's health clinic
- X-ray and laboratory services
- Specialty clinics including sports medicine, travel, gynecology, surgery, and physical therapy
- Pharmacy

### Important Contact Information

- Appointment/Triage Nurse Line: 865-974-5080
- Mental Health: 865-974-2196
- Immunizations: 865-974-2264
- General Information: 865-974-3135
- Insurance: 865-974-2337
- Payments: 865-974-2250  
[studenthealth.utk.edu](http://studenthealth.utk.edu)

### Who Is Eligible for Services?

Currently enrolled students who pay any portion of the Student Program & Services fees and are a Knoxville Campus based student are eligible to be seen at the Student Health Center. Distance learners and regular UT employees who are students are not eligible for services.

### After-Hours Care

After clinic hours, students can obtain care by taking their student ID and insurance card to the University of Tennessee Medical Center Emergency Room at 1924 Alcoa Highway. A special pricing agreement is available to UT students at this hospital only. If you need transportation to the hospital, you can call a local taxi service, have a friend transport you, or call 911 for emergency transport. If you call 911, you will be financially responsible for the ambulance charges.

### Does Student Health File Insurance Claims?

**Yes and no.** The only insurance filed by Student Health is the UT-sponsored health insurance. For all other insurance, students are expected to pay for their medical charges and file their own health insurance claims for reimbursement. Student Health will provide a claim form for you to submit to your insurance company upon request.

**Note:** The pharmacy is a privately owned entity and accepts most insurance plans.

### Accepted Forms of Payment

*Cash, check, Mastercard, VISA, Discover*

Payment is not required on the day of service; however, students may pay their charges in room 289. Otherwise charges will be transferred and recorded on the Monday morning of the following week after treatment to the Student's Bursar account. Students may pay the Bursar for services rendered. Student's may request a statement to submit to their insurance company for reimbursement.

### What Services Incur Charges?

- Lab and X-ray
- Immunizations and antibiotic injections
- Orthopedic appliances
- Physical therapy
- Consumable products
- Prescriptions
- A verbal estimate will be provided prior to tests or services being rendered

**IS PARKING AVAILABLE?** Yes, limited parking is available behind the building. All visitors must obtain a permit at the front desk to be displayed on the dash of their vehicle.



## PATIENT'S RIGHTS & RESPONSIBILITIES

Student Health believes that all individuals have basic rights when receiving health care, and we are committed to upholding those rights for all who seek care from our staff. We believe this is a partnership with our patients. In return, patients have basic responsibilities that we respectfully request they uphold. These rights and responsibilities are as follows:

### Patient's Rights

- To be treated with respect, consideration, and dignity.
- To be provided appropriate privacy.
- To expect patient disclosures and records are treated confidentially. Patients are given the opportunity to approve or refuse their release, except when it is medically inadvisable to give such information to a patient, in which case the information is provided to a person designated by the patient or to a legally authorized person.
- To be given the opportunity to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.
- To have a chaperone present during any examination, treatment, or procedure, regardless of their gender. At any time during an office visit, the patient or the Health Center provider may request an assistant or chaperone.
- To have the right to refuse to participate in experimental research.
- To have the right to create an advance health care directive for end-of-life health care decisions in the event they are unable to make those decisions by either designating another individual to do so or by previously creating a document that states the patient's preferences as outlined at [tn.gov/health/article/advance-directives](http://tn.gov/health/article/advance-directives).
- To have the ability to view the credentials of the health care providers providing care at the Student Health Center—either on the Student Health website or at the facility.

- To choose to be seen by another health care provider if other qualified providers are available or to not return to the care of a provider.
- To not be misled by marketing or advertising regarding the competence and capabilities of the Student Health Center staff.
- To be informed that the medical providers employed in the Student Health Center are not covered by traditional malpractice insurance. State of Tennessee employees are individually immune from suit. Any potential claimant must instead make a claim against the State of Tennessee pursuant to the Tennessee Claims Commission Act, Tenn. Code Ann. §§ 9-8-301 et. seq.
- To be informed they have the right to make suggestions for service improvement, complaints, grievances, or compliments of care provided at the Student Health Center by contacting the Student Health Center associate director at 865-974-2253 or by email at [dbracke3@utk.edu](mailto:dbracke3@utk.edu).

### Patient's Responsibilities

- To provide complete and accurate information to the best of their ability about their health, any medications, including over-the-counter products and dietary supplements, and any allergies or sensitivities.
- To answer our questions honestly and inform us if anything changes about their health.
- To follow the treatment plan prescribed by their provider and participate in their care—ask us questions!
- To have a responsible adult to transport them home from the Student Health Center and, if required or necessary, to remain with them as directed by the provider in the discharge instructions.
- To accept personal financial responsibility for any charges incurred and promptly pay for services.
- To be respectful of all the staff and health care professionals providing care for them at the Student Health Center.
- To be respectful of other patients and visitors when visiting the Student Health Center.
- To cancel an appointment that they may not be able to keep.

### How Do I Make an Appointment?

- 1. Call our appointment line: 865-974-5080.**
- 2. Come to the Student Health Center** and request an appointment through our receptionist.
- 3. Call the triage nurse line at 865-974-5080.** The triage nurse will ask you a series of health questions to determine the treatment plan most appropriate for you. The triage nurse will determine if you need to be seen on the day of your call or the following day or if you need to go to the emergency room. If your call goes to voice mail, please leave a message with your name and a contact number. The call will be returned the same day during regular business hours.

### What to Bring to a Health Visit

- Your student ID and driver's license
- Copy of your health insurance card



6/21/23