Student Health General Information

Campus Clinic Hours:
Monday, Tuesday, Thursday & Friday
8:00 a.m. to 4:30 p.m.
Wednesday
9:00 a.m. to 4:30 p.m.

Available Health Services
- Physician Care
- Counseling and psychological services
- Immunizations
- Allergy clinic
- Women's Health
- X-ray and laboratory services
- Specialty clinics including sports medicine, travel clinic, gynecology, surgery and physical therapy
- Pharmacy

Important Contact Information
- Appointment Desk (865) 974-3648
- Triage Nurse Line (865) 974-5080
- Mental Health (865) 974-2251
- Immunizations (865) 974-2264
- General Info: (865) 974-3135
- http://studenthealth.utk.edu/

Who is eligible for services?
Currently enrolled students taking 9 hours or more who pay the full program and services fees and part-time students who pay a health fee are eligible to be seen. Office visits are covered by the health fee. Distance Learners and regular U.T. employees who are students are not eligible to be seen at the Student Health Center.

After Hours Care:
May be obtained by taking your student I.D. and insurance card to the University of Tennessee Hospital Emergency Room at 1924 Alcoa Hwy, Knoxville, TN. A special pricing agreement is available to U.T. students at this hospital only. If you need transportation to the hospital you may call a local taxi service (knoxvilletaxicab.com) or 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 which is filed by Student Health is the U.T. sponsored health insurance. Students are expected to pay for their medical charges and to 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.

**The pharmacy is a privately owned entity and it does accept most insurances.**

Accepted forms of payment
- Cash, Checks
- MasterCard, VISA, Discover

"Please note that if payment is not received a "hold" will be placed on a student's U.T. account until the payment is received. This "hold" will prohibit a student from receiving grades, enrolling in classes, receiving transcripts, and graduation. To avoid a "hold" please pay promptly as you leave the building.

What services incur charges?
- Lab and X-ray
- Immunizations, Antibiotic Injections
- Orthopedic Appliances
- Physical Therapy
- Consumable Products

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 healthcare. Those rights are documented as follows and we are committed to upholding those rights for all who seek care from our staff. We also believe that this is a partnership with our patient. In return, patients have basic responsibilities which we respectfully request they uphold and those responsibilities are clearly stated in this document.

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 and patients are given the opportunity to approve or refuse their release, except when it is medically inadvisable to give such information to a patient, 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 the right to refuse to participate in experimental research.
- To have the right to create an “Advanced Health Care Directive” for end of life healthcare decisions if they are unable to make those decisions by either designating another individual to do so or previously creating a document which states the patient’s preferences as outlined at www.health.state.tn.us/AdvanceDirectives.
- To have the ability to view the credentials of the healthcare 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 healthcare 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 Jim Boyle, Student Health Administrator at (865) 974-3135 or by e-mail at jboyle2@utk.edu.
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Patient’s Responsibilities

- To provide complete and accurate information to the best of his/her ability about his/her 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 your health.
- To follow the treatment plan prescribed by his/her provider and participate in his/her care. To ask us questions!
- To have a responsible adult to transport him/her home from the Student Health Center and if required or necessary to remain with him/her for twenty-four hours.
- 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 you at the Student Health Center.
- To be respectful of other patients when visiting the Student Health Center.
- To be respectful and cancel an appointment if other qualified providers are available or to not return to the care of a provider.
- To follow the treatment plan prescribed by his/her provider and participate in his/her care. To ask us questions!
- To have a responsible adult to transport him/her home from the Student Health Center and if required or necessary to remain with him/her for twenty-four hours.
- 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 you at the Student Health Center.
- To be respectful of other patients when visiting the Student Health Center.
- To be respectful and cancel an appointment which you may not be able to keep.

Student Health Center

What to bring to a health visit?

- Your student I.D. & driver’s license
- Copy of your health insurance card

How May I Be Seen At Student Health
Now That I Understand My Rights & Responsibilities?

1. Call our appointment line to schedule an appointment (865) 974-3648.
2. Go to the Student Health website at www.studenthealth.utk.edu and click on the Student Online Portal to schedule an appointment. If no appointments are found on the portal, please call (865) 974-3648.
3. Come to the Student Health Center and request our receptionist to make you an appointment.
4. If all regular appointments are taken and you feel you have a need for evaluation of a medical issue on the same day, please call the Triage Nurse line at (865) 974-5080. The Nurse will determine the treatment plan which is most appropriate for you to follow. If an appointment is available in the Acute Care Clinic schedule you will be offered an appointment or a determination may be made that you need to go to the emergency room or that you can wait to be seen another day. If voice mail answers the phone, please leave a message with your name and contact number to be reached. You may have to wait for the call to be returned; however, the call will be returned later in the day.