

## NOTICE TO CONSUMERS

- Full SSU Student Health Center (SHC) services are available only to regularly enrolled SSU students. SSU students are also eligible for Trustee defined basic health services at other California State University Student Health Centers during the regular academic year.
- The availability & operations of the SHC are funded by **mandatory health fees** (collected as part of SSU per semester registration fees) and **most** regular medical visits & related services are provided **without additional charge** to SSU students who are regularly enrolled for that semester.
- **Nominal user fees** are charged for pharmaceuticals, some supplies & diagnostic tests, failure to return equipment or cancel an appointment in advance, & for some summer services. Patients are notified of potential charges at the time of the service & may request user fee information at any other time.
- School year & limited summer services are also available on a user fee basis to those who are participating in pre-designated campus-sponsored academic programs.
- Any **user fees assessed are payable at the time of service** and a receipt is provided. Payment must be in cash or by check. A charge is made for returned checks.
- Re-billing charges may be assessed if the patient needs to be billed for continuing unpaid balances.
- **Registration HOLDS** are placed on the records of students who have not paid past due balances or returned borrowed equipment.
- Insurance is not required to attend SSU or use the Student Health Center. Supplemental insurance is advised to help with medically related services that are beyond the hours of operation of the SHC.
- Patients are financially responsible to the provider for medical services, medications, supplies, etc. received outside the Student Health Center or off campus.
- Individually identifiable medical information is confidential and patient privacy is respected.
- Suggestions or complaints may be submitted to the Student Health Center Director, to any SHC employee, and/or to the Suggestions Box in the SHC lobby.
- Medical and other CSU liability issues are handled through the California State University Risk Management Authority ([www.calstateae.edu/risk\\_management/rm](http://www.calstateae.edu/risk_management/rm)).
- Medical Doctors are licensed & regulated by the Medical Board of CA, 800-633-2322, [www.mbc.ca.gov](http://www.mbc.ca.gov) and Nurse Practitioners by the CA Board of Registered Nursing, [www.rn.ca.gov/](http://www.rn.ca.gov/)

### **PHARMACY**

- The SSU Health Center Pharmacy maintains a limited **low cost** formulary of prescription and non-prescription items. Patients may choose to use the SHC Pharmacy **or** an external pharmacy.
- The Pharmacy is able to fill only those prescriptions written by SHC medical providers for conditions diagnosed and treated at the SHC
- Patient consultation is provided by a licensed Pharmacist. Ask the pharmacist or your SHC medical provider if you have questions about medication dosage, possible side effects, drug interactions, etc.
- The Pharmacy is **closed during portions of the summer. Prescription refills on record expire at the end of the school year** and when a patient is no longer enrolled at SSU.