

# Student Wellness Services

Guide to Resources  
for Helping Students in Need





# Guide to Resources for Helping Students in Need

## WELLNESS

### AREA:

#### Wellness Area Administration

5998 Alcalá Park  
Serra Hall 300  
San Diego, CA 92110

Phone: (619) 260-4675  
Fax: (619) 260-4699  
[www.sandiego.edu/wellness](http://www.sandiego.edu/wellness)

#### Center for Health and Wellness Promotion

5998 Alcalá Park  
University Center 161  
San Diego, CA 92110

Phone: (619)260-4618  
Fax: (619)849-8121  
[www.sandiego.edu/chwp](http://www.sandiego.edu/chwp)

#### Counseling Center

5998 Alcalá Park  
Serra Hall 300  
San Diego, CA 92110

Phone: (619) 260-4655  
Fax: (619) 260-4699  
[www.sandiego.edu/usdcc](http://www.sandiego.edu/usdcc)

#### Disability Services

5998 Alcalá Park  
Serra Hall 300  
San Diego, CA 92110

Phone: (619) 260-4655  
Fax: (619) 260-4699  
TTY: (619) 260-4673  
[www.sandiego.edu/disability](http://www.sandiego.edu/disability)

#### Student Health Center

5998 Alcalá Park  
Camino Hall 161  
San Diego, CA 92110

Phone: (619) 260-4594  
Fax: (619)260-2375  
[www.sandiego.edu/healthcenter](http://www.sandiego.edu/healthcenter)

## Introduction

**The University of San Diego places great importance on providing students with support services to help them maximize their educational experience and to challenge them to develop knowledge, values and skills to enrich their lives.**

The University's Wellness units – the Center for Health and Wellness Promotion, the Counseling Center, Disability Services and the Student Health Center – support student academic success and personal development by providing a range of wellness services. Together these units provide culturally congruent and effective services aimed at:

Supporting USD's mission by preventing and/or improving medical, psychological and lifestyle obstacles to learning and providing individualized assistance to students.

Fostering a campus community that is healthy and congruent with the University's mission of holistic student development.

Promoting within students a sense of caring about their well-being, the well-being of other students and the entire USD community.

The university years involve significant personal and professional developments that can be exciting, but also can be taxing intellectually, socially, physically and emotionally. Students may experience many stressors as they strive to excel academically, navigate personal relationships, balance academic, work and family relationships and forge a career path. While many students cope with the multiple demands of college life without any need for professional assistance, some students benefit greatly from receiving appropriate help.

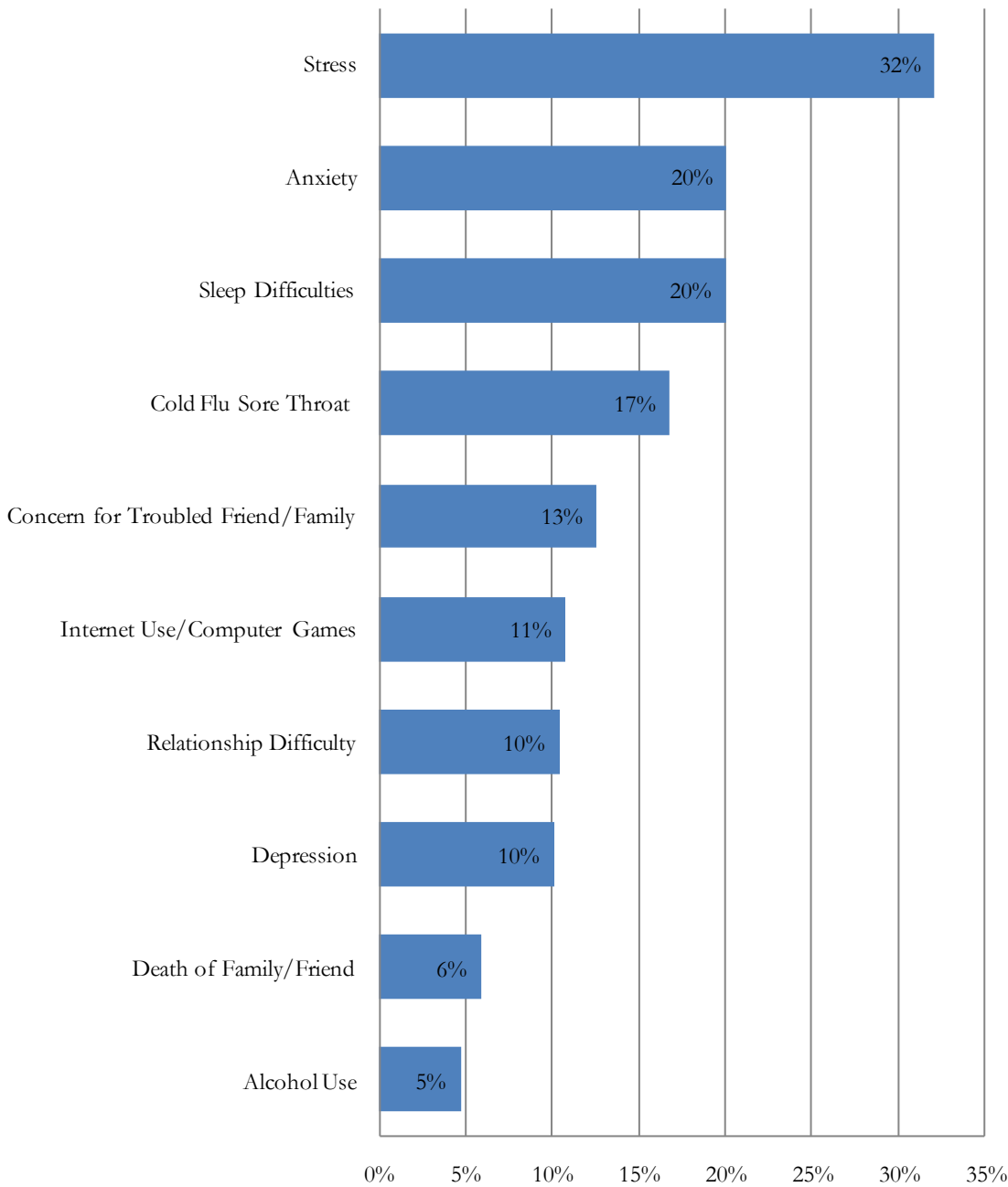
As a faculty or staff member interacting with students daily, you are in a unique position to identify potential problems and to recognize the signs of a student in distress. Your ongoing relationship with students offers you a distinct advantage and a unique perspective. You may be the first person to notice a change in a student, whether it surfaces in attendance patterns, academic performance or emotional distress. Making an initial intervention and referral can have a significant impact on a student's academic success and well-being.

The Wellness Area has prepared this resource to assist you in identifying students in distress and to help facilitate the referral process to any of the Wellness services provided on-campus. It is our mission to provide support and service to the entire USD community.

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# Top 10 Impediments to Academic Success Reported by USD Students (NCHA 2008)



The National College Health Assessment (NCHA) is collected at USD every other year. The 2008 representative sample included 2, 238 USD students.

# Important Wellness Phone Numbers

## Wellness Resources

### **Center for Health and Wellness Promotion**

(619) 260-4618

### **Counseling Center**

(619) 260-4655

### **Disability Services**

(619) 260-4655

### **Student Health Center**

(619) 260-4595

### **USD Public Safety**

(619) 260-7777 — General

(619) 260-2222 — Emergencies/After-Hours

## Other Resources

### **Career Services**

(619) 260-4654

### **Center for Student Success**

(619) 260-5995

### **College Cab**

(619) 291-3333

### **Dean of Students**

(619) 260-4588

### **International Center**

(619) 260-4598

### **Lead @ USD**

(619) 260-7663

### **Parent Relations**

(619) 260-7745

### **Residential Life**

(619) 260-7944

### **Student Discipline**

(619) 260-2667

### **University Ministry**

(619) 260-4735

# A Note about Confidentiality

## Confidentiality

Once you have made a referral, it is understandable to want to find out what happened and how you can continue to help the student. However, all Wellness staff are bound by the principles of confidentiality as defined by our disciplines and California Laws.

Students seen in our Wellness offices may miss class due to the appointment or illness. However, due to FERPA and confidentiality regulations, we are unable to provide any details regarding the student's condition without express written permission from the student.

### Confidentiality means:

We cannot give information about the student, without written permission from the student.

We cannot say whether the student has come for an appointment, without permission from the student.

We cannot discuss any specifics of the situation, without permission from the student. The Student Health Center, with the student's permission, will only release general information on how an injury or illness may impact the student's ability to perform academically; specific information regarding a diagnosis/treatment cannot be provided.

We can answer your general questions about making referrals to us.

We can offer you information about wellness concerns in general.

We can provide other referral ideas.

We can take information *from* you regarding specific behaviors of the student.

We can share information with you about a student if he/she has signed a consent form (copy provided on last page of this document).

We understand the importance of maintaining open communication with faculty and staff to best help students in need. Rest assured, the Wellness staff regularly seeks students' authorization to contact referral sources and faculty and staff to coordinate services.

Confidentiality

5998 Alcalá Park  
 University Center 161  
 Phone: 619.260.4618  
 Fax: 619.849.8121  
 Hours:  
 M-F 8:30–5:00

Website:  
[www.sandiego.edu/chwp](http://www.sandiego.edu/chwp)  
 E-mail:  
[chwp@sandiego.edu](mailto:chwp@sandiego.edu)

## Individual and Group Services

## 12-Step Facilitation

## Outreach & Health Promotion

## On-Line Education

# Center for Health & Wellness Promotion (CHWP)

CHWP serves the USD community through educational opportunities, outreach events, individual and group services, campus-wide programs, and research initiatives to enhance student wellness.

## Services & Programs

### Individual Consultations and Group Services

Confidential individual consultations and assessments are available through CHWP. Consultations are designed to help facilitate positive behavior change and provide clinical treatment and referrals when needed. Group services provide opportunities for students to seek support from peers. Examples of issues addressed include: alcohol and other drug related behaviors, smoking cessation, nutrition, and weight management.

CHWP staff are available to consult with staff, faculty, parents and students on various wellness concerns. Please call us if you are concerned about a student.

### 12- Step Facilitation

CHWP coordinates Alcohol and Other Drug related 12-step interventions & support, connects students with mentors and provides support to students in all stages of recovery. If a student is looking for this type of support, encourage the student to connect with our office.

### Outreach and Health Promotion

([www.sandiego.edu/chwp/outreach.php](http://www.sandiego.edu/chwp/outreach.php))

CHWP organizes educational outreach, promotion, and training efforts to increase the well-being of the campus community. We welcome the opportunity to provide a presentation to your class. Please request presentation by visiting our website. Some popular outreach topics include:

- Emotional well-being
- Stress management
- Healthy relationships
- Test anxiety

### On-Line Education – MyStudentBody

([www.sandiego.edu/chwp](http://www.sandiego.edu/chwp))

MyStudentBody is an on-line resource that allows students to learn more about alcohol, other drugs, nutrition and stress. This resource is available to all students and can be accessed through our website. Please encourage your students to utilize this tool. MyStudentBody offers a number of assessment tools and strategies to enhance wellness.

# Center for Health & Wellness Promotion (CHWP)

## Peer Education and Support

Student leadership opportunities are available through CHWP. Peer education efforts focus on topics such as sexual assault, alcohol and other drugs, and other related health behaviors. If you have students, who are looking for a positive way to contribute to the USD community, encourage them to visit our office. Additionally, our peers are trained to discuss wellness concerns with fellow students; introducing a student to a peer can be a nice way of initially connecting a student with Wellness services.

## College Cab - A Safe Ride Program

Students may use the College Cab Program 24 hours a day, seven days a week, to secure a safe ride from any situation that places them at risk. Students can call (619) 291-3333 for a ride, and the charge is billed to USD. The student later reimburses USD for a portion of the fare.

### If you are concerned about a student:

Be aware of an odd decrease in students' performance (especially if sudden), such as skipping class or meetings.

Poor performance on tests and projects, withdrawal from discussions, unprofessional behavior.

Be specific — Tell the student you are concerned about him/her and want to be supportive in getting help. Back up your concern with examples of the way in which his/her behavior has caused difficulty in class, including a recent incident.

These can be signs of alcohol and drug abuse. If you have any concerns of this type, call us for a confidential appointment at (619) 260-4618.

## Facts about USD Student Substance Use (NCHA, 2008)

37% reported consuming 5 or more alcoholic drinks the last time they "partied."

17.9% reported using marijuana in the past 30 days.

16.1% reported using "other drugs" in the past 30 days.

Peer Education & Support

College Cab — Safe Ride Program

If you are concerned...

Facts about USD student substance use

# Center for Health & Wellness Promotion (CHWP)

## Tips for Faculty

### Tips for Faculty

As a faculty member or administrator, your decisions and conversations have a powerful impact on student behavior. Invite students to have these types of discussions with you.

Consider scheduling exams on Thursdays, Fridays, and Mondays, as an environmental strategy to reduce weekend drinking.

Monitor personal language regarding alcohol and other drug use and avoid glorifying risky behaviors.

Help challenge the assumption that “everybody drinks in college.” More than 30% of USD students report they almost always choose not to drink alcohol.

Be aware of on-campus alcohol or party advertisements (i.e. "Booze Cruise" ads, "All U Can Drink" vacation packages), report them to Public Safety, and discuss the safety of such events with your students.

During the academic year, consider having one of our staff or peer educators lead a discussion about collegiate alcohol use/abuse with your students.

—High-risk times of year for college students are Halloween, homecoming, midterms and finals and spring break.

Talk to students who brag about drunk stories or who continually wear alcohol or other drug paraphernalia and/or clothing.

Familiarize yourself with the *USD Risk Assessment Guide and Information Manual for Student Activities and Clubs* that is available in Risk Management.

Clarify the importance of compliance with USD’s Code of Conduct and local laws with your students.

## Helping Students Make Healthy Choices

### Helping Students Make Healthy Choices Alcohol and Other Drug Use (AOD)

Underage drinking and high-risk drinking (consuming 4 or 5 drinks in less than 2 hours) are major issues affecting college student health in the USA. Studies show that students choose to not drink alcohol and/or consume less when:

They have accurate information about high-risk drinking & related consequences

They have engaged in conversation about responsible use & behavioral expectations

They are able to define what it means to be a responsible community member

# Counseling Center (USDCC)

## Counseling Center Services

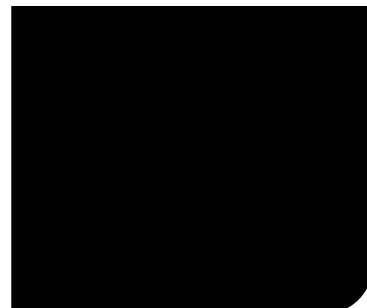
Individual, Couples & Group Assessment and Counseling  
 Student/Faculty/Staff/Family Consultations  
 Crisis Response and Management  
 24/7 Emergency Response via Public Safety Dispatch at  
 619.260.2222  
 Referrals to Community Resources

5998 Alcalá Park  
 Serra Hall 300  
 San Diego, CA 92110  
 Phone: 619.260.4655  
 Fax: 619.260.4699  
 Hours:  
 M-F 8:30-5:00  
 W 8:30-6:00  
 (during academic year)

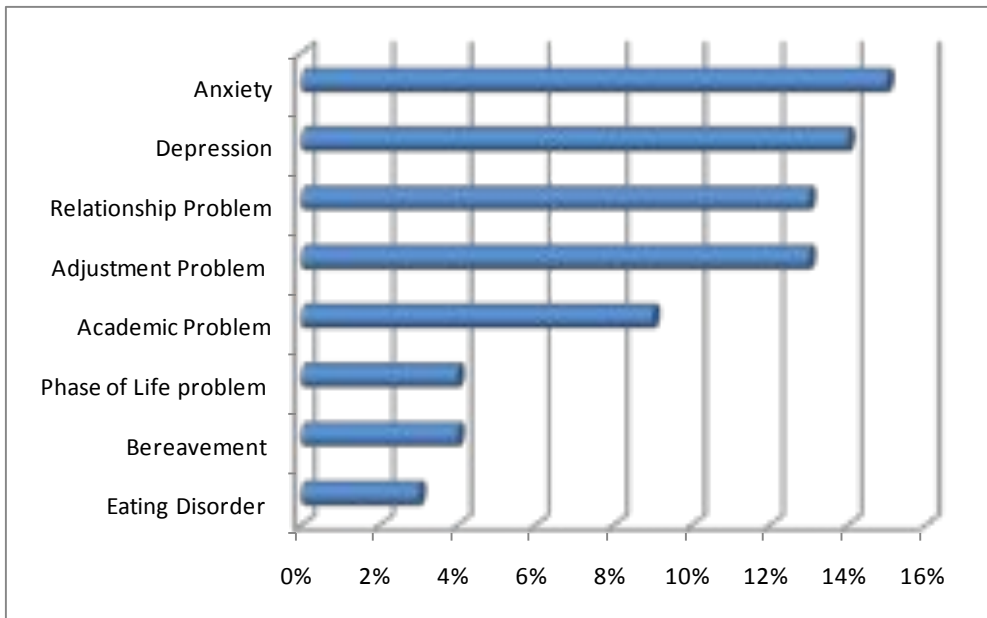
Website:  
[www.sandiego.edu/usdccc](http://www.sandiego.edu/usdccc)

**Walk-In Hours**  
 M-F 11:00-3:00  
 W 11:00-5:00  
 (during fall & spring semesters)  
 M-F 11:00-3:00  
 (during summer & intercession)

## Warning Signs of Student Distress



Top Reasons Reported by USD Students for Seeking USDCC Services  
 2008-2009



## Warning Signs of Student Distress

- Decline in academic performance
- Alcohol or drug abuse
- Low mood or moodiness
- Thoughts of suicide
- Lack of energy or motivation
- Hopelessness
- Chronic irritability or anger
- Social withdrawal
- Noticeable changes in weight
- Disruptive/erratic behavior
- Morbid writing/verbalizations

## Counseling Center (USDCC)

### What You Can Do

If you notice any warning signs and decide to intervene, some suggestions are listed below. If you are unclear as to what to do or how to intervene, you can always contact the USDCC for a consultation to help you make a decision.

Talk to the student privately to help minimize embarrassment and defensiveness.

Listen carefully to the student and respond to both the content and the emotions of the situation.

Discuss your observations and perceptions of the situation directly and honestly with the student. Express your concern in a non-judgmental way.

Help the student identify options for action and explore the possible consequences.

Be frank with the student about the limits of your ability to help and suggest accompanying him/her to the USDCC or helping to set up an appointment.

If the student appears to be in imminent danger of hurting her or himself or others, consult the USDCC or Public Safety immediately. Do not promise to keep threats to self or others secret.

### How to Make a Non-Emergency Referral

#### **Non-Emergency Referrals:**

Encourage the student to come to the USDCC during walk-in hours (M-F 11-3; W until 5 during the fall & spring semesters) or to contact the USDCC to schedule an initial intake interview.

If you believe the student needs extra support and encouragement, offer to let him/her call from your office.

It might be helpful to share with the student that the USDCC is staffed by psychologists, interns, and a psychiatrist and that initial assessments and brief therapy are confidential and free of charge. Additional information about the center's services is available on our website ([www.sandiego.edu/usdcc](http://www.sandiego.edu/usdcc)).

Discuss USDCC's confidentiality of services, which are outlined on page 5.

Provide information on other appropriate campus resources using the phone numbers listed on page 4.

# Counseling Center (USDCC)

## **Scheduling an Appointment:**

Encourage the student come to the USDCC during walk-in hours: M-F 11:00—3:00 & W 11:00—5:00 during fall & spring semesters. Walk-in hours are M-F 11:00—3:00 during summer & intercession.

If walk-in hours are not convenient or if the student would prefer to schedule an appointment, encourage the student to come to the USDCC or to call during business hours to schedule an initial consultation.

There is no charge for counseling sessions. Usually students can get an appointment within a week's time but same day appointments are available when immediate action is required.

## **First Appointment:**

If it is determined that counseling is appropriate, the student will be referred to a counselor or therapy group for ongoing help. Sometimes the student will be referred to another service on-campus or in the community for treatment. In some instances, the student's concerns are effectively addressed in an initial session, so no further psychological help is needed.

Emergency Referrals (when the student is in imminent danger of hurting her or himself or others or when you believe the student is out of control):

If the emergency occurs during USDCC business hours, call (619) 260-4655 and ask to speak to the counselor on call. Please make clear that it is an urgent situation. If needed, contact Public Safety at (619) 260-2222.

Provide the counselor with a description of the situation that has led to your concern.

The counselor will advise you of appropriate actions to take to most effectively help the student.

If the emergency occurs outside of USDCC business hours, call Public Safety, who can alert the counselor on call.

## How to Schedule an Appointment

## First Appointment

## How to Make an Emergency Referral

# Disability Services (USDDS)

## Services Offered

5998 Alcalá Park  
Serra Hall 300  
San Diego, CA 92110  
Phone: 619.260.4655  
Fax: 619.260.4699  
TTY: 619.260.4673  
Hours:  
M-F 8:30–5:00

Website:  
[www.sandiego.edu/disability](http://www.sandiego.edu/disability)

## Responsibilities of Disability Services

## Recommendations for Faculty

### Services Offered:

Assist students with disabilities in achieving equal access through specific academic and accessibility modifications.

Partner with faculty and other members of the University community to implement reasonable accommodations.

Offer disability consultations to all members of the University community.

Administer learning assessments.

Provide and facilitate academic accommodations.

Disability management counseling.

Coordinate with other departments (such as Residence Life, Parking Services and Public Safety) to provide assistance to USD students with temporary disabilities.

### Responsibilities of Disability Services:

USDDS is responsible for securing and maintaining disability documentation.

USDDS is responsible for verifying disability status for students seeking services.

USDDS will provide consultation to instructors and their students to facilitate the selection and implementation of reasonable accommodations.

USDDS provides consultation to the University community

USDDS monitors campus accessibility, both programmatic and architectural.

USDDS acts as liaison to community agencies/other organizations, as needed, to effectively meet the individual needs of students.

### Recommendations for Faculty:

Students with disabilities present with vastly different strengths and limitations. In education, learning disabilities and ADHD often present complex challenges to instructors, who must remain flexible in their teaching and assessment methods and encourage inclusion while maintaining academic standards and fairness. To this end, the following guidelines have been found to be useful:

Provide students with a detailed course syllabus and clearly spell out expectations (e.g., grading, material to be covered, due dates).

If possible, select a textbook with an accompanying study guide for optional student use.

## Disability Services (USDDS)

In the syllabus, include a statement encouraging students with disabilities to contact you and USDDS to coordinate accommodations. It is best to follow up with a statement in class to this effect. For example, “Any student who feels he/she may need an accommodation because of a disability, please make an appointment to see me during my office hours and contact Disability Services at x4655.” This approach preserves students’ privacy and also indicates the willingness of the faculty member to provide assistance, as needed. Students do not need to disclose the nature of their disability to you to receive accommodations (although they may choose to do so).

Advanced notice of reading assignments is helpful for students who are approved for alternate formats of the text, so they can be provided on time.

Give assignments both verbally and in written form to avoid confusion.

Provide adequate opportunities for questions and answers, including review sessions.

Provide study questions for exams that demonstrate the format of the test, as well as study questions on test content. Explain what constitutes a good answer and why.

Allow students with disabilities requiring alternate testing formats to demonstrate mastery of course material using methods appropriate to the student and the subject matter (e.g., extended time limits for testing, taped exams).

If notetakers are an accommodation granted to your student, make an announcement for the need of a notetaker as soon as possible. Continue making the announcement at the start of each class session until a notetaker has been selected.

Permit use of simple calculators, scratch paper, and dictionaries during exams.

Encourage students to use campus support services.

Consult with USDDS if you encounter difficult questions or concerns.

Refer to the faculty link on the USDDS website:  
[www.sandiego.edu/disability](http://www.sandiego.edu/disability)

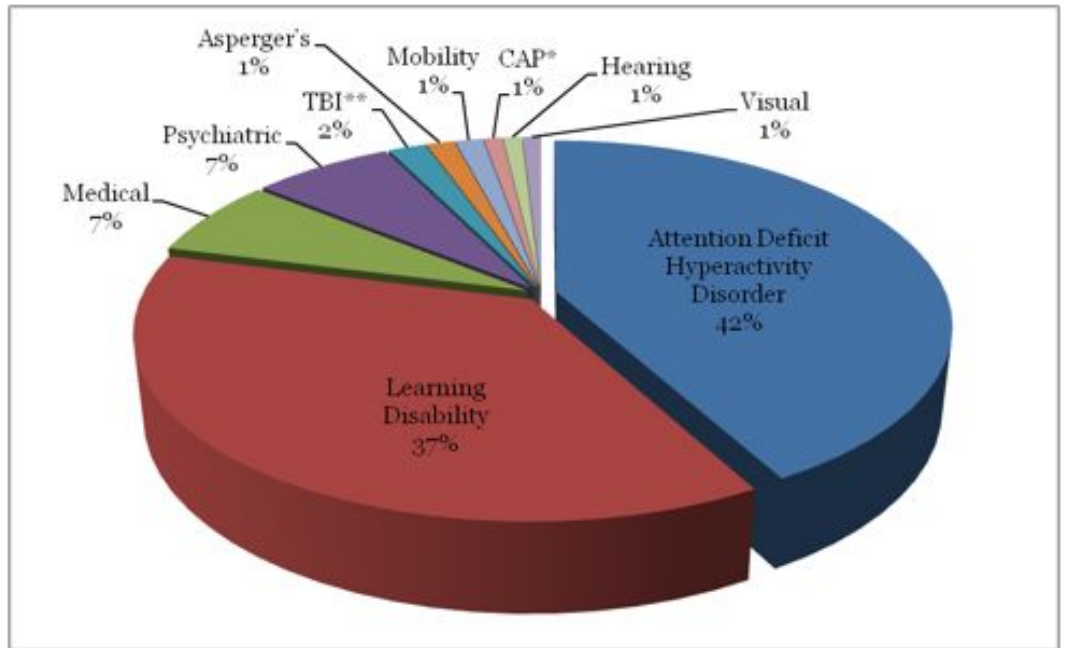
### Recommendations for Faculty (cont.)

*Guard the confidentiality of your students with disabilities. At no time should a student with a disability be identified as such in class.*

# Disability Services (USDDS)

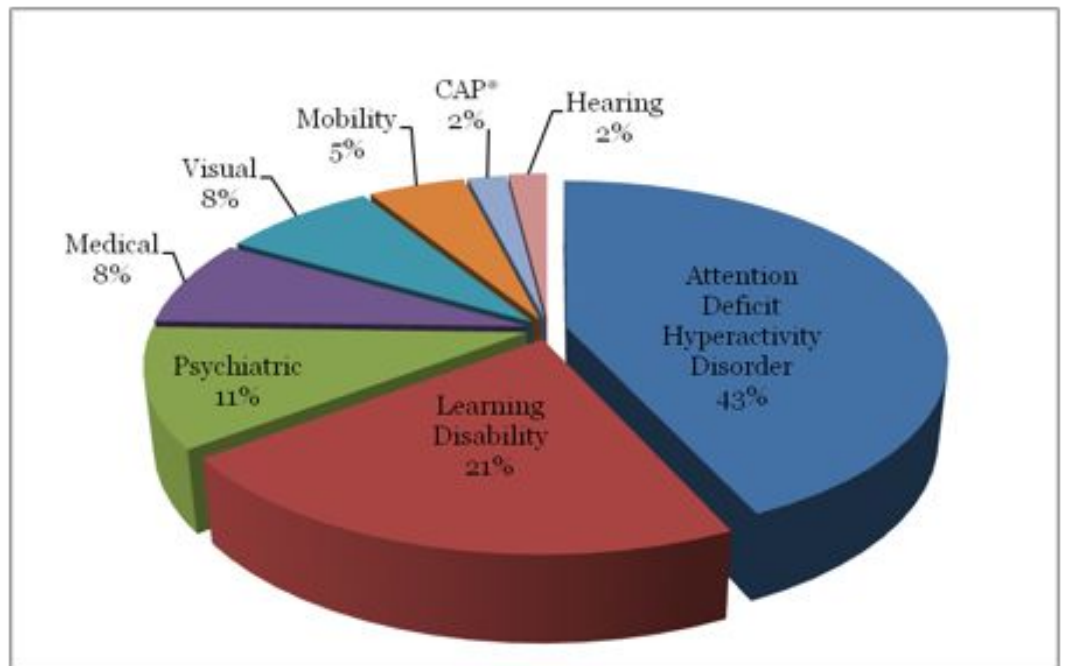
Undergraduate  
USDDS  
Enrolled Students  
2008-2009

## Undergraduate USDDS Enrolled Students 2008-2009



Graduate/Law  
USDDS  
Enrolled Students  
2008-2009

## Graduate/Law USDDS Enrolled Students 2008-2009



\*CAP = Central Auditory Processing

\*\*TBI = Traumatic Brain Injury

Total number of students enrolled at USDDS 2008-2009 = 283.

# Disability Services (USDDS)

## The Laws

USD adheres to the mandates of Section 504 of the Rehabilitation Act of 1973, Title III of the Americans with Disabilities Act of 1990 (ADA), and the ADA Amendments Act (ADAAA) of 2009.

*These laws were enacted to reduce or eliminate disadvantages that may exist because of an individual's disability, while acknowledging the rights of institutions to maintain their standards, core requirements, goals, and objectives.*

### Points to remember:

Faculty, staff and administrators have a legal obligation to prohibit discrimination of students on the basis of disability.

Students with disabilities are entitled to receive reasonable modifications or accommodations that will allow them to participate in all USD educational programs/activities and in sponsored activities off-campus.

The legal responsibility for meeting students' approved accommodation needs rests with the University as a whole.

Students with disabilities are responsible for self-identifying as such and providing the University with current documentation that meets University standards. (For information on documentation guidelines, please visit our website).

Students with disabilities have the same obligation, as any student, to meet the University's qualifications and essential technical, academic, behavioral, and institutional standards.

The University is committed to its students and considers personal preferences when possible, however, such preferences are not covered by the above laws.

Students with disabilities must provide for their personal needs (e.g., personal attendants to assist with hygiene, transport requiring physical contact, off-campus transportation, etc.).

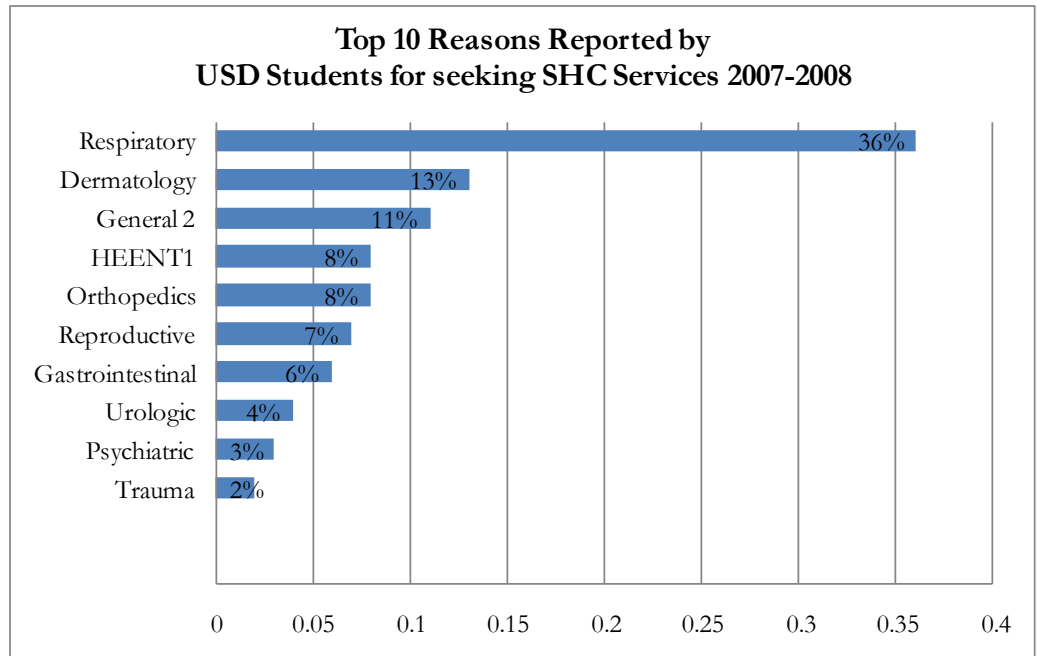
## The Laws

# Student Health Center (SHC)

5998 Alcalá Park  
 Camino Hall 161  
 San Diego, CA 92110  
 Phone: 619.260.4595  
 Fax: 619.260.2375  
 Hours:  
 M, T, TH, F 8:30 -4:30  
 W 8:30-11:00; 1:30-6:30

Website:  
[www.sandiego.edu/healthcenter](http://www.sandiego.edu/healthcenter)

The SHC is designed to provide primary care for registered students. High-quality treatment for acute illness, injuries, and existing medical problems is available. SHC physicians, nurse practitioners, nurses and physician assistants are trained and licensed in: General Preventive Medicine, Family Medicine and Pediatrics/Adolescent Medicine.



<sup>1</sup>Other (non-respiratory) infection, general physical exams, health questions, allergic reactions, fatigue & other general complaints  
<sup>2</sup>Head, eyes, ears, nose and throat

## Services & Programs

### Outpatient Medical Care

Quality, accessible, and convenient outpatient medical care is provided by physicians, nurse practitioners, nurses and physician assistants. Students can receive care for acute illnesses, minor injuries, preventive care, and medical problems.

### Medications

SHC providers are able to write prescriptions for medicines that can be filled at outside pharmacies or students can purchase a wide range of generic prescription medications (such as antibiotics, allergy medicines, acne medications, etc.) at the SHC for low cost. Commonly used OTC medications are available for purchase by students, faculty and staff at a greatly reduced price. Students who choose to purchase medications from the SHC should be aware that they will be expected to pay fees at the time of service.

Outpatient Medical Care

Medications

# Student Health Center (SHC)

## Off-Campus Medical Care & Physician Referrals

The SHC has a list of local hospitals & urgent care clinics, as well as low-cost county & community clinics, for services that are not provided on-campus. The SHC can also assist students in scheduling referral appointments to specialists in the community. The University is not responsible for the provision or cost of medical care rendered off-campus.

## Laboratory & Radiology Services

Most diagnostic laboratory tests are available at the SHC for a minimal fee, and payment for such services follows the same guidelines as for medications. There are no radiology facilities on campus; however, SHC providers can order these tests to be performed at nearby medical facilities. Students are encouraged to use their insurance benefits (when possible) to pay for radiology tests.

## Preventative Care

The SHC also offers preventive care, such as well-woman visits, travel physicals, immunizations (including flu shots), health promotion counseling, and screening for certain infectious diseases. Immunizations are offered at a significantly lower fee than found in the community.

## Outreach Activities

The SHC is involved in a range of outreach activities, including the Upper Respiratory Infection Prevention Campaign, Employee Health Fair, and presentations to several USD groups, such as Greek Life, Athletics, Residence Halls and the Women's Center. Several of the staff are available to make presentations and/or to assist with health education and health promotion programs.

## Research Opportunities

The SHC participates in the effort to administer the National College Health Assessment, assessed every other year. Faculty interested in accessing these data should contact the CHWP Director. Graduate and undergraduate students may also undertake research projects using data generated through the SHC. Faculty members are encouraged to contact the SHC Director if they have research interests pertaining to health and wellness issues.

## Resources for Pregnant & Parenting Students

The SHC shares the University's commitment to provide special support and services for pregnant and parenting students, including: confidential pregnancy testing, prenatal health counseling and referral to community specialists for obstetrical care, assistance with access to care and other resources, as well as other general health needs.

Off-Campus Medical  
Care & Referrals

Lab & Radiology  
Services

Preventative Care

Outreach Activities

Research

Resources for  
Pregnant &  
Parenting Students

# Student Health Center (SHC)

## Fees for Some Services

### **Fees for Some Services**

Most services are provided free of charge at the SHC, including all office visits. Modest fees to cover costs are required for medications, immunizations and labs that are obtained in our office. Payment is due at the time of service at the SHC.

All radiology services and some lab work are provided by off-campus facilities. It is the student's responsibility for payment directly to the facilities. Payment for emergency services or specialist care is also the student's responsibility.

The SHC does not bill insurance companies. If a student wishes to use insurance to cover costs of medications or services, the SHC can assist the student to find an off-campus pharmacy, lab or provider within the insurance plan.

## Health Insurance

### **Health Insurance**

Students are strongly encouraged to have medical insurance coverage and to know if their insurance has a pharmacy benefit. Health insurance is critically important to help cover costs of medical care not provided by the SHC.

Students should carry their health insurance identification card with them at all times. Students can check the SHC website for more information about purchasing health insurance.

## Eligibility

### **Eligibility for Services**

All currently registered undergraduate, graduate, law and paralegal students, who have paid a health fee, are eligible for services at the SHC. Spouses and dependents are not eligible for services. Faculty and staff may see a provider (doctor, nurse practitioner, nurse or physician assistant) for a fee of \$5 a visit for blood pressure checks, minor first aid or "triage" of illness.

## Tips for Flu Prevention

### **Top Tips for Flu Prevention**

The single best way to prevent the flu is to get a flu vaccination each fall.

Avoid close contact with people who are sick. When you are sick, keep your distance from others to protect them from getting sick too.

If possible, stay home from work, school and errands when you are sick. You will help prevent others from catching your illness.

Cover your mouth and nose with a tissue when coughing or sneezing. If you do not have a tissue, cough into your sleeve never into your hands.

Wash your hands with soap and warm water for at least 30 seconds. Washing often will help protect you from germs. Always wash your hands before eating.

# Student Health Center (SHC)

## Emergency Medical Services

The SHC is not equipped to provide emergency medical services. For fastest emergency response, use a "land line" rather than a cell phone to call for help.

### *On-Campus*

Call USD Public Safety at (619) 260-2222 or extension 2222 from campus phones.

### *Off-Campus*

Call 911

## After-Hours "On-Call" Health Care Provider

When the SHC is closed, a health care provider is available by pager to answer students' urgent medical questions that cannot wait for office hours. To get a message to the "On Call" health care provider, call the Public Safety dispatch line: (619) 260-7777.

## Common Illnesses: Signs & Symptoms

### COMMON COLD

Stuffy nose  
Cough  
Low grade fever

### INFLUENZA (FLU)

Fever  
Severe body aches  
Headache  
Fatigue  
Severe cough  
Sore throat  
May have vomiting and diarrhea

### MONONUCLEOSIS (MONO)

Extreme painful sore throat  
Swollen glands  
Fatigue  
May have abdominal pain & fever

### PNEUMONIA

High fever  
Chills  
Chest pain while breathing  
Productive, hacking cough

### SINUSITIS

Colored, thick nasal secretion for at least five days  
Pain around the eyes or above the teeth  
Feeling of pressure in the face or forehead  
Headache  
Fatigue

### BACTERIAL PHARYNGITIS / TONSILITIS

Red and painful sore throat  
Swollen glands  
May have white patches on the tonsils  
Fatigue and weakness

### ACUTE BRONCHITIS

Slight fever (below 101 degrees)  
Dry, painful cough  
Loose cough after a few days  
Possible wheezing  
May have headaches, fever, and fatigue

Emergency Medical Services

After-Hours On-Call Provider

Common Illnesses: Signs & Symptoms



## Authorization for Release and Exchange of Information

Student's Name: \_\_\_\_\_ ID#: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

I, \_\_\_\_\_ Authorize:  
*(Student's name)*

- |  |   |   |   |
|--|---|---|---|
| <input type="checkbox"/> <b>Center for Health &amp; Wellness Promotion</b>                                     | <input type="checkbox"/> <b>Counseling Center</b>   | <input type="checkbox"/> <b>Disability Services</b>   | <input type="checkbox"/> <b>Student Health Center</b>   |
| 619-260-4618 (phone)<br>619-260-8121 (fax)<br>5998 Alcalá Park<br>University Center 161<br>San Diego, CA 92110 | 619-260-4655 (phone)<br>619-260-4699 (fax)<br>5998 Alcalá Park<br>Serra Hall 300<br>San Diego, CA 92110 | 619-260-4655 (phone)<br>619-260-4699 (fax)<br>5998 Alcalá Park<br>Serra Hall 300<br>San Diego, CA 92110 | 619-260-4595<br>619-849-2375(fax)<br>5998 Alcalá Park<br>Camino Hall 161<br>San Diego, CA 92110 |

To release and/or exchange the information noted below, with: \_\_\_\_\_

*(Faculty/Staff name, address, phone number)*

for the purpose of exchange of information, or other \_\_\_\_\_

- Coordination of Services     Student Status Update     Other \_\_\_\_\_

I release the staff of the University of San Diego Wellness area and the above named individual or party from all legal liability arising from the release of this information or records from such designated persons or agencies.

Authorization to release and exchange information between the aforementioned parties shall terminate twelve (12) months from the date of client's signature or upon cessation of treatment. This release can be revoked in writing at any time except to the extent that action has been taken. Photocopied materials are as valid as the original. I understand that the requested information may be sent by telephone facsimile.

I have read and understand the above information.

Student's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Witness: \_\_\_\_\_ Date: \_\_\_\_\_