

Patient Policies

This list of policies and procedures has been compiled to assist you in getting appropriate and efficient healthcare at the OCU Student Health Clinic. These policies are similar to those in most medical offices. If you have a question not answered on this list or about something on this list, please call or email the OCU Student Health Clinic at our contact information below.

1. **Walk-Ins** – Any patient that walks into the Student Health Clinic from 8:00 am – 11:15 or 1:00 pm – 4:15 pm, without an appointment, will see the Registered Nurse (RN). If you arrive after the Walk-In hours, you will be asked to make an appointment for the next business day. Medical emergencies will be seen first, all others will be seen in the order of arrival and/or appointment time.
2. **Appointments** – Appointments are required for the Nurse Practitioner (like a doctor – can prescribe medicine). Walk-in patients will see the Registered Nurse (RN) at a cost of \$5.00.
 - All appointments with the Nurse Practitioner are \$20.00, including follow-up visits and lab report visits (getting lab results – if discussed with the Nurse Practitioner).
 - Any exam that requires a pelvic exam for a woman or an STD screen for a woman or man will incur a \$40.00 charge (in lieu of the \$20.00 charge) due to the supplies and extended time for the exam.
3. **Lab or Test Results** – If lab or diagnostic testing (x-rays, ultrasound, CT Scans) were ordered for you, results will be mailed to the address on your sign-in sheet. In the event your test results are not normal, you will be contacted by phone to set up an appointment to discuss the results.
4. **Emails and Phone Calls** – Emails and Phone calls to talk with a Registered Nurse (RN) will be answered by 5:30 pm daily. An RN will answer your question or ask you to make an appointment with an RN or the Nurse Practitioner. You will be asked to leave a message with your name, phone number, and nature of the call.
The Nurse Practitioner is not available to answer questions over the phone or via email.
5. **Canceling Appointments** – Appointments are necessary to accommodate the very busy schedules of our patients. If for some reason you cannot make it to your scheduled appointment, you must cancel or reschedule a minimum of 30 minutes prior to your appointment time. A “No Show Fee” will be applied to your account if you fail to cancel or reschedule at least 30 minutes prior to your appointment time.
6. **Prescription Refills from a Pharmacy**– If the Nurse Practitioner wrote you a prescription that you filled at a pharmacy and you need a refill, call your pharmacy to request a refill. If there are no more refills remaining on the original prescription, the pharmacy will fax a request to our office. Once we receive the request, it will either be refilled or denied. A representative will call you if your request was denied.
7. **Prescription Refills Picked up at Student Health** – If you were prescribed and dispensed medication from the Student Health Clinic (meaning you picked it up in the Student Health Clinic) and you need a refill of that medication, call the Student Health Clinic and give the representative your name, the name of the medication and a phone number. Once the medication is ready to be picked up, a representative will call you. You must call ahead to pick up prescriptions in the Student Health Clinic.

I have read these policies and have received a copy for my records:

Signed _____ **Today's Date** _____

Contact Student Health: 405-208-5090

studenthealth@okcu.edu