

Hours of Operation

The Health Center Main clinic is open from 8 am - 4:30 pm, Monday, Thursday and Friday; and 9 am - 6:30 pm, Tuesday and Wednesday during Fall and Spring semesters. In the summer we are open from 7:30 am - 3:30 pm, Monday through Friday. The Health Center is closed on Saturday and Sunday throughout the year. We are by appointment only for all visits with healthcare providers and for nurse visits as well.

Location

The Health Center is located on 1500 W. Neely Avenue, between the JoAnn Gora Recreation Center and Kinghorn residence hall, and North across the street from Noyer and Studebaker residence hall complexes. It is within convenient walking distance for Ball State students and easily accessible for disabled students. Parking is available behind the Health Center and does require a parking pass that is provided at registration.

Medical Records

Your medical records are strictly confidential. They contain your personal health history and assure continuity of care. Your medical records are kept confidential and are not released to anyone without your written consent, with the exception of compliance with state and federal laws (i.e. subpoena, court order, health department reporting requirements, etc.).

Copies of your medical records are available with a signed consent for release and when appropriate a payment of a copy fee. Copies are available through a company that is contracted to provide this service and sent where requested by the patient. Picture identification is required.

Note: If you are under 18 years of age, Indiana law requires that consent be obtained from a parent or legal guardian for medical care. Information regarding patients who are under 18 years of age can be released to a parent or guardian unless it is specifically protected by law.

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The Health Center at Ball State University provides ambulatory healthcare for students currently enrolled at the University. The Health Center is comprised of our Main clinic which provides care for acute illnesses and injuries on the first floor, Women's Center on the second floor, and Physical Therapy on the lower level.

Our mission is to aid the diverse community at Ball State University in achieving physical and mental wellbeing by offering quality acute healthcare, preventative screenings and patient education. Our goal is to have you leave the Health Center with a treatment plan in order to feel better, but also be better informed.

The Health Center is not intended to take the place of your regular physician. We hope to be able to assist you in preventing unnecessary visits home for medical care and to complement the services of your physician. When needed, we can refer you to a specialist in our area for continued medical care.

The healthcare providers at the Health Center are employed by IU Health Ball Memorial Physicians. Our staff works together with the University to meet the health needs of the students.

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bsu.edu/healthcenter



Who We Are

Ball State Health Center



BALL STATE
UNIVERSITY
Health Center



A partner with

Ball Memorial Hospital

Student Health Fees

In order to receive services at the Health Center, these students will be charged the Health Fee at the time of their visit. The Health Fee allows students to be evaluated by a nurse or healthcare provider at the Main clinic, the Women's Center and Physical Therapy without additional charge. Medications, x-rays, laboratory testing, vaccines or other referral services outside the Health Center are not included in the Health Fee, and would be at the student's expense. Students have the option of using health insurance for some of these additional costs and are encouraged to speak with staff about other options if needed.

Appointments

The main clinic operates on appointment-based scheduling for healthcare provider and nursing visits. Please call to schedule an appointment at 765.285.8431. For multiple concerns, additional appointments will be offered. Students are expected to call and cancel their appointment if it is no longer needed, otherwise a \$25 no-show fee will be assessed to their Bursar account.

Women's Center

The Women's Center was designed to meet those health needs unique to the female student population at Ball State University. The Women's center offers preventative services including pap smears, breast exams and contraceptive counseling. It provides evaluation, treatment and education for a variety of women's health problems including but not limited to breast lumps, PMS, menstrual problems, vaginal infections, sexually transmitted infections and abnormal PAP smears, with ready access to referral sources if necessary.

Please check our website for current women's center hours.
www.bsu.edu/healthcenter

The Women's Center sees patients by appointment. Students are expected to call and cancel their appointment if it is no longer needed, otherwise a \$25 no-show fee will be assessed to their Bursar account. If you have questions, please call 765.285.8035. The Women's Center is located on the second floor room 211.

Physical Therapy

A full-time registered physical therapist is available at the Health Center. This service is designed to assist your recovery from orthopedic surgery or minor trauma like sprains. In order to schedule an appointment, students must have a referral from a healthcare provider such as a physician, nurse practitioner or physician's assistant.

Physical Therapy sees patients by appointment. Students are expected to call and cancel their appointment if it is no longer needed, otherwise a \$25 no-show fee will be assessed to their Bursar account. If you have questions, please call 765.285.1106. Physical Therapy is located on the lower level room 008.

Pharmacy

Medication prescribed for you by a healthcare provider is available at low cost from the Ball State Health Center pharmacy, located on the first floor in the waiting room. The pharmacy is licensed by the Indiana State Board of Pharmacy and is operated by a registered pharmacist.

Instructions for taking medications are printed on the container, and the pharmacist is available for further consultation if required. A patient information packet is included on all medications prescribed. Students can refill or transfer prescriptions from off-campus pharmacies to the Ball State Health Center pharmacy. The pharmacy accepts most insurance plans and also accepts cash, credit/debit card, bursar, cardinal cash or check for payment. Please check our website for current Pharmacy hours. www.bsu.edu/healthcenter

Allergy Injections

Allergy desensitization injections may be received at the Health Center from 8 am - 10:30 am, Monday, Thursday and Friday, and 9 am - 11:30 am on Tuesdays and Wednesdays by appointment only. You are responsible for providing written instructions from your physician, supplying your own extract, reordering extract as needed, and staying on your prescribed schedule. For convenience, you may store your allergy extracts at the Health Center in the designated refrigerator. Your medications will be discarded if expired. A registered nurse will administer the injections. You will be required to wait at the Health Center for at least 30 minutes and the site of injection will be assessed for any redness or swelling before you leave.

Patient Rights

You the patient have the right to:

- Considerate and respectful care
- Be an active, informed decision-maker regarding your own healthcare. This includes receiving complete information from the physician concerning diagnosis, treatment and prognosis in understandable terms. Also, this right allows you to refuse any treatment or healthcare and be informed of medical consequences of your actions.
- Know the identity, professional status and affiliation to Indiana University Health Ball Memorial Hospital of the individuals providing your care.
- Have every consideration of privacy and confidentiality concerning medical care, communications and information related to your healthcare. This must remain consistent with the needs of the physician and staff involved in your care to share information and monitor the quality of care.
- Receive prompt, considerate response to any inquiry, complaint or request for service that is within the healthcare system's capacity, mission and duty to deliver.
- Be informed of any experimental or other research/educational projects that may be utilized in your treatment and to refuse such experimental or research-based treatment.
- Provide your Advanced Directives (living will, life prolonging statement or appointment of healthcare representative) in order to facilitate healthcare decisions.
- Receive an explanation of your bill for services regardless of the source of payment.
- Present a complaint and receive a response about any aspect of your care or treatment. Presentation of a complaint will not compromise a patient's access to care or future provisions of service.
- Be involved in ethical considerations that arise in your care

You, the patient, have the responsibility to:

- Participate actively in your healthcare and ask questions of physicians and healthcare staff when a diagnosis or prescribed treatment is not understood.
- Be considerate and respectful of other patients. When a patient is in the hospital, see that your visitors are observant of visiting hours.
 - Provide the healthcare provider with accurate information about medical history and other matters related to your health (past illnesses, hospitalizations and medications).
 - Observe healthcare system policies and the rights of healthcare staff and other patients.
 - Keep appointment times and if not able to do so, cancel appointments promptly.
 - Maintain the treatment regimen prescribed by the healthcare provider and notify your physician of any changes in health status.
 - Satisfy your financial obligations to healthcare providers promptly. This responsibility includes providing information necessary for insurance processing in the payment of hospital bills, arranging for credit and asking questions concerning financial obligations.

If you have any questions or concerns about your care at this facility, please contact IU Health Ball Memorial Hospital's patient representative office at 765.747.8420.