OUR PRACTICE

Sindecuse Health Center offers convenient, cost-effective services with an experienced, multidisciplinary staff dedicated to maintaining and improving patient health. We provide evaluation and treatment for a variety of illnesses and injuries; preventive health check-ups; periodic health monitoring; as well as health promotion opportunities that enhance individual and community health.

PATIENT CONFIDENTIALITY

Visits to the Sindecuse Health Center are confidential and separate from the rest of your University records. Under penalty of law, your medical records or any information about you may only be released with your authorization except in certain cases specified by law.

Information from medical records is never shared with any area of the University, administrator, faculty, or staff member without your consent, except as required by law. The University’s privacy policy is posted online at www.sindecuse.com/about.
ELIGIBILITY
You are eligible to use services at Sindecuse as a member of one of these groups:

- Full- and part-time WMU students and spouses
- Non-enrolled WMU students (within one year of enrollment) and spouses, excludes psychiatry and counseling
- WMU continuing education students
- Children (12 years and above) of eligible students*
- Students currently enrolled at KVCC, Kalamazoo College, or Davenport, and Ferris State U. residency students
- Age-eligible visitors to campus
- WMU benefits-eligible employees and eligible dependents
- Community members may use the International Travel Clinic and physical therapy services

*Children under 12 may be seen in the WMU Sports Medicine Clinic for orthopedic conditions and physical therapy.

Check with your insurance company to determine if a referral is required for a service to be covered.

ON THE COVER
Students make an impact at the health center through peer education programs, the student health advisory council, and as student employees.
Insurance and Fees
(269) 387-4219

HEALTH INSURANCE

Domestic students are required to meet minimum essential coverage requirements per the Affordable Care Act. International students are required to carry insurance that meets J1 visa minimums or other minimum coverage per the ACA plus repatriation and evacuation coverage. Visit sindecuse.com/about/insurance to learn about WMU policy, or call (269) 387-4219. We are ready to assist students making their decision to purchase insurance and to ensure access to health center services.

MEDICAID ELIGIBILITY

You may be eligible for Medicaid or the Healthy Michigan Plan if you meet eligibility requirements. The health center accepts the Meridian Health Plan and “straight” Michigan Medicaid. If you are a legal alien studying at WMU, Medicaid is not a health insurance option. Dependents must be insured through your insurance plan. Details at sindecuse.com/about.

FEES AND PAYMENT

Sindecuse Health Center accepts cash, check, MasterCard, Visa, and Discover. WMU students may charge fees $1 and greater to their University account.

Charges on the student WMU account will incur a minimum of $3 convenience fee if paid by credit card. Please review WMU policy for payment options and fees. A service charge is assessed by the University for any unpaid charges over 45 days.

WMU employees may utilize ExpressPay payroll deduction for fees of $5 and greater. Transactions less than $5 should be paid at time of service. WMU occupational health visits for work-related illness or injury are covered by workers’ compensation.

CANCELLATION FEES

We charge a fee for a missed appointment if you do not cancel or reschedule at least four hours ahead of time. Health insurance policies don’t pay for cancellation fees. If you need to cancel or reschedule, you may do so online at healthmanager.wmich.edu or call us (269) 387-3287.
APPOINTMENTS

Our appointment system allows you to schedule a convenient time to see a provider, often on the day you call. Students should allow enough time around class schedules for an office visit.

At healthmanager.wmich.edu you may book many appointment types online or sign up to receive text message reminders for scheduled appointments. You may also call (269) 387-3287 to schedule an appointment.

CLINIC AND NURSING CARE

We treat injuries or acute illnesses with an appointment. You may also use the clinic for cost-effective immunizations including hepatitis B, HPV, tetanus, meningitis vaccine, flu vaccine when in season; allergy injections; blood pressure checks; pregnancy testing; and tuberculosis tests. Injections such as Depo-Provera and vitamin B12 are available.

Other services we provide include:

- Gender-specific health care
- Medical management
- Mental health
- Preventive health services
- Tobacco cessation
- International travel clinic
- Eating disorder assessment and treatment

OCCUPATIONAL MEDICINE

Sindcuse Health Center professionals provide WMU faculty and staff evaluation and treatment of work-related injuries or illnesses, rehabilitation services, coordination of ergonomic evaluations, and occupational health examinations.

PSYCHIATRIC SERVICES

Psychiatric services include outpatient evaluation and medical management for mood, adjustment, anxiety, ADHD and thought disorders. Psychiatry services are available to students only by referral from our clinicians or counselors.
Counseling  
(269) 387-1850

Counselors help students identify challenges and make changes to manage the emotional and social difficulties that might complicate college life. We collaborate with other clinicians to coordinate care.

We offer short-term individual, couples and group counseling for a diverse student population facing complicated decisions or challenging situations:

- Stress or anxiety
- Relationship and family conflicts
- Grief and loss
- Social and peer pressure
- Sexual identity issues
- Trauma and post-traumatic stress
- Adjusting to college life
- Feeling down or depressed
- Body image or eating disorders

Lab and X-ray  
(269) 387-3245

ORDERS FOR DIAGNOSTIC TESTING
Lab work and x-ray orders from clinicians outside the health center are accepted. Results will be sent to the ordering provider.

Our in-house laboratory test menu includes complete blood count, strep throat, mono, influenza, pregnancy, sexually-transmitted infections and more. Most in-house results can be reviewed by the evaluating clinician at the time of the visit.

With on-site state-of-the-art computed radiography, x-rays are immediately available for clinician evaluation. X-ray images are reviewed by a certified radiologist and are available on CD for referrals.

Tests not done at the health center are performed by a reference lab using specimens obtained during your visit to Sindecuse. The reference lab bills independently of Sindecuse Health Center.

Appointments are recommended for lab and x-ray services.
Sindecuse Pharmacy is a convenient, full service pharmacy that offers prescription drugs and over-the-counter products. Prescriptions may be ordered by our medical staff, your personal clinician or transferred from other pharmacies.

- Most major prescription insurance plans accepted
- Transfer of prescriptions from hometown pharmacies
- Phone-in prescription refill request
- Refill prescriptions online at sindecuse.com/pharmacy
- UPS shipping available

For convenience, we carry:
- Cold and cough medicines
- Contraceptive options including “the pill”, Plan B and condoms
- Eye and skin care products
- First aid supplies and pain relievers
- HIV test kits

The WMU Sports Medicine Clinic provides rehabilitation and preventive care for musculoskeletal injuries or repetitive trauma by a team of physical therapists, athletic trainers and orthopedic physicians.

Our clinic houses physician offices as well as a large, well-equipped physical therapy and athletic training rehab clinic. Our goal is to return you to your activities as safely and as soon as possible. We serve patients with:

- Sports and orthopedic physician evaluation
- Physical therapy and athletic training rehabilitation
- Preventive care for musculoskeletal injuries, repetitive trauma, pain and dysfunction
- Massage therapy

We provide preventive taping, sports injury checks and bracing to WMU Department of Dance program participants.

WMU Sports Medicine Clinic services are open to residents of southwest Michigan.
Our team of health professionals and certified student peer educators advocate for environments and behaviors that sustain a healthy campus community. Training, workshops, interactive health resources, social marketing, and individual appointments are available. Our programs include:

- Alcohol risk reduction
- Bystander intervention
- Condom delivery service
- CPR certification
- F.I.R.E. sexual assault peer education
- F.I.R.E. Place resource and support center
- HIV testing and counseling
- Light box therapy
- Nutrition counseling and education
- Sexual health peer education
- Theatre for Community Health
- Wellness workshops
- Western H.E.R.O.E.S. bystander intervention

Sindecuse Health Center

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<tr>
<th>Hours</th>
<th>HEALTH CENTER HOURS</th>
<th>PHARMACY LOBBY AND DRIVE-UP OPEN UNTIL</th>
</tr>
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<tbody>
<tr>
<td>MONDAY</td>
<td>8 a.m. to 5 p.m.</td>
<td>5:30 p.m.</td>
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<tr>
<td>TUESDAY</td>
<td>8 a.m. to 5 p.m.</td>
<td>5:30 p.m.</td>
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<tr>
<td>WEDNESDAY</td>
<td>8 a.m. to 5 p.m.</td>
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<tr>
<td>THURSDAY</td>
<td>9 a.m. to 5 p.m.</td>
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<tr>
<td>FRIDAY</td>
<td>8 a.m. to 5 p.m.</td>
<td>5:30 p.m.</td>
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Hours may vary during semester breaks and holiday recess.

EMAIL: health@sindecuse.com
WEBSITE: wmich.edu/healthcenter
SOCIAL: facebook.com/sindecuse
twitter.com/sindecuse

After Hours Emergency Care
For medical emergencies, call 911. For immediate counseling needs, call 211.