

Lock Haven University

Official Release

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Lock Haven University Health Services gears up for academic year Partnership with Jersey Shore Hospital

You're a college student. You're away from home. And you're sick. For students at Lock Haven University, help is available right on campus in Glennon Health Services. Starting this year, as the result of a competitive bidding process, Lock Haven University has contracted with Jersey Shore Hospital to employ the staff and provide the health services for the students.



Erin Welsh, director of marketing and communications for Jersey Shore Hospital, is excited about this partnership with Lock Haven University. "Jersey Shore Hospital definitely sees this as a long-term relationship and a learning process for both parties involved. Jersey Shore Hospital has extremely high standards of ethical, knowledgeable, skilled professional and we are definitely bringing that over here to the infirmary."



The Health Services staff consists of Susan Moore, registered nurse; Marilyn Louis, physician assistant; Kim Wetzel registered nurse supervisor; Michelle Peters, licensed practical nurse; and Christina Miller, office assistant.

Infirmary hours are 8 a.m. to 8 p.m. Monday through Thursday, 8 a.m. to 5 p.m. on Friday, and 10 a.m. to 2 p.m. on Saturday. Glennon Health Services is a walk-in clinic. A student with an illness or injury can simply walk in and be evaluated by a nurse or physician assistant. If the student needs lab work, as for strep or mono, Jersey Shore Hospital provides that service at the Tiadaghton office in Lock Haven or the Urgent Care Center in McElhattan. The results come back the same day and the physician assistant can then follow up. Some antibiotics and other medications are

available on site; in other cases the P.A. can write a prescription that the student can get filled at a local pharmacy. There is no charge for the evaluation or for antibiotics or medications kept on site. Further testing is billed to the student's insurance.

If the student has an illness or injury that cannot be handled on site, and if the student is unable to drive, the health services staff can provide free taxi service or call an ambulance.

Most of the patients come in with "mild stuff"—sore throats, mono, "that sort of thing." Right now, they are gearing up for flu season and are preparing to provide free flu vaccines to students.



Much of the work done by the health services staff is educational in nature. "The students are away from home for the first time," said Peters. They need to learn how to go to the doctor and seek treatment, they need to understand what the treatment is, they need to understand what their options are. There are different choices to make, questions they should be asking. They have to figure out their insurance. They don't know how to deal with that, so we try to get that all sorted before they leave here because once they go, HIPAA comes into play and parents can't just call us and ask questions," Peters added.

HIPAA is the Health Insurance Portability and Accountability Act, a federal law that guarantees patient privacy and confidentiality. It ensures that medical information stays with the provider. "Your medical information is not going to be shared," says Ms. Welsh. "You're not going to find your name out there on the internet, you're not going to find it discussed with other people who don't need to know. HIPAA standards are very important to us. Everybody who works in this office, including the students, is trained on that." She added, "Students can feel comfortable coming to the infirmary knowing that their problems, illnesses or concerns are not going to leave this building."

In all they do, the Glennon Health Services staff take a caring approach to all their patients. "Don't forget," they say, "we're nurses, but we're moms, too."

Lock Haven University is a member of the Pennsylvania State System of Higher Education (PASSHE), the largest provider of higher education in the commonwealth. Its 14 universities offer more than 250 degree and certificate programs in more than 120 areas of study. Nearly 405,000 system alumni live and work in Pennsylvania.

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