

My Physical Health with Medical Services

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What We'll be Talking About Today

- Who is Medical Services?
- Who do we serve?
- How can I care for my physical health at Columbia?
- How do I schedule an appointment with Medical Services?
- What happens after my Medical Services appointment?

Your Presenter



Tamara Hawkins
Nurse Practitioner
Assistant Director, Travel Health
Medical Services

Who is Medical Services?

Who is Medical Services?

- Medical Services is your first stop for basic and primary medical care while at Columbia
- Team includes medical doctors, doctors of osteopathy, nurse practitioners, registered nurses, medical assistants, lab technicians, and case managers

Who do we serve?

Who do we serve?

- Any currently registered student on the Morningside or Manhattanville campus, including Teacher's College who have paid the full-time health and related-services fee.
- Part-time students on the Columbia Student Health Insurance Plan

Students who have paid the full-time health and related services fee but are on a different health insurance plan can use Medical Services.

How can I care for my
physical health at Columbia?

Prioritize Healthier Habits

- Practice good hygiene practices
- Get some sleep
- Fuel your body
- Move throughout the day
- Find time for friends

If you get sick...

- Take care of yourself first—
focus on rest and recovery!
- Refer to patient resources for
tips on at-home care
- Consult with a nurse at
Medical Services by calling
212-854-7426, option 4



Patient Resources
<https://bit.ly/3XrHPpB>

How do I schedule an
appointment with Medical
Services?

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Home for Preferred Name Test

You last logged in: 9/9/2024 1:01 PM [Log Out](#)

I would like to...

Schedule an Appointment

You have 12 unread secure messages [\[Go to Messages\]](#)

IMPORTANT NOTICE

Morningside, Manhattanville, and Teachers College Students may submit their enrollment or waiver requests for the 2024-2025 plan year from July 15, 2024 through September 30, 2024.

CUIMC, UTS, JTS & Barnard students, please visit your school's insurance website for information on enrolling or submitting your waiver request.

Please select one:

I wish to request enrollment in the Student Insurance Plan for the 2024-2025 plan year

[Begin Insurance Enrollment](#)

I wish to request a waiver from the Student Insurance Plan for the 2024-2025 plan year

[Begin Student Waiver Request](#)

Attention Columbia Health Medical Services patients

No Walk-in Policy:

Due to continuing concerns around COVID-19, all Medical Services appointments must be pre-scheduled online. WALK-INS WILL NOT BE ACCEPTED.

Same-day Nursing Appointments:

Some routine appointments with a registered nurse can be seen in person on the same day: vaccinations, tuberculosis skin testing, allergy injections, emergency contraception, and pregnancy screen.

In addition, a limited number of same-day appointments for an urgent concern are available after speaking with a nurse.

Please call 212-854-7426 to schedule a same-day appointment with a nurse.

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Appointment Scheduling

Note: Appointments are available on a 24 hour rolling window.

Due to high demand, appointments are booked very fast, check back frequently as new slots open up or [call 212-854-7426](tel:212-854-7426) ext. 1 to schedule an appointment.

- Medical Services - In-Person and Telehealth appointments
- Counseling & Psychological Services (CPS) - Initial treatment planning sessions only

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Do you currently reside and are living in the New York Metro area?

Select One

- Yes
- No - Please call 212-854-7426 to speak with a Columbia Health representative.

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Do you feel your symptoms are possibly life-threatening?

Yes

No

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Please select the visit you would like to schedule.

Please only schedule ONE appointment per day. Scheduling multiple appointments in one day blocks other students from being able to schedule, and will result in ALL but one of your appointments being canceled.

Same and next day appointments are available in a rolling 24-hour window.

- In Person - John Jay Hall appointment
- Telehealth/Zoom video appointment (If you are currently residing outside of New York State, please contact medical services at 212-854-7426 for assistance)
- Nutrition(Telehealth only - Zoom video appointment)
- Nicotine & Tobacco Cessation
- HIV Testing, Sexual and Reproductive Health Peer Counseling (GHAP Telehealth)
- Acupuncture Telehealth and In-Person
- Travel

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Specify Appointment Reason

Select Reason:

Elaborate below, if needed:

Continue

Cancel

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Callback Number

Please enter a callback number where you can be reached in case it is necessary to contact you concerning the appointment you are scheduling.

Callback Number:

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Schedule Appointment for Preferred Name Test

Your Primary Care Clinician is not available for this appointment type within the date ranges specified. No member of your Primary Care Clinician Team is available for this appointment type within the date ranges specified.

Appointments available with your Other Clinicians

| | | |
|-----------------------|--|-----------------------|
| <input type="radio"/> | Thursday, September 12, 2024 12:30 PM | BERNALES, ROBERT MD |
| <input type="radio"/> | Thursday, September 12, 2024 4:00 PM | RICHARDS, TAHSHANN DO |
| <input type="radio"/> | Thursday, September 12, 2024 5:00 PM | RICHARDS, TAHSHANN DO |

Continue

Cancel

If none of these times are suitable, please call the Columbia Health during normal business hours to arrange an alternative time. The phone number to call is (212) 854-2284.

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Almost There.....

Please confirm the appointment date and time:

Date/Time: **Thursday, September 12, 2024 12:30 PM**

With: **BERNALES, ROBERT MD**

Location: **John Jay**

Reason Code: **Reproductive Health**

Reason: **You can type more details here**

Callback Number: **0000000000**

Please note: you may use this website to cancel and/or reschedule your appointment.

Confirm

Confirm the selected appointment.
Proceed to Clinical Questionnaire

Retry

Return to the previous page
and select another appointment.

Cancel

Cancel selection of this appointment
and return to your appointment listing.

**You must complete a clinical questionnaire prior to your appointment.
This questionnaire provides your healthcare provider with important
details pertinent to your health status. Please fill out the form
as best as possible at this time.**

Please fill out the questionnaire at this time.

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Clinical Questionnaire

This information may not be reviewed until your visit and will be discarded if you cancel or no show for your appointment

Primary Care Questionnaire

Instructions:

Please complete this form prior to being seen for your appointment.

What is the reason for your visit?

How long have you had this problem?

Past Medical History

PAST MEDICAL HISTORY

Please provide complete descriptions below or indicate **NONE**, if there is no relevant information.

Significant past medical history, including hospitalizations, surgeries, and chronic illness:

Current medications, herbs, or supplements:

Are you allergic to any medications? Yes No

If applicable, list medications to which you are allergic and describe any reaction:

~Thank you~

Food Security Screening Questions

For the following statements, please say whether the statement was often true, sometimes true, or never true for you in the last 30 days.

The food that I bought just didn't last, and I didn't have money to get more.

- Often True (2)
 Sometimes True (1)
 Never True (0)

I couldn't afford to eat balanced meals.

- Often True (2)
 Sometimes True (1)

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All Done!

You have successfully booked the following appointment:

IN PERSON 30 (WEB)
9/12/2024 12:30 PM
With BERNALES, ROBERT MD
At John Jay

Your appointment barcode is below. Please print this page and bring the barcode with you to your appointment. Or, have your phone available to show the barcode you received in your appointment confirmation email. If you are unable to find the email with the barcode at the time of your appointment, you can log into the patient portal and show the barcode that appears on the home page on the day of your appointment.



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Appointments for Preferred Name Test

[Schedule an Appointment](#)

Morningside and affiliate students, including JTS, TC, UTS

You may book onsite and telehealth appointments with Medical Services along with initial treatment planning sessions with Counseling & Psychological Services.

Dependents (Morningside, Manhattanville, & Teachers College only)

If you are a dependent/spouse/domestic partner enrolled in the Columbia University Student Health Insurance Plan with active coverage you may book onsite and telehealth appointments with Medical Services via the patient portal. Dependents are not eligible for mental health visits from Columbia Health. Please consult the insurance plan materials for information on accessing off-campus mental health care or contact the insurance office for assistance (studentinsurance@columbia.edu).

Need Help?

If you need assistance with **medical visits** please call **212-854-7426** (available 24/7).

If you need assistance with **counseling\mental health visits** please call **212-854-2878** (available 24/7). Note: Dependents are not eligible for mental health visits on-campus.

To change or set your Primary Care Provider

Click the 'Profile' button on the menu. This will display your Primary Care Provider's availability first when you are making an appointment.

Currently scheduled appointments [Refresh](#)

- **Thursday, September 12, 2024 12:30 PM with BERNALES, ROBERT MD**
for an IN PERSON 30 (WEB) visit at John Jay
Self Check-In will be available once you scan your appointment barcode at the touchless self check-in kiosk.
Pre-visit questionnaire has been completed: Thursday, September 12, 2024 11:32 AM

[Cancel Appointment](#) [Show Barcode](#)

A Text Message Appointment Reminder will be sent 3 hours prior to your appointment time.

Things to remember

- There are several ways to get in touch with Medical Services to get support
- The emergency room should not be your first stop for routine care
- Lab tests or procedures may be billed to your insurance plan if you are not on the Columbia Plan

Things to remember

- Try to see the same provider or care team every time. Check out provider profiles on our website.



Staff Directory
<https://bit.ly/3XrHPpB>

What should I do if I don't see an appointment on the Patient Portal?

If an appointment isn't available...

- Check back in 15 minutes
- Consider a phone consultation
- Call Medical Services

What should I do if I'm in an emergency or need care when the office is closed?

Medical Emergencies

- On-campus: Call Public Safety at 212-854-5555 to dispatch CUEMS
- Off-campus: Call 911
- Emergency room at Mount Sinai at 113th Street and Amsterdam Avenue

After hours care

- Call Medical Services' clinician on-call at 212-854-7426
- Talk to a triage specialist at 855-779-7132
- Go to an in-network urgent care center

Things to Remember

- There are strategies you can use to care for common ailments.
- There are several ways you can connect with a provider at Medical Services.
- The Emergency Room should NOT be your first stop!
- If you are on a non-Columbia insurance plan, you may be billed for some procedures such as lab tests.

What happens after my
Medical Services
appointment?

What happens after my appointment?

- For ongoing care:
 - Schedule follow-ups
- Labs
- Prescriptions
- Sick notes are not required by the University, thus Medical Services does not issue sick notes



Patient Portal
secure.health.columbia.edu

For additional support related to...

Prescription medications,
Referrals to a medical specialist,
Health insurance billing,
and other similar health matters,

Refer to our Wayfinding Guides!



Wayfinding Guides
<https://bit.ly/4e6Vdqq>

Wrap-Up

Key Takeaways

- Medical Services is your first stop for medical care
- Prevention is easier, faster, and cheaper than treating illness
- If you do get sick, you can talk to a nurse or schedule an appointment with Medical Services

Save our Number!



212-854-7426
Available 24/7

What's Next in the Webinar Series?

- Friday, 10/4 at 2 p.m.: Building Strong Relationships with Sexual Violence Response (SVR)

Missed the other Quick Start Guide Webinars?

Find recordings and links to the presentations on our website:

- Navigating Disabilities and Chronic Health Conditions with Disability Services
- Prioritizing My Well-Being at Columbia with Alice! Health Promotion
- Navigating My Own Healthcare with the Student Health Insurance Office
- My Mental Health with Counseling and Psychological Services



Webinar recordings and PPTs
<https://bit.ly/3XWHsoB>

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- Virtual naloxone trainings
- Student health insurance webinars
- ...and more!

What did you think
of this webinar?





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