

Services Offered

- Treatment services for acute illnesses and chronic illnesses such as high blood pressure, diabetes and asthma
- Well-woman services include Pap Smears and all forms of contraception including Depo-Provera injections - diaphragms and IUD insertion can be managed through UTFP
- Physical exams
- STI evaluations for both men and women
- Allergy shots
- IV rehydration
- Treatment services for most skin problems including acne and eczema - minor surgeries to remove lumps, bumps and abnormal skin lesions managed by UTFP
- Full maternity services including prenatal care, delivery and care for the newborn through UTFP, our collaborating practice

After Hours Emergencies

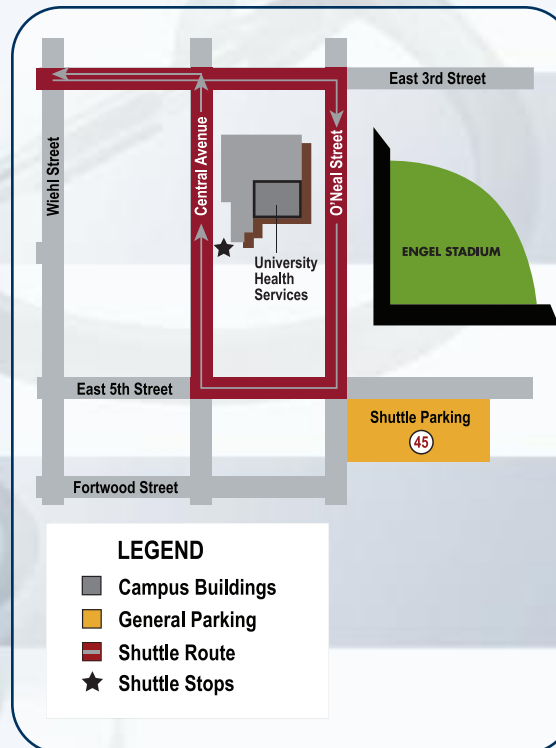
If you do not have a local primary care provider and have an after hours emergency you may call the UTFP office at 778-8837. **Please do not call with routine questions.** For safety, because they do not have access to your records after hours, prescriptions will not be phoned in after hours. Patients with emergencies will be referred to the Erlanger Emergency Room for treatment. If a patient needs to be admitted, the physicians at UTFP will follow up on the case.

Fees and Payments

Payment for any deductible and co-payments are expected at the time of service by means of cash, check, credit card or Mocs Card. Your insurance will be filed for you. No one will be turned away based on ability to pay or lack of insurance.

Directions to UHS

University Health Services is located on the corner of East Third Street and Central Avenue across from Engel Stadium. It is located on the Mocs Express shuttle route. The shuttle can be accessed on campus and will drop and pick you up at our stop on Central Avenue.



www.UTC.edu/UHS

UTC is an EEO/AA/Titles VI & IX/Section 504/ADA/ADEA institution. E040240-001-09

UNIVERSITY HEALTH SERVICES



A partnership of The University of Tennessee at Chattanooga, Erlanger Health System, and University of Tennessee College of Medicine Chattanooga



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www.UTC.edu/UHS

UNIVERSITY HEALTH SERVICES



Welcome to Our Practice

Thank you for choosing University Health Services (UHS) for your medical needs. We consider it a privilege to serve you. The information presented here about UHS tells how we can better serve you. Please let us know if you have questions or comments.

What is University Health Services?

University Health Services is a partnership between UTC, the Erlanger Health System, the UT College of Medicine Chattanooga (UTCOCM) and the UT Family Practice Center (UTFP). These providers provide primary care for all University students, faculty and staff who choose to come here. Our providers are advanced practice nurses (nurse practitioners), physicians from the UTCOCM who are certified in Family Practice, and the residents in the UTCOCM Family Practice Residency Program.



Philosophy

The staff of University Health Services seeks to give every student, faculty and staff member optimum health care. Patient care should be based on an atmosphere of mutual trust and understanding in which there is collaboration in health care goals between the patient and the provider. Each person shall be treated with dignity while striving to meet the individual's health care needs.

Office Hours and Appointments

To use our resources to the best advantage and to try and see patients promptly, we see patients who have appointments first. Appointments can be made after 8:30 AM and before 5:00 PM by calling 778-9303. Every effort will be made to see walk-in patients as time permits based on the severity of the problem. We also suggested that patients call us since many minor problems can be addressed over the phone with nursing advice. We make every effort for you to see your personal provider every visit.

Urgent care is available.

Urgent care is offered for problems that include injuries, lacerations, or acute illnesses with such symptoms as vomiting, fever higher than 100.4, pain, etc. We ask that patients with non-urgent issues such as colds, sore throats without fever, medication refills, rashes unrelated to medicine or fever, and non-painful rashes schedule an appointment.



Your First Visit

- Please arrive 15 minutes before your first visit to complete the paper work. You may also access these forms on the UHS website, www.utc.edu/UHS/Forms and complete them to give to us when you arrive.
- Please make sure you have your insurance card(s) with you when you come. This will expedite your care.
- Please bring any current prescriptions and over the counter medicines you may take to this and each visit.

Triage For Sick Visits

A sick visit means that the patient will see a medical assistant (MA), registered nurse (RN), a Nurse Practitioner (NP), and/or the physician (in that order). An RN or MA will evaluate the patient's health concern and determine the appropriate provider. If the patient is a walk-in and it is determined the patient needs to see the nurse practitioner or physician, the chart will be placed in the order of arrival. Patients with appointments will be seen first. However, any patient that is triaged as urgent will be seen immediately.

The 4 levels of visits:

- Sick Visits:** The RN may treat the health problem. Otherwise the nurse practitioner or physician will provide the care.
- Fast Track:** The RN will provide immunizations, allergy shots, oral contraceptive refills, review lab results, etc.
- Physicals:** A complete physical exam will be conducted by the NP or MD.
- Follow Up Visits:** The patient will see the same provider initially, if possible, to review the patient's progress.