

Parents'

FREQUENTLY ASKED QUESTIONS ABOUT STUDENT HEALTH SERVICES



What is Student Health Services?

It is a clinic staffed by a nurse practitioner, a physician assistant, RN and a part-time physician. We offer confidential care to all full time students with a special focus on the health needs and concerns of college students.

Where are we located?

SHS is located on the ground floor of Russell Towers on North Street.

When are we open?

We are open **8:30 am – 5:00 pm, Monday – Friday**. We also offer walk-ins, with no student workers, on Thursday and Friday from 1:00 – 4:00 pm. We are closed on weekends. Our phone number is 978-665-3643.

What types of illnesses do we treat?

We can treat the majority of health problems encountered by college students. We see students for a variety of medical concerns: sore throats, respiratory infections, skin rashes, stomach flu, urinary tract infections, sprained ankles/ wrists, “pink eye”, anxiety and depression and women’s and men’s health.

What care is available evening and weekends?

Care Well Urgent Care is close to campus at 380 John Fitch Highway in Fitchburg. They are open 7 days a week 8 am – 8 pm. The ER at Health Alliance, Leominster Hospital, is open 24/7 for more acute issues at 60 Hospital Road, Leominster.

What type of emergency care is available on campus?

Campus Police are trained First Responders and can be contacted at 978-665-3111 and they will respond immediately. If ambulance transportation is needed, they will call for one.

Do students need health insurance?

Yes, the state of Massachusetts requires that all student carry health insurance. Every student who is registered for 9 or more credits will automatically be billed for health insurance. If you already have an insurance plan, you can waive the insurance. The directions for waiving the insurance will be included in the tuition bill.

Are student required to submit health forms?

Yes, all entering students need to provide us with a completed health form which includes a complete physical exam and all the state required immunizations. Please schedule your student’s physical exam ASAP. All the health requirements are clearly stated on our web site and the health forms can be downloaded. Go to the [Health Form Information Page](#) for the required forms and instructions. Completed health forms are due by July 15 for incoming fall students and December 15 for incoming winter term students.

Can you share medical information with me regarding my son or daughter?

All clinic visits and medical records, including mental health, are confidential by law. No information can be released, either verbally or in writing, without the patient’s written permission.

