



AUBURN

MEDICAL CLINIC

STUDENT PATIENT HANDBOOK

HOURS

Fall/ Spring Term	
Monday	8:00am-6:00pm
Tuesday	8:00am-6:00pm
Wednesday	8:00am-6:00pm
Thursday	9:00am-6:00pm
Friday	8:00am-6:00pm
Saturday	8:00am-12:00pm
Sunday	CLOSED

Summer Term	
Monday	8:00am-5:00pm
Tuesday	8:00am-5:00pm
Wednesday	8:00am-5:00pm
Thursday	8:00am-5:00pm
Friday	8:00am-5:00pm
Saturday & Sunday	CLOSED

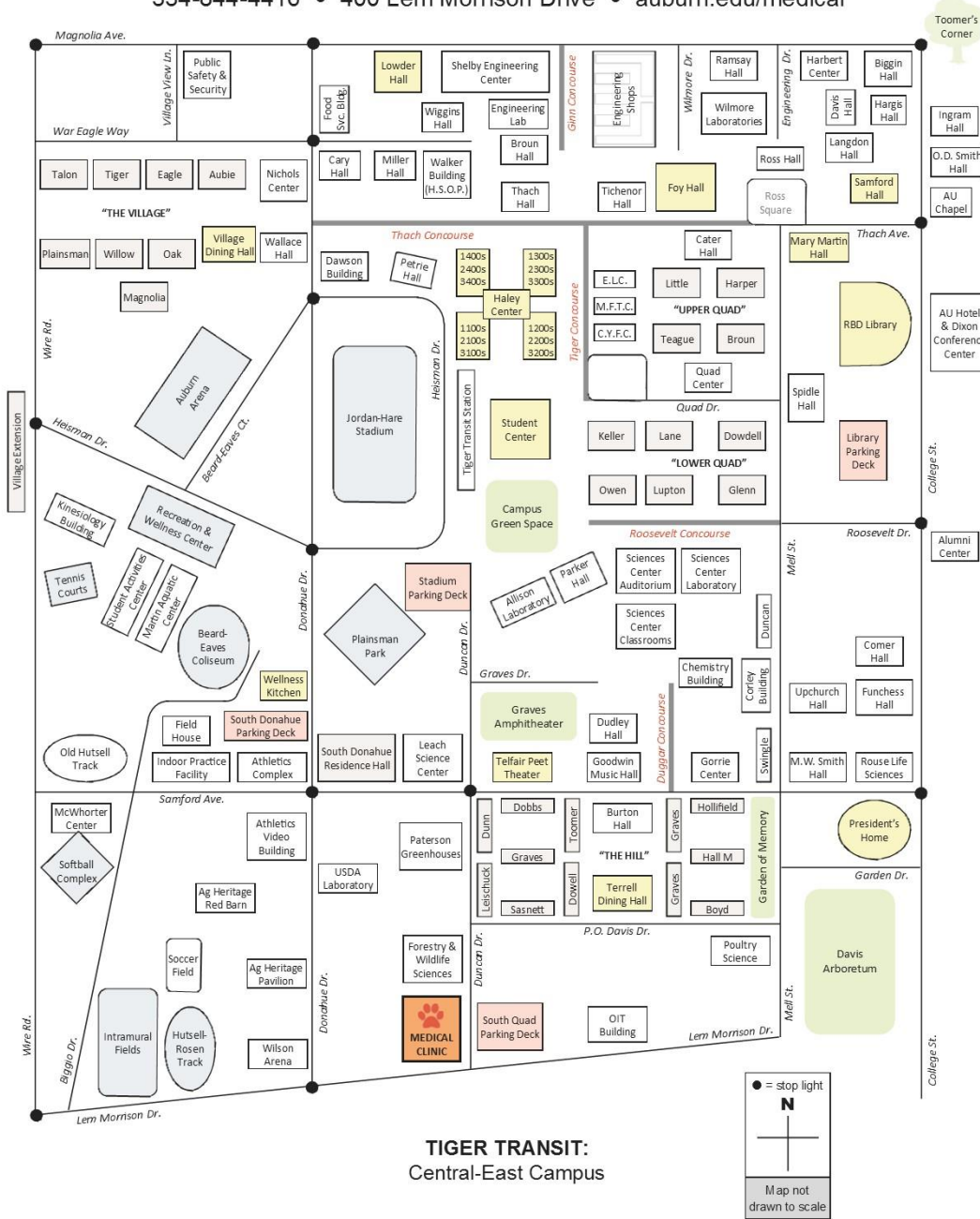
**Please note that the Medical Clinic is operated based on the Auburn University academic calendar and hours are subject to change accordingly*

LOCATION

We are located at 400 Lem Morrison Drive on Auburn's campus. The clinic is accessible via the Tiger Transit's Central-East bus line. There is parking available at the clinic for PATIENTS ONLY

Auburn University Medical Clinic

334-844-4416 • 400 Lem Morrison Drive • auburn.edu/medical



TIGER TRANSIT:
Central-East Campus

CONTACT INFORMATION

Appointments & Registration:	334-844-4416
Billing & Insurance:	334-844-6137
Fax:	334-528-6780
Massage Therapy:	334-844-6237
Miller Clinic (Chiropractor):	334-844-7651
Nurse's Station:	334-844-6125
COVID Hotline:	334-844-9825
Student Counseling Services:	334-844-5123
Student Pharmacy:	334-844-4641
Safe Harbor (Sexual Assault):	334-844-7233
Nurse Line (24/7):	855-201-0107

SERVICES

Acute/Urgent Care

- We offer primary, preventative, and urgent care. Care is provided by our team of fully licensed and board certified physicians, nurse practitioners, and physician's assistants

Immunizations

- We offer a wide range of vaccines from routine vaccines to vaccines for international travel. **Some** of these vaccines can be done on a walk-in basis, this is dependent on the vaccine and the need for the vaccine. Walk-in vaccines are done from **8:00-11:00 or 1:00-4:00**.

It is important to make sure an appointment with a doctor is not needed BEFORE the patient does a walk-in.

- If a patient is currently taking allergy shots prescribed by an allergist, those shots can be administered at our clinic. It is the patient's responsibility to have the allergy serum and instructions sent to our clinic or the patient can bring the serum with them when they arrive in Auburn. The serum can be mailed to:

**400 Lem Morrison Dr
Auburn University, AL 36849**

Allergy shots are only administered Monday, Tuesday, Wednesday, and Friday between the hours of 8:00-11:00 or 1:00-4:00 and Thursday 9:00-11:00 or 1:00-4:00

Laboratory

- We have a convenient on site CLIA certified labs staffed with licensed medical technologists
- If you need blood tests to monitor care from another provider, they can be done in our lab with an appropriate written order from you physician

X-Ray

- We offer on x-rays on site provided by a licensed medical technologist and all x-rays are reviewed by a licensed radiologist
- A digital copy of the x-ray is available to the patient for a fee

Chiropractic

- Dr. Miller and his staff provide both manual and instrument assisted adjustments using low force techniques
- They treat acute injuries, non-surgical musculoskeletal conditions, and help manage chronic pain

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- The Miller Clinic offers custom orthotics made in their on-site orthotics lab

Women's Health

- The women's health clinic is located on the second floor of the Medical Clinic and professional services are provided by the our Advanced Practice Providers (Nurse Practitioners and Physician Assistants)
- Professional services include routine gynecological care, counseling and prescribing birth control methods (this does not include placement of IUD), and diagnosis and treatment of STDs.

Massage Therapy

- Massage Therapy has proven to be more than just a “luxury”, it is a valuable component of a well-rounded and healthy lifestyle. There are many services available
- AU Massage Therapy is open to the general public as well as students and faculty
- Services and Pricing is listed on their website www.auburn.edu/massagetherapy

Mental Health

- Mental health services are provided in collaboration with Student Counseling Services
- Student Counseling services is located on the second floor of the medical clinic

Student Pharmacy

- Located in the lobby of the medical clinic for ease and convenience of getting prescriptions filled by students
- Pharmacy charges can be billed to E-bill

COVID-19 Testing, Treatment, and Vaccines

- COVID testing is available in the form of the rapid antigen test, a PCR test, and an antibody test
- Testing is available for symptomatic and asymptomatic patients
- Monoclonal antibody infusions are available for COVID positive patients that meet the criteria
- COVID vaccines are available and can be done by walk-in M-F 8:00-11:00 or 1:00-4:00
- Appointments for testing or for an appointment with a provider (either suspected COVID or confirmed positive COVID patients) can be made by calling 334-844-9825

SCHEDULING APPOINTMENTS

It is encouraged that our patients call the appointments line (334) 844-4416 to schedule an appointment. Our registration representatives will assist the patient in getting an appointment in a timely manner in hopes to minimize the wait time when visiting the clinic. Walk-ins will be evaluated and given an appointment time or seen immediately depending on the urgency of their condition.

FINANCIAL RESPONSIBILITY

The Auburn University Medical Clinic is a fee-for-service facility, meaning you pay for medical services only when you use them. We will file insurance when applicable. Copayments are due at the time of the visit and can be paid by card, cash, or check. We cannot charge to a student's E-Bill. Once insurance payments are received, remaining balances will be the patient's responsibility. Statements will be sent to the address on file-provided by the patient. These balances can be paid

in person, by phone, or online through the patient portal or Pay My Doc. Payment plans are available for students; this must be discussed and set up with the AU Medical Clinic billing department.

We have contracts with MOST major medical insurance companies; however, **it is the patient's responsibility to ensure coverage at our facility.** You can check coverage by calling the member services number on the back of your insurance card.

Common Plans that do NOT cover at out facility:

- Any insurance place that has HMO on it
- Medicaid (may go by a different name in other states)
- Medicare
- AVMED
- GHI
- Health Net
- Kaiser Permanente
- Medishare
- Liberty Share
- Care Connect
- PHCS
- Multi Plan
- AAP
- Affordable Care Act plans that do not cover out of state

*****PLEASE CHECK WITH YOUR INSURANCE PROVIDER
TO DETERMINE COVERAGE AT OUR FACILITY*****

PATIENT PORTAL

Students will receive an invitation to the patient portal once they are entered into our system. The portal can be accessed through an app called Healthelife. On the app, the patient can access lab results, access a summary of care received, see a list of vaccines given at AUMC, view medical issues and allergies.

ADD/ADHD PRESCRIPTION REQUIREMENTS

Patients **must** provide the AU Medical Clinic with testing records or a letter from a psychiatrist stating that the patient has been diagnosed with ADD or ADHD. These records have to be reviewed and approved by one of our physicians before the patient can make an appointment. This process can take up to 7 days to complete. A member of our clinical staff will contact the patient when the status is updated to approved or if we need more information.

ADD/ADHD prescriptions require a follow-up with a physician every 3 or 4 months. The follow-up is at the discretion of the physician.

Prescription refills can be done on the patient portal and are E-Scribed to the pharmacy on file. Please allow 48-72 hours for the information to update in our system. Also allow 48-72 hours for the refill request to process.

HIPAA COMPLIANCE

Any patient 19 years or older is protected by the HIPAA laws, meaning we cannot give out any information on the patient unless consent is given by the patient.

A patient can give the medical staff either verbal or written consent for information to be shared with an individual at any time. This consent must be done on a visit by visit basis and must be initiated by the patient.

We do not offer a blanket release to cover the patient for an extended period of time.