

Visiting a Health Care Provider – What You Need to Know

Dealing with illness can be very stressful, especially as a student. For many at the University, this may be the first time you are seeking health care on your own. To help smooth the process, McKinley Health Center offers the following suggestions for obtaining the care you need and making your visit as positive and helpful as possible.

McKinley Health Center is a clinic, open from 8:00 a.m. to 5:30 p.m., Monday through Friday during the fall and spring semester and 8:00 a.m. to 4:30 p.m. during summer and winter breaks. The Acute Care Clinic and Pharmacy are also open on Saturdays from 8:30 a.m. to 4:30 p.m. The Pharmacy closes from 12:30 to 1:30 p.m. on Saturday.

Visits to McKinley and phone calls with a nurse provider are private. This confidential information may be released only with your consent.

Upon admission to the University, you are assigned a primary health care provider.

If you need an appointment, log on to “My McKinley” on our web site at: www.mckinley.uiuc.edu by using your Net ID and password and then follow the instructions. You may also call the appointment line by dialing 333-2700 and selecting the appropriate option.

If you are not sure if you need an appointment or just have questions, call 333-2700 and select the Dial-A-Nurse option. This service is available 24 hours a day. Please have your UIN available as the call will be documented for your medical record.

Visits to McKinley are covered by the Health Service Fee which is automatically billed each semester if you are enrolled for six or more semester hours. In addition to the visit, the fee covers X-rays and most lab tests at no additional out-of-pocket expense. A picture ID is required to identify yourself upon arrival. If you are coming for an appointment, please arrive on time. If you are late, your appointment may need to be rescheduled.

You may want to give some thought on how you will get to McKinley and how long it will take. Parking in the lot is limited and not controlled by McKinley. Please be sure and feed your meter. If the lot is full, try parking at meters to the south on Pennsylvania Avenue or to the west on Dornier Drive. Several MTD buses including the Illini 21 and 22 come by on either side of McKinley. You may check the MTD schedule at: www.cumtd.com or call 384-8188.

If you are checking in for an appointment, use the automated check-in system, located near the doors leading into West Clinic's 1 and 2. Then go the appropriate area as directed. If you have questions about where to go, please ask any staff person.

A medical assistant or nurse will probably check your temperature, blood pressure and weight. You will be asked questions about current medications, including herbals and vitamins, chronic medical conditions, and allergies to medication or latex. You may be asked to remove some clothing so that a provider will have easier access to the area needing to be examined. You will be given a gown or drape. Let your provider know if you are uncomfortable during any part of the exam. You have the right to ask the provider to explain the reasons for any procedure during the examination.

During your appointment, be sure and ask questions. It may help to write them down ahead of time and to take notes when you see the provider. Your provider may also ask several questions about symptoms. These may include; when they started, descriptive words, how long the symptoms last, if anything makes it better or worse, or if you tried anything and if it helped or not, and if you have ever had this before. Let the provider know if you are expecting a particular test or prescription; this way the provider can be sure and explain their rationale.

If you need lab, X-ray or pharmacy, then you will be directed to those areas within McKinley. Your provider will let you know if you need to return for a follow-up visit or if you will receive results over the phone using our Patient Test Response system. You will be given written information on how to use this system as well as how to contact your provider's office nurse should you have further questions or concerns relating to your visit.

A special note about excuses

The University policy is that only your instructor may excuse you from class. Please follow your instructor's directions for notifying them about a class absence. A visit record will be given upon request for any visit to McKinley. If you contact the Dial-A-Nurse and indicate you would like a note, it will be available from McKinley's Medical Records Unit. The visit record or Dial-A-Nurse note simply indicates the date and time of contact and does not divulge any confidential medical information. If you are having problems with absenteeism, please contact the dean of your college or the Emergency Dean.

If you are not satisfied with your visit to McKinley, please let McKinley's Administration know. Our mission is to help you attain wellness so that you may work towards your primary educational goal.

If you are a registered University of Illinois student and you have questions or concerns, or need to make an appointment, please call: **Dial-A-Nurse at 333-2700**

If you are concerned about any difference in your treatment plan and the information in this handout, you are advised to contact your health care provider.

Visit the McKinley Health Center Web site at: <http://www.mckinley.uiuc.edu>