

<b>JOHNS HOPKINS UNIVERSITY STUDENT HEALTH &amp; WELLNESS CENTER POLICY &amp; GUIDELINES MANUAL</b>	<i>Document Number</i>	
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## **POLICY**

When the Johns Hopkins University (JHU) Student Health & Wellness Center (SHWC) is closed, students can access medical telephone advice by a registered nurse and if need be, by a physician, and can obtain transport by ambulance or JHU security to nearby Union Memorial Hospital Emergency Room (ER).

## **PURPOSE**

To provide medical advice and care when the SHWC is closed.

## **PROCEDURE**

1. Whenever the SHWC is closed, all telephone calls to the SHWC are automatically transferred to JHU Security. Students seeking medical advice or treatment call the SHWC at (410) 516-8270 or JHU Security at 410-516-7777. The student's phone calls are recorded on a log.
  - a. For non-acute medical problems or advice, Security transfers calls to Sirona Health after hours triage service.
    - i. Sirona Health call coordinators are trained to determine if the student call requires immediate attention or whether the student can be called back, usually within 30 minutes.
    - ii. Student callers are triaged by a registered nurse who determines what level of care is needed (advice only, to ED, follow-up with SHWC in 24 hours, etc.)
    - iii. If needed, Sirona Health nurses can also refer the student back to Security who will contact the SHWC clinician on call or can contact the clinician directly.
  - b. If a student is sick or injured and requests assistance, Security dispatches the Hopkins Emergency Response Unit (HERU), a student run organization whose members are certified at the EMT-B level. HERU provides 24 hour a day, 7 days a week coverage during the academic year, excluding winter break and spring break.

HERU members assess the student and determine the appropriate level of care (supportive care for minor injuries/illnesses, referral to the SHWC, transport to the Union Memorial Hospital emergency department, or call for an ambulance).

If the illness/injury appears serious or life-threatening, Security calls 911 while also dispatching HERU to the scene.

Students can also request that Security transport them to the Emergency Department at Union Memorial Hospital

- c. JHU Security faxes or emails a copy of the on call log to the SHWC. Sirona Health faxes a copy of each call received to SHWC in real time. On the next week day that the SHWC is open, the nurse or nurse administrator calls the student to follow up on their calls or ED visits. Triage is done to determine if any further care is needed. Reinforcement of instructions and support are given as needed. Copies of the on call log are kept in the SHWC. The nurse's notes of the follow up conversations are recorded in the student's chart. The Sirona Health call report is also filed in the student's chart.

2. When the SHWC is temporally closed but staff are present (e.g. lunchtime during the summer or during administrative meetings), calls are routed to security. For calls that cannot wait until the clinic reopens that day, security pages a SHWC staff member by beeper.