

JOHNS HOPKINS UNIVERSITY STUDENT HEALTH & WELLNESS CENTER POLICY & GUIDELINES MANUAL	<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 as security reports.
 - a. For non-acute medical problems or advice, security transfers calls to the after-hours nurse triage service.
 - i. 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, triage 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, there is dual dispatch of Baltimore City Fire Department (BCFD) and the Hopkins Emergency Response Unit (HERU), a student run organization whose members are certified at the EMT-B level. HERU provides 24 hours a day,

Provision For Medical Care When The Johns Hopkins University Health & Wellness Center Is Closed Policy Continued:

7 days a week coverage during the academic year, excluding winter break and spring break.

- i. HERU members assess the student while awaiting arrival of BCFD and facilitate supportive care for minor injuries/illnesses, referral to the SHWC, transport to the Union Memorial Hospital emergency department via security, or transport via ambulance.
 - c. JHU Security faxes or emails a copy of their reports to the SHWC every business day. The after-hours nurse advice service faxes a copy of each call received to SHWC in real time.
 - i. On the next business 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.
 - ii. The nurse's notes of the follow up conversations are recorded in the student's chart. The nurse advice service call report, HERU report, and security reports are 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.
3. Information regarding after hours care is posted on the [SHWC website](#).