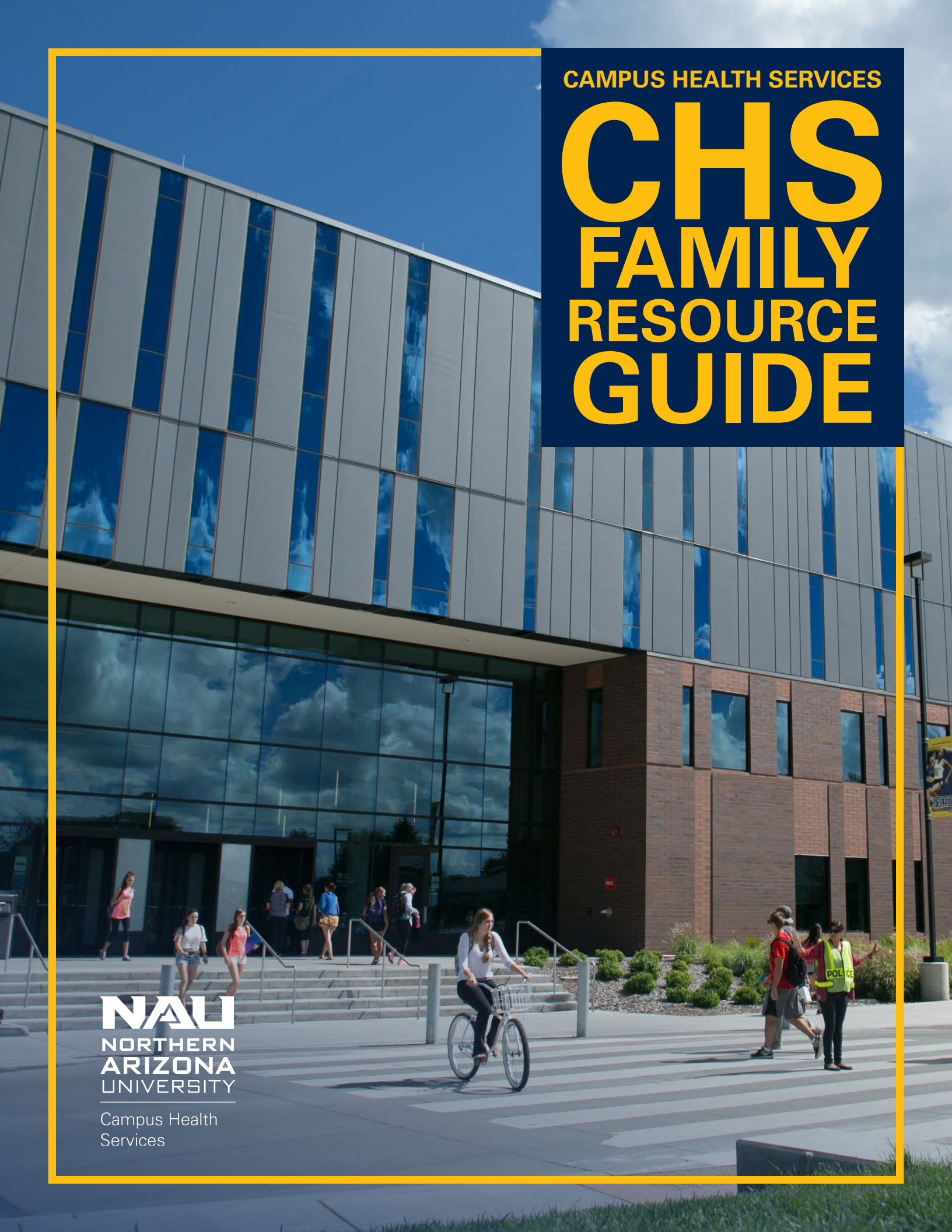


CAMPUS HEALTH SERVICES

CHS FAMILY RESOURCE GUIDE

NAU
NORTHERN
ARIZONA
UNIVERSITY

Campus Health
Services



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Hello NAU Parents!

As you know, going away to college is a big step for students, and Campus Health Services (CHS) would like to make it easier on families. Parents continue to have an important role in their student's life and it is such a balancing act between showing support while empowering your student to make healthy lifelong choices at the same time. We know that healthy students are successful students and I hope this parent resource guide will provide you with helpful information.

Campus Health is a convenient one-stop shop for your student's health and wellness needs, providing primary medical care, mental health services, and prevention resources in one setting. We treat the whole person and your student can take advantage of our integrated model that helps each person thrive physically, mentally, and emotionally. Our board-certified professionals are accustomed to working in a college setting and understand the challenges students face. We pride ourselves in keeping abreast of college health issues. Using an innovative and collaborative delivery approach allows us to serve a diverse population.

Included in the parent handbook is everything from transition advice and insurance options, to information on services, and important conversations you can have to support your student's well-being before they leave for college. I encourage you to read through it and refer to the information when your student needs advice on health and wellness issues.

At Campus Health Services, our mission statement is "Supporting a Healthy NAU" and we take it seriously. CHS staff is focused on providing the best care from prevention to treatment. We provide a wide variety of compassionate, high quality services at a reasonable cost in a welcoming environment, right here on campus. Please keep this resource handy, as it can help guide you in encouraging your student to take control of their health, and seek the appropriate resources to help them be successful in all their endeavors at NAU. We look forward to supporting your student's health journey so they can be successful here at NAU.



A handwritten signature in black ink that reads "Julie Ryan" with a long horizontal flourish extending to the right.

Julie Ryan
Associate Vice President, Health and Wellness
Campus Health Services & Campus Recreation

Healthcare Tips

Managing Healthcare in College

As a parent, you can ensure that your student is properly equipped to be successful when managing their health care by providing the following:

1. Copy of their insurance card uploaded to the **Campus Health Portal**.
2. Updated immunization record – please see section on required and recommended immunizations
3. List of allergies and their reactions - include medication, food and material allergies
4. List of current medications - name, strength and frequency; also include any over-the-counter medications and supplements
5. If your student has a chronic health condition, have their healthcare provider send a copy of their medical records to Campus Health Services
6. List of current and past medical conditions and surgeries
7. List of medical specialists they routinely see and their contact information
8. Family history of medical conditions
9. Signed release of information form – this should be initiated by the student if they wish to share their medical records with parents. Parents cannot initiate this form.
10. Encourage your student to complete their health history, sign required consents, and complete the insurance billing information form **BEFORE** they leave for school.
11. Encourage your student to seek mental health services and support **BEFORE** they need them, especially if these have been beneficial in the past.



Does Your Student Have Food Allergies or Dietary Restrictions?

Transitioning to college with food allergies can present extra worries from both parents and students' perspectives. Below are a few first steps to take to begin a successful transition. Campus Health Services works closely with Dining Services to train their staff and make sure that students with special dietary restrictions are able to eat on campus.

- Set aside time during move-in to identify locations on campus that are safe to eat with food allergies and other special dining needs.
- Talk to your student about important questions to ask when ordering food, including reviewing labels for possible allergens and asking servers to change their gloves.
- Contact Disability Resources to disclose food allergies if your student will need any housing accommodations.



What to Put in Your First Aid Kit

On the list of items to include when moving your student to campus should be a first aid kit. Minor injuries and illness can occur at any time and it's best to be prepared. While not a first aid item, if your student has a bike or skateboard please be sure they have a helmet! We recommend that your student's first aid kit include:

- Thermometer (make sure your student knows how to use it)
- Fever reducer/pain reliever (Acetaminophen)
- Antihistamine/allergy pills
- Decongestant
- Saline nasal mist
- Throat lozenges
- Cough drops and cough syrup
- Antacids
- Bandages
- Tweezers
- Antiseptic cleaner

Managing Chronic Conditions in College

We understand when students who have chronic care needs and ongoing medical conditions leave home this can cause concern for parents. Please know that we are here to help your student make a smooth transition to a new health care setting. There are some things you can do to make this transition easier and ensure timely and coordinated care. Go online with your student and fill out the Health History Form. Please include current medications and dosages.

1. Have pertinent medical records uploaded to Campus Health. These records will be reviewed and placed in your student's medical chart.
2. Schedule a visit with one of the medical providers early in the semester. Think of this as an introductory visit. This way when your student comes for services we will be familiar with their needs and ensure that all relevant records and information are in place.
3. If needed, please talk about medication safety. Medications, especially controlled substances such as those used to treat ADHD, should be kept in a secure place.
4. Encourage your student to learn about their chronic condition and understand their responsibility in managing their care. There are many resources on campus that can help, including Disability Resources, Health Promotion and Dean of Students. Help them plan to advocate for their needs once they arrive on campus.



Immunizations



College campuses pose a particularly high risk for spreading communicable diseases because of close living accommodations and frequent, close daily contact with others in classrooms and common dining areas. Illnesses can spread quickly, cause serious medical complications, and importantly for students, can cause considerable time away from class. Vaccinations are a simple, safe, and effective way to prevent many of the communicable diseases that could impact a student's ability to meet academic goals.

REQUIRED

NAU requires that all students (born after 1956) attending the Flagstaff mountain campus must submit proof of their immunization or immunity against measles, mumps and rubella ("MMR"). If your student has not submitted their documentation for this requirement, please encourage them to do so as soon as possible, preferably before they come to campus. More information can be found at in.nau.edu/campus-health-services/immunizations.

RECOMMENDED

Additionally, Northern Arizona University, the American College Health Association, and the U.S. Centers for Disease Control and Prevention strongly recommend that all college students be up-to-date on the following vaccines:

- Meningococcal ACWY (Meningitis)
- Meningococcal B (Meningitis)
- TDAP (Tetanus, Diphtheria, and Pertussis)
- HPV (Human Papillomavirus)
- A flu shot is also recommended during each flu season
- Covid-19 Vaccination

Need a vaccine?

All of these vaccines, as well as many others, are available by appointment at NAU Campus Health Services. Vaccine pricing varies; however, most major insurance carriers will cover the cost of the preventive vaccines mentioned above. In addition, we offer TB (tuberculosis) testing, travel immunizations, mobile flu shot clinics across campus, and vaccine titer testing.

5 Tips for Optimizing Mental Health in College

ONE

Encourage students to complete a roommate agreement:

For many students, they may feel that this is something they don't need or want to do. In reality, it can be very beneficial to agree on quiet times, guest rules, and what items will be shared in the room. This brief conversation can help pave the way to a conflict free living situation.

TWO

Help students manage stress early:

Adjusting to college comes with many inherent stressful situations. Figuring out a routine, getting adequate sleep, exercising regularly, and eating a healthy diet can go a long way in helping to manage stress.

THREE

Help students find their supports:

Picking classes, managing finances and navigating academics can be quite a change from high school. Encouraging students to get to know their teachers, advisors and mentors can help tremendously.

FOUR

Encourage social connections:

Encourage students to make an effort to meet neighbors, talk to people in classes and join clubs. Once they feel they have support and a community, most other aspects of life feel much more manageable.

FIVE

Prioritize balance:

It may be tempting for students to bury themselves in their books in order to stay on top of their classes. Or maybe they are more drawn to the social side of college and their academics are put on the back burner. Encourage students to think about a sustainable balance early-on in order to ensure success and well-being.

settogo.org



Counseling Services: FAQs



What is the short-term therapy model?

Counseling Services typically sees clients every two to three weeks for therapy visits. This has been shown to be beneficial and effective for the vast majority of students that come to Counseling Services. If this is not adequate for the needs of the student, the therapist and student will work together to determine services that will best meet the student's needs.

What are common student concerns?

Anxiety and stress are among the most frequent presenting concerns at Counseling Services. Depression, relationship issues, academic difficulties, and alcohol and drug use concerns are also among the common problems that students face.

What services are offered at the center?

Counseling Services offers a number of different resources for students, including individual therapy, support groups, relationship/couples therapy, outreach programming, referrals, daytime crisis appointments, and after hours on call crisis support through **Jacks Care 24/7**. Counseling Services also offers consultation for NAU students as well as faculty, staff, and parents.

How does my student get connected with Counseling Services?

Students can call **928-523-2261** to schedule a 20-minute Path to Care appointment to assess mental health needs and connect them to appropriate resources. Counseling services is open from 8 a.m. to 5 p.m. Monday, Tuesday, Thursday and Friday and 9 a.m. to 5 p.m. on Wednesdays. Jacks Care 24/7 can be accessed 24 hours a day by **downloading the app** or calling **928-523-2261**.

CHS by the Numbers

Here's what students who responded to our Patient Satisfaction Survey have to say about services we offer

90%

are able to recognize the connection between healthy habits and academic success.

91%

feel comfortable initiating conversations about their overall health.

92%

would recommend CHS to a friend.

92%

feel that staff explain things in a way they can understand.

88%

can successfully access health care by understanding related terminology, policies and systems.

Source: CHS Patient Satisfaction Survey, Spring 2024, N = 834

Counseling Services

Thinking about counseling? Here's what some student patients who have responded to our Patient Satisfaction Survey have to say about their experience at NAU Counseling Services:

99% report that their therapist was understanding and respectful for cultural differences

97% were satisfied with their overall quality of their visit

95% would recommend Counseling Services to friends

95% of respondents report being very satisfied or satisfied with staff's willingness to listen carefully

Source: CHS Patient Satisfaction Survey, Spring 2024, N =224



Supporting Student Wellness Supports Academic Success

Every year the Health Promotion office conducts a health survey of NAU students. According to those surveys, the following health issues are the ones most commonly reported to negatively impact students' academic performance. Is your student ready to manage their well-being? Consider having a proactive conversation about these topics to promote academic success and ensure a healthy transition to college:

NAU students report the following health related problems interfered with their academics over the past year:

39.7%

stress

34.8%

anxiety

27.5%

depression

24%

sleep

(Source: ACHA NCHA 2023 N=660)

Health Promotion has a variety of resources to help students navigate these issues. We've also created the **Live Well NAU** website to help students explore all aspects of their well-being and easily access important wellness resources. Please encourage your student to visit our website or stop by our office in the HLC. We are here to help!

Parents as Partners: Important Conversations

You can make a difference in how your student navigates their new social environment by talking to them about alcohol. Though it may feel awkward, you can help your student stay healthy and safe by being proactive. Below are some important points to include in that conversation. The link at the bottom also takes you to an article with more information to help parents support students from afar. Even though you'll be farther away, your voice still matters.

1. Check in on the weekends. Ask about their plans. Ask directly if their plans involve alcohol.
2. Communicate your expectation that they do not drink until they are 21 and legally able to do so.
3. Ask about their friends. Find out what they have in common and what their new friends think about alcohol.
4. Use the classic line "Not everyone is drinking" and know that the data support this! At NAU, nearly 2/3 of students report either abstaining from alcohol or drinking in a lower risk way. There are a number of substance-free **events** offered across campus.
5. Discuss some of the risks associated with high-risk alcohol consumption such as DUI, sexual assault, mental health issues, and academic problems.
6. Talk with them about potential consequences of underage drinking, including involvement with the campus conduct and legal systems.
7. Let them know you care and be ready to share campus resources where they can find more information.

Article:

[For Freshmen Campus Life Poses New Risks](#)

Additional Resources:

[Health Promotion: Alcohol and other drugs](#)
[College Drinking: College Alcohol-Related Statistics](#)



The Cannabis Conundrum

Cannabis (or marijuana) laws vary by state, which can lead to a lot of confusion. Even though recreational and medicinal cannabis is legal in Arizona for adults 21 and older, it cannot be stored or used on campus. This is due to the Safe and Drug Free Schools and Communities Act which governs all institutions of higher education. Please make sure your student is familiar with campus policies and consider having a supportive conversation with your student about some of the potential risks associated with cannabis use during college.

- 1.** Cannabis can actually make anxiety worse for some people. Rather than self-medicating, talk with a mental health professional first.
- 2.** Cannabis causes disturbances in the sleep cycle, which can lead to impaired memory.
- 3.** Frequent cannabis use has been associated with poorer academic performance.
- 4.** It is possible to overdose on cannabis, especially when edibles or concentrates are used.
- 5.** It's best to avoid driving after using cannabis due to slowed reaction times.
- 6.** Cannabis can be addictive. The risk goes up with heavier, more frequent use.
- 7.** It's best to avoid mixing cannabis with alcohol or other drugs, including prescription medication.
- 8.** If students would like help cutting down on cannabis use, there are campus resources available to them. All areas of Campus Health Services are ready to help.



Student Insurance Options

Every enrolled student is welcome to receive care at Campus Health Services regardless of insurance coverage. We are mindful of maintaining affordability and accessibility for all of our students.

There are fees associated with services received at Campus Health. While insurance is not required, students are strongly encouraged to have some form of health insurance while at NAU. There are several options available for students to cover fees.

NAU Campus Health Services is a contracted provider with PPO plans with Blue Cross Blue Shield, Aetna, Cigna, United Healthcare and Tricare Select/Standard. If your student has one of these plans, CHS can directly bill the insurance. Counseling services are not billed to insurance.

NAU offers two healthcare plan options for students:

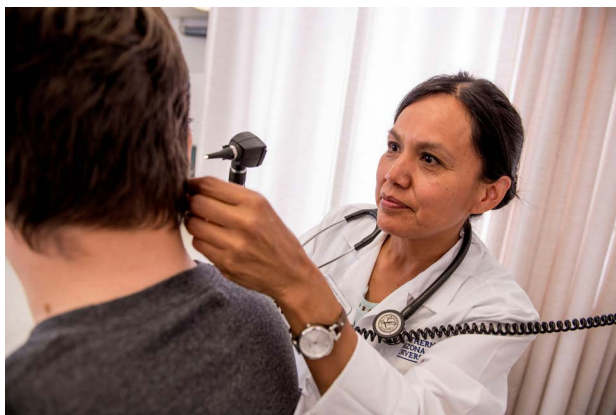
LouieCare

LouieCare is a discounted health plan for services at the Flagstaff campus. LouieCare provides for services only at CHS with a low cost per visit. LouieCare is a great option for students who have a high deductible or students who have an insurance plan with which CHS is not contracted. LouieCare is not insurance, does not provide coverage away from CHS, and does not meet the Federal Tax Requirements for insurance coverage. Students are eligible to purchase LouieCare per semester if they are taking at least 1 credit hour at the Flagstaff Campus of NAU and have paid the Health and Wellness mandatory tuition fee. LouieCare is open for enrollment at any time during the semester. Coverage is not effective until the fee is paid. Once selected, coverage will remain in effect for the semester and cannot be canceled.

Student Health Insurance Plan (SHIP)

Student Health Insurance Plan (SHIP) in cooperation with Arizona Board of Regents, is offered at NAU as an affordable UnitedHealthCare PPO medical plan. This plan is uniquely designed and available only to enrolled students at the three Arizona State Universities. The plan is designed to provide group coverage to students who are currently uninsured, need a less expensive alternative, or need an Arizona provider network. Coverage extends nationwide and has an emergency benefit worldwide. This plan is Affordable Care Act (ACA) compliant and meets the Federal Tax requirements for insurance. There are specific eligibility requirements depending on whether your student is an undergraduate or graduate student. Online-only students are not eligible for this plan. You may find all eligibility requirements at uhcsr.com. When visiting this webpage, select Northern Arizona University as your school. Enrollment and premiums for the SHIP are due in full 14 days after the first day of classes each term.

Please visit our “[Insurance and Payment](#)” page at Campus Health Services for details of coverage and costs.



Student Insurance Options

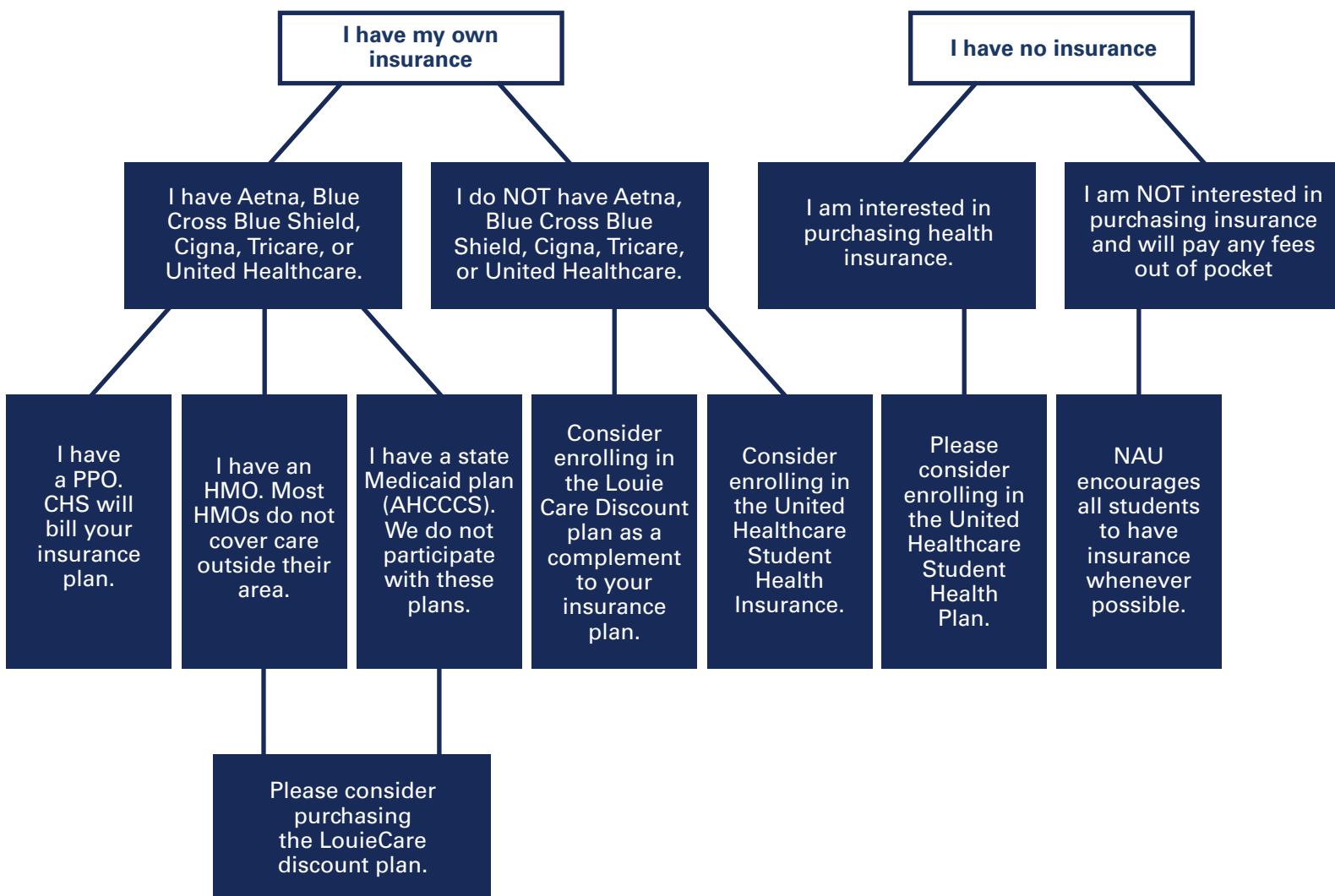
Students may enroll for LouieCare or the Student Health Insurance by logging into their Louie Account:

Louie>Self Service>Student Center Page> and click **“Purchase Health Plan/Insurance”** or contact Campus Health Services Administration office for further assistance at **928-523-6343**.

All NAU students may be seen at Campus Health Services regardless of their insurance status. We recommend that all students contact their insurance company to discuss coverage while attending school at Northern Arizona University.

Choosing the Right Insurance Plan

To assist you further in deciding the best option for your student, please consider the following:



Campus Health Services Laboratory



The Campus Health Services Lab offers a variety of testing options. We perform a variety of testing in-house, which have same-day results! Some examples of in-house tests we offer:

Strep testing

COVID/Flu A&B

Mono

Urogenital Testing

For any tests we are unable to perform on location, we partnered with Sonora Quest Laboratories. For a full list of all Lab services offered, including STI testing, and insurances accepted visit: in.nau.edu/campus-health-services/laboratory

What if my student sees a provider outside of NAU's campus health?

To help accommodate students, we accept lab orders from providers outside of NAU, with no need for your student to travel, we can collect them on-site! Your providers office can fax the order to us, or your student can bring a paper copy of the order with them to the lab. Once results are completed, we will fax them directly to your provider and the results will be available on the students NAU Campus Health Portal. After we have received an order, they are good for one year and we accept standing orders.

Hours of Operation and Contact Information

Monday, Tuesday, Thursday, Friday: 8am-5pm

Wednesday: 9am-5pm

Phone: 928-523-2131 Option 5

Fax: 855-291-9339



Campus Health Services

Contact Campus Health Services
Phone: (928)523-2131
Email: campushealth@nau.edu
Website: nau.edu/chs