

STUDENT HEALTH CENTER FAQS

To learn more about each FAQ, click the hyperlink embedded in each question.

[How do I make an appointment? Can I do this online?](#) To schedule an appointment, please call (615) 322-3427. Unfortunately, the current scheduling system shared by the Student Health Center (SHC) and the Vanderbilt University Medical Center does not allow for on-line scheduling.

[What services does the Student Health Center offer?](#) We are here to serve the primary care needs of the Vanderbilt student community and offer a wide range of services and procedures. However, there are some services we are not able to provide, and in that case we will refer patients to other providers. For example, we do not provide obstetrical care for the pregnant patient, surgical procedures, or other specialty services such as Gastroenterology or Cardiology. Patients who require specialty services outside the scope of Student Health services will be referred to those specialists at the Vanderbilt University Medical Center or in the Nashville community. A full list of available services is available on our website.

[What is a referral, and why do I need one?](#) In order to help keep costs as low as possible, many insurance plans have pre-certification requirements for specialist visits or advanced testing (such as CT scans) and/or prior approval requirements for certain medications. This means that an assigned primary care provider is the “gatekeeper” to these higher levels of service. This is a very common model in many HMO and similar insurance plans.

[How do I set up a primary care physician?](#) To make an appointment to establish care with a primary care provider, call (615) 322-3427.

[How much will my visit cost?](#) The SHC receives funding by a tax on your tuition dollars. There is no charge for office visits. However, charges may be incurred for in-house diagnostic testing (e.g., strep test, urinalysis), procedures (e.g., colposcopies), vaccines, medications, and supplies. These are provided to students “at cost” (the price that the SHC pays).

[Is there someone who can help me with student health insurance?](#) [Kristina Miller](#) is the Insurance Liaison for the SHC. The SHC **never** bills insurance companies, but Kristina is the person to contact on campus if you have student health insurance questions or questions regarding your Medical Center bills or Explanation of Benefits (EOBs) from your insurance company.

[Can I provide feedback to the SHC?](#) The SHC is committed to quality care that is characterized by compassion, concern, and attention to cultural and sexuality differences. We always enjoy giving kudos to those who do well, but also need to hear about employees or aspects of our clinic that do not work well, so that we can address the problem. You can provide this information through an [anonymous survey](#) or email studenthealth@vanderbilt.edu to share feedback or concerns.