1.4.3 Medical Services and Emergencies

Medical Emergencies – Students and Employees

To obtain medical attention in a medical emergency:

On campus - First, dial 9-911 from a campus phone, 911 from a non-campus phone. Then, notify Suffolk University Police at extension 8111, or 617-573-8111, that you have called for an ambulance and provide the location where the medical emergency exists. Suffolk University Police will guide the EMTs to the correct location as well as come to the location to offer assistance.

Off campus - dial 911

Hospitals Located Near Campus:

Massachusetts General Hospital
617-726-2000
55 Fruit St. Boston, MA 02114
http://www.massgeneral.org/

Tufts New England Medical Center
617-636-5000 (General)
750 Washington St. Boston MA 02111
http://www.tuftsmedicalcenter.org/

For Students:

Medical services are provided for Suffolk University students at Counseling, Health & Wellness (CHW) located on the 5th floor of 73 Tremont Street.

Medical Walk-In at Suffolk Counseling, Health & Wellness Center

During the academic year students can walk-in for medical care during the following times: Monday - Thursday 10:00 am - 5:00 pm, and Friday 10:00 am - 4:00 pm. Summer semester hours are posted on the web at suffolk.edu/chw

Students will be seen on a **first come, first served basis**.

It is important that students need to understand that CHW medical staff may need to prioritize student cases according to medical severity not always according to student walk-in arrival time.**After Hours Medical Care**

Suffolk University students needing medical care after CHW business hours can seek care at the Massachusetts General Hospital Walk-In Unit between 6:00 pm - 8:00 pm, Monday - Friday, and Saturday, Sunday & Holidays 9:30 am - 4:00 pm. The MGH Medical Walk-in Unit is located on the first floor of the Wang Ambulatory Care Center on Parkman Street in Boston.

The Medical Walk-In Unit is closed on Thanksgiving and Christmas. Note: Occasionally, the Medical Walk-In Unit closes earlier than posted hours on weekends and holidays due to high patient volumes. During those times, students should call ahead at (617) 726-2707 before visiting the MGH Medical Walk-In Unit to make sure it is still accepting patients for the day.

Student FAQ regarding use of the MGH Walk-In Clinic

What Do I Need to Show to Be Seen?
You must be a currently enrolled student to be seen at Suffolk's Health and Wellness Services.

*To access care in the MGH Medical Walk-In-Unit under this agreement you must be a currently enrolled student, must identify yourself as a Suffolk student and **must** present a valid Suffolk ID.

The first time you go to the MGH Medical Walk-In Unit, you will need to register at MGH to receive a patient number by calling 866-211-6588 or visiting Patient Registration at MGH, which is conveniently located down the hall from the Medical Walk-In-Unit on the first floor of the Wang Building at MGH. Students will be issued a blue registration card and should bring this card to any visit at the Medical Walk-In Unit.

You should always bring your insurance card to Health & Wellness Services and the MGH Medical Walk-In Unit in case additional medical testing is required.

*Please note that if you present to the MGH Medical Walk-In Unit during hours that are not covered under this agreement or you are not able to show your Suffolk Identification, your insurance will be charged for services rendered.

Will there be a cost?
There is no cost for evaluations by clinicians at Suffolk's Office of Health & Wellness Services (however insurance is billed for diagnostic testing, for example: blood tests). MGH Medical Walk-In Unit visits for initial care and evaluation, including some point of care testing (i.e. rapid strep testing, rapid flu testing, etc.), are covered under Suffolk's agreement with MGH. **However students may incur additional costs for certain medical tests or referrals and should always bring their insurance card with them when accessing care. If you visit the MGH Medical Walk-in Unit during hours other than Monday - Friday from 6:00 pm to 8:00 pm, and on weekends and holidays from 9:30 am to 4:00 pm, or if you are not able to show your Suffolk ID card, your insurance will be charged for services rendered and you may need to pay a copay.**

For Employees:

Faculty and Staff are encouraged to seek medical treatment through their primary care provider when its not an immediate emergency. The Office of Counseling, Health & Wellness DOES NOT provide medical care to faculty and staff. When the event is over and you able to do so notify your supervisor if the event occurred on campus.

Reviewed by	Date
Incident Support Team	10/7/2015