

## Hours of Operation

Monday	8AM-6PM
Tuesday	8AM-6PM
Wednesday	8AM-6PM
Thursday	9AM-6PM
Friday	8AM-6PM
Saturday	8AM-12PM
Sunday	Closed

(Hours are subject to change)

## Important Phone Numbers

### Emergencies:

Police/Fire/Ambulance	911
Rape Crisis	821-8600
Suicide Hotline	821-8600
Poison Control	1-800-462-0800

### Auburn University Medical Clinic:

Appointments/Medical Records	844-4416
Billing Services	844-6137
Massage Therapy	887-2282
Pharmacy	844-4641
SGA Sponsored Insurance	844-6137
Student Counseling Services	844-5123
Safe Harbor (Sexual Assault)	844-5123

### Hospitals & Emergency Centers:

East Alabama Medical Center	749-3411
Nurse Line-Toll Free	1-866-389-6770

## Payment for Services

As a courtesy, we will bill a primary and secondary insurance company when an assignment of benefits is received. You are responsible for any balances not paid by insurance carriers. Questions concerning benefits must be directed to your insurance company. Referrals, deductibles, non-covered services and co-pays are your responsibility.

## Worker's Compensation

We will bill Worker's Compensation when written authorization from your employer is received. Payment in full is expected 45 days from our billing date. Questions concerning benefits must be directed to the insurance company.

## Pre-Certification/Referrals

If your insurance requires pre-certification or referral, it is your responsibility to obtain this prior to your visit to AUMC.

## What If I Can't Pay My Bill?

Payment is expected upon provision of service. Payment may be made by check, Tiger Club card, Visa or MasterCard. In special situations and with prior approval from the Patient Accounts Supervisor, payment arrangements may be available.

### Billing Office Hours:

8:00AM-5:00PM	Monday-Friday
8:00AM-12:00PM	Saturdays

(Hours are subject to change)

If you have any questions, please call 844-6137.

**Thank you for choosing  
Auburn University Medical Clinic  
for your health care needs!**

# AUBURN UNIVERSITY MEDICAL CLINIC

Accredited by JCAHO

A service of

East Alabama Medical Center

And

the Division of Student Affairs

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400 Lem Morrison Drive  
Auburn University, Alabama 36849  
(334) 844-4416

[www.auburn.edu/au\\_medical](http://www.auburn.edu/au_medical)



*Serving the health care needs of  
Auburn University  
and the surrounding community*

**Allergy Services**

**Immunization Services**

**Pharmacy**

**Preventive Care**

**Sports Medicine**

**Urgent Care**

**Women's Health Care**

## HEALTH SERVICES

The Auburn University Medical Clinic (AUMC) provides primary and preventive care to students, faculty, staff and members of the surrounding community of Auburn University. Acute care is provided by the Medical Clinic's staff of board certified physicians, certified registered nurse practitioners, certified physician assistants, and our team of supporting colleagues. Our health care providers have access to a wide range of specialists and emergency services when necessary. We are here to serve you and are committed to maintaining high quality of care standards in a confidential, convenient, caring professional setting. Your comments regarding the quality of our service are appreciated and we strive to continually improve our service.

The Auburn University Medical Clinic promotes the concept of individual wellness in contrast to a traditional status quo approach to holistic health. Our approach is to assist you with opportunities to develop yourself in social, physical, intellectual, career, emotional and spiritual dimensions of your life. Using these 6 categories, we offer the acronym *SPICES* as the model for the areas in which you can actively address personal wellness!

### Medical Clinic Visits

You are encouraged to call **844-4416** to speak with one of our care coordinators before coming to our clinic. They will assist you in setting up an appointment at a convenient time with your provider of care to minimize your waiting time. If you have any emergency health problems after we are closed, please seek care at East Alabama Medical Center Emergency Room. You may also call toll free 1-866-389-6770 after hours.

### Confidentiality

Medical records are strictly confidential. Information will not be released without authorization from you, except by court order. Authorization forms are available at the Medical Clinic. In accordance with Alabama laws, we reserve the right to charge the state recommended fees for copies of records.

### Quality Assurance

We are proud of our continual efforts to maintain a high level of quality care delivered in a modern, patient friendly environment. We perform quality studies to ensure we are objectively meeting certain standards. We encourage your feedback every time you use our services. At the end of each visit you will be asked to complete a Patient Satisfaction Survey. We view your feedback as a testament to our efforts and as an opportunity for improvement.

## SERVICES PROVIDED

### Acute/Urgent Care

Our team of providers is experienced in treating your common medical problems, including minor surgery, suturing of lacerations and removal of ingrown toe nails. We are equipped to treat you with intravenous fluids and medications including antibiotics (when medically appropriate), thereby hastening your recovery and many times avoiding a stay in the hospital. We are interested in helping you stay healthy and active. After hours, please call toll free 1-866-389-6770.

### Specialty Care

Specialty care is done through a network of local providers available to our staff. Referrals to a specialist (e.g., orthopedist, gynecologist, neurologist, dermatologist) can be made by our medical team.

### Allergy Services

We have on site allergy testing services available. Also, if you are receiving immunotherapy, you may also receive allergy shots by using the antigen supplied by your allergist along with a copy of the injection instructions. Your allergy serum needs to be mailed to 400 Lem Morrison Drive, Auburn University, AL 36849-5349.

### Immunizations

Measles, Mump, Rubella  
To register upon admission to Auburn University as well as traveling to some countries you will be required to demonstrate protection against some communicable diseases (e.g., measles, mumps, and rubella). This requires vaccination, physician certification of disease or blood tests showing evidence of immunity. If you do not comply, you may have difficulty in registering or entering a foreign country. We do offer these vaccines for a fee.

### Other Vaccines

Certain individuals are at risk for hepatitis A and B as well as rabies infection. Immunizations can be obtained for a fee at the Medical Clinic. Tetanus, PPD skin testing, typhoid, and polio are also available. Flu vaccines are available in the fall. (Also available are Meningitis, Yellow Fever and Chicken Pox vaccines.)

### Mental Health

Feeling down, having difficulty with your sleeping pattern, mood swings or difficulty concentrating? Consider making an appointment with us or Student Counseling Services.

### Women's Health Care

As part of our team, we have female providers on staff. Professional services include routine gynecologic care, counseling and prescribing of birth control methods, morning after contraception, referral for pregnancy alternatives and diagnosis and treatment of STDs. We also use the iThin prep screening system and perform colposcopy on site.

### Radiology / X-ray Services

We have radiology services for routine x-rays on site. Services are provided by a licensed technologist and all x-rays are reviewed by a licensed radiologist. If you require a copy of your x-rays, we can accommodate you for a fee.

### Pharmacy

A state-of-the-art pharmacy is located within the Medical Clinic and is operated by the School of Pharmacy. It features the latest in technology utilizing a computerized robot for dispensing and confidential counseling rooms for your educational needs with regard to your medications. Please call **844-4641** for assistance.

### Laboratory

We have a convenient on site CLIA certified laboratory with licensed medical technologists who can perform some routine tests before completion of your visit. If you need blood tests to monitor care that you are receiving, we will be happy to accommodate you with an appropriate written order from your physician. Orders may be faxed to (334)844-4266.

### Sports Medicine

Got injured playing sports or exercising? We have on-site providers to diagnose, treat and refer if necessary. We carry a wide range of splints, crutches and other supplies.

### Additional Services

Also housed in our facility are Student Counseling Services, Safe Harbor (sexual assault crisis center) and the Auburn Massage Therapy Center.

We hope your visits to the Auburn University Medical Clinic will be as quick and easy as possible.

For more information regarding the Medical Clinic and its services, please visit our website at the following address:

[www.auburn.edu/au\\_medical](http://www.auburn.edu/au_medical)