

## CIC Medical Clinic and Health Insurance Plan

### CIC Medical Clinic

The Medical Clinic at CIC reflects our commitment to provide the highest level of care to all our students. It especially caters to the needs of students who may become ill and/or injured.

#### Features:

- A reception area for Student Services Officer (SSO) to greet and assist students to receive the medical support that they need. Medical SSO is also responsible for management of all medical appointments, insurance claims and reimbursements, and other front line duties.
- There are multiple nurse offices for CIC Nurses to provide private and confidential care.
- A 2-bed resting area for sick students who many need to rest during the school day.
- Private washroom for sick students.
- Wellness rooms equipped with medical supplies and medication in each residence for sick and/or injured students to see a CIC Nurse.
- CIC Nurses are mobile and travel from building to building to meet the medical needs for all our students.

#### Hours of Operation:

	Monday – Friday	Saturday – Sunday & Holidays
<b>7:30am – 4:30pm</b>	<p><b>CIC Nurses in Campus/Residence:</b></p> <ul style="list-style-type: none"> <li>• Nurses will assess and intervene depending on the student’s conditions</li> <li>• Referrals to the appropriate healthcare providers are arranged as needed</li> <li>• Provide health education and preventative services</li> <li>• Identify issues in the early stages by being proactive than reactive</li> <li>• Follow up on student recovery and appointments</li> </ul>	<p><b>CIC Nurses in Residence:</b></p> <ul style="list-style-type: none"> <li>• A nurse is available for <b>3 hours on Saturday and Sunday</b> to provide medical care to sick and injured students.</li> <li>• <b>Outside the hours of operation,</b> students may use the following options:               <ul style="list-style-type: none"> <li>○ <b>Mild Illnesses/Injuries:</b> Residence Staff with assistance from CIC Nurse Supervisor</li> <li>○ <b>Moderate Illnesses/Injuries:</b> Walk-in Medical Clinics, 24/7 virtual health assistance by Insurance Company</li> <li>○ <b>Serious or Life-threatening Illnesses/Injuries:</b> Hospital Emergency Room by calling 911</li> </ul> </li> </ul>
<b>4:30pm – 7:30am</b>	<p><b>Mild Illnesses/Injuries:</b> Residence Staff with assistance from CIC Nurse Supervisor</p> <p><b>Moderate Illnesses/Injuries:</b> Walk-in Medical Clinics, 24/7 virtual health assistance by Insurance Company</p> <p><b>Serious or Life-threatening Illnesses/Injuries:</b> Hospital Emergency Room by calling 911</p>	<p><b>Mild Illnesses/Injuries:</b> Residence Staff with assistance from CIC Nurse Supervisor</p> <p><b>Moderate Illnesses/Injuries:</b> Walk-in Medical Clinics, 24/7 virtual health assistance by Insurance Company</p> <p><b>Serious or Life-threatening Illnesses/Injuries:</b> Hospital Emergency Room by calling 911</p>

#### Services Provided by Our Medical Clinic:

- Our Nurses:
  - Assess and treat minor illnesses and injuries.
  - Make daily rounds to all Columbia Residences in order to care for and examine sick/injured students who cannot attend school.
  - Screen all student medical forms for existing medical conditions and follow up as needed.
  - Establish partnerships with health care providers in our community to expand the network of clinics for our students.
  - Encourage healthy lifestyle choices through student workshops and educational sessions.
  - Provide training and direction for residence staff in dealing with students who are in need of medical support.
  - Educate Columbia staff on their unique responsibilities in caring for and disclosing medical information regarding our students' well-being.
- Medical Student Services Officer:
  - Assist students with making medical appointments and follow up with reminders.
  - Responsible for all insurance claims, billing, and reimbursements with external healthcare providers.
- Medical Accompaniment Staff:
  - Accompanies students that require an escort to attend any medical appointments. Mostly for younger students who cannot leave residence by themselves.

### **Importance of Providing Accurate Medical Information to Columbia**

Columbia encourages all parents to provide accurate and up-to-date information about their children's health so that our Nurses can provide the necessary care and assistance or doctor's referral in a timely manner.

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arents are asked to fill out the **Comprehensive Medical Intake Form** and return it to their **regional Admissions Officer before** their child arrives at Columbia.

Important information that the nurses need to be aware of includes, but is not limited to:

- Chronic or recurring medical conditions (e.g. asthma, seizures, etc.)
- Serious illnesses which have occurred in the past five years
- Allergies
- Disabilities or illnesses which require physical, emotional or academic accommodations

### **Confidentiality of Student Information - *Storing and Disclosing Students' Medical Information***

The CIC Medical Clinic keeps a separate confidential file on each student's personal health information.

A student's medical information is only released to individuals within the 'Circle of Care' when:

- The individual is directly involved with the student's medical emergency or health.
  - For example: if a student gets injured during sports class, the Sports Teacher will be kept updated on the student's wellbeing and ability to participate in class.
- The individual needs this information to provide care, guidance or counselling to the student.
  - For example: if a student has a medical issue that will make the student miss a few days of classes, his or her teachers and guidance counsellors will be informed so the student can receive appropriate academic accommodations.

Individuals within the 'Circle of Care' value and uphold each student's privilege to privacy and will keep all information confidential as long as it:

- Does not endanger the student’s life or that of other students/staff/individuals and,
- Is not required to be disclosed by law

**Important Reminders for Parents and Students:**

<b>Pre-Arrival</b>	<p><b>Medical Services Requiring Cash Payment</b>          For most medical services, the clinic or hospital directly bills the insurance company. Therefore, students do not need to pay any money to the medical service provider. However, there are some clinics that require upfront payment because they are not equipped with direct billing services.</p> <ul style="list-style-type: none"> <li>• If this is the case, students may need to pay out of pocket. As long as your child keeps the receipt of the services, CIC Medical Clinic will review the coverage with the insurance company and assist your child from processing a claim and help until they’ve received their reimbursement.</li> </ul> <p><b>Bringing Medication from Home</b>          Parents, please notify the medical clinic if <b>your</b> child is taking medication that was prescribed in their home country.</p> <ul style="list-style-type: none"> <li>• If this medication needs to be refilled in the home country, please plan with your child to ensure that they receive a refill before they run out of their current medicine supply.</li> <li>• If this medication can be refilled in Canada, please inform the CIC Medical Clinic so our CIC Nurse can arrange for a Canadian Doctor to prescribe the same medication.</li> </ul> <p>Parents, please remind your child not to give their medication to their friends with similar ailments or symptoms and also not to take their friend’s medication in case they are feeling sick.</p>
<b>Post-Arrival</b>	<p><b>Submit Comprehensive Medical Intake Form</b></p> <ul style="list-style-type: none"> <li>• Parents, if you have not submitted the <b><i>Comprehensive Medical Intake Forms</i></b> prior to the arrival of your child, please remind him/her to submit their <b><i>Comprehensive Medical Intake Forms</i></b> to the Medical Clinic.</li> </ul> <p><b>Receive Health Insurance Card</b></p> <ul style="list-style-type: none"> <li>• Your child will receive an email from the insurance company upon check-in that consists of their insurance coverage plan and e-card of their health insurance.</li> <li>• Parents, if your child has not received this email, please have them inform the CIC Medical Clinic.</li> <li>• Students must show this health card at the walk-in clinics or hospitals in order to avoid being charged upfront for most medical services.</li> </ul>

Any questions or concerns can be directed to [medicalclinic@cic-totalcare.com](mailto:medicalclinic@cic-totalcare.com).

[Health Insurance Plan & Coverage](#)

Please see the pdf file attached for the coverage summary.

For more information, please visit: <https://www.studyinsured.com/cic/en>