

<p style="text-align: center;"><b>SLEASMAN STUDENT HEALTH SERVICES</b></p> <p style="text-align: center;"><b>Niagara University</b></p>	<p style="text-align: center;"><b>PROCEDURES &amp; GUIDELINES</b></p> <p style="text-align: center;">Appointments</p>	<p style="text-align: center;"><b>Review History</b></p> <p><b>Data Initiated:</b> 1996</p> <p><b>Last Revision:</b> 2010</p> <p><b>Date(s) Reviewed/Revised:</b> 6/2012</p>
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Equipment: Computer with Appointment Scheduling Program

Procedure:

1. Routine and follow up appointments will be scheduled by students or clinic staff via the on-line computer scheduling program. To access go to: MyNU, then Health Services, then schedule appointments, then enter student's data, choose the appointment time and submit. Ensure that you received a confirmation of the appointment date and time.
2. Students presenting to health services requesting an immediate appointment for an urgent problem will be directed to the nurse, NP or director for immediate triage and assessment of situation.
3. Students arriving to the health center with urgent health conditions will receive prompt treatment, stabilization and referral as necessary. Students with a non-urgent condition will be offered the next available appointment with instructions of actions should symptoms change.
4. Students calling health services requesting medical assistance will be directed to call Campus Safety at 716-286-8111 or 2811. The medical provider will obtain student's name, present location and contact number and current complaint, before hanging up the phone. If student is unable to do so, Campus Safety will be notified by Health Services of the above information to ensure that notification occurs.
5. An *appointment reminder* will be sent electronically at 12:00 the day before via Information Technology, to the student's official Niagara University e-mail address. They will be given the option to cancel and reschedule an appointment if needed at that time.
6. Students who fail to show for appointments will have "no show" documented on their patient intake form and the "No Show" policy followed.

7. The nursing staff will attempt to contact all students missing a follow-up appointment to reschedule the appointment that was missed.