LA CLINICA

Student Health and Wellness Center at Southern Oregon University

560 Indiana St. Ashland, OR 97520
(541) 494-4875
health.sou.edu

With La Clinica now managing health services at the SOU Student Health & Wellness Center, La Clinica is expanding access to current SOU employees. Students remain the priority for appointments, and employee access will be offered as capacity allows.

What services are available to current SOU employees?
La Clinica can provide same-day acute and preventative health care services for a variety of common health concerns such as:

- Cold, Cough, Sore Throat & Flu-Like Symptoms, First Aid
- Vaccinations
- Urinary Tract Infection
- Acute Muscular Injury
- STI Screening
- Contraception (includes emergency contraception)
- Rashes & Other Minor Skin Concerns
- Limited Labs (Some tests may not receive same-day results)

If your health concern is outside the services available at the Student Health & Wellness Center, La Clinica can help direct you to an appropriate location for care.

What services are not provided through employee acute-care visits?
Employee services are intended primarily for acute and preventive health care and are not a replacement for your ongoing primary care provider or emergency services.

The Student Health & Wellness Center does not provide:

- Emergency Medical Treatment
- Work-Related Injury/Workers' Compensation Care
- Specialty Care
- Ongoing or Complex Chronic Disease Management
- X-Ray Imaging

Can I access behavioral health services (mental health counseling)?
La Clinica provides behavioral health appointments to employees independently of medical care, so you do not need to see a La Clinica medical provider first or receive a referral. These are brief behavioral health appointments intended to provide support and address immediate needs. Because behavioral health providers also serve students, appointment availability for employees may vary based on demand.

Can I fill my prescriptions at La Clinica at SOU?
La Clinica has a pharmacy at its Phoenix Health Center location. Only prescriptions written by La Clinica providers can be filled through a La Clinica pharmacy. Outside prescriptions cannot be brought in or sent to La Clinica for filling or delivery to the SOU Student Health & Wellness Center. For eligible prescriptions written by a La Clinica provider, La Clinica can arrange for the prescription to be delivered to the SOU Student Health & Wellness Center for campus pickup. Delivery timing depends on when the prescription is received. You may also have your prescription sent to another pharmacy of your choice.

Are these services available to my family/household members?
Not at this time. Employee access is currently limited to only SOU employees. Family and household access may be considered in the future.

How can I make an appointment?
SOU employee appointments are scheduled on the day they call for care. Please call (541) 494-4875 to request an appointment. Employee appointments are offered as space allows because students continue to receive priority access. If student appointments are not filled, those openings may be made available to employees.

I know students can make appointments online, can I also do that?
Not at this time. Online schedule is currently reserved for students to help ensure student access to appointments. Employees should call (541) 494-4875 to schedule care.

What are the SOU Student Health & Wellness Center Hours?
During the academic year, La Clinica's hours are generally 8:00 am – 5:00 pm, with appointments typically schedule between 9:00 am and 4:00 pm. Same day availability varies based on the schedule and student demand.

What is the cost of these services?
La Clinica will bill your health insurance when applicable. You will not be required to pay at the time of your appointment, but instead will receive a bill from La Clinica after your visit.For employees who do not have insurance, La Clinica offers a sliding-fee scale based

on household income. Eligibility for reduced fees is based on federal poverty income guidelines. Additional charges may apply for laboratory testing and other services.

What do I need to bring to my first appointment?

Please bring:

- Your insurance card and insurance information, if applicable;
- Your photo ID;
- Your SOU Employee ID or have your SOU employee ID number ready.
    - Employee ID numbers are necessary for La Clinica to verify your employee status and ensure that you are billed through the appropriate employee account.

Does La Clinica provider Workers' Compensation care?

No, Workers' Compensation/work-related injury claims are not handled through La Clinica's employee acute-care services. If you have a work-related injury or illness, please follow SOU's established Workers' Compensation reporting and care process. Details about this process can be found on the SOU HR Workers' Compensation webpage.

What if I need emergency care?

The SOU Student Health & Wellness Center is not an emergency-care facility. For medical emergency, call 911 or go to the nearest emergency department.

For health concerns that are not emergency in nature and cannot wait for a health center appointment, contact the SOU Student Health & Wellness Center and La Clinica staff can help determine the most appropriate place to receive care.

Additional Questions?

For appointments or questions about La Clinica's services at the SOU Student Health & Wellness Center, call (541) 494-4875. The SOU Student Health & Wellness Center is located at 560 Indiana St. Ashland, OR 97520. Additional information can be found on their website at health.sou.edu.