

# DEACON HEALTH

## Deacon Health

The mission of Deacon Health (DH) is to ***promote and advance the health and wellbeing for all students***. A physician-directed medical staff offers primary care services, urgent care, illness care, physical examinations, counseling, limited psychiatric care, allergy injections, immunizations, radiology, gynecological services, pharmacy, laboratory, sports medicine clinic, referral to specialists, and medical information and vaccinations related to travel to international destinations.

## Deacon Health Portal

Students can schedule most appointments online through the Deacon Health Portal (<https://wfu.studenthealthportal.com/PyramedPortal/>). The portal serves as a secure place to make appointments, view published labs, print off a copy of your immunization history on file, print receipts, and securely communicate with our clinic. Notifications of appointment reminders and secure messages from the clinic will be sent to your WFU email address. Students should book an appointment before coming to our clinic either through the Deacon Health Portal, or by contacting us at [apptshs@wfu.edu](mailto:apptshs@wfu.edu) or 336.758.5218. There will be a wait to see a medical provider if you come into the clinic without an appointment.

## Medical Charges

For full-time Reynolda Campus students, there is no additional cost to be seen at Deacon Health. However, there may be some additional costs for specific treatments, labs, supplies and prescriptions unless you are on the Student Health Insurance Plan (Student Blue (<https://shi.wfu.edu/>)). Part-time students will be responsible for any charges incurred. In addition, there are discounted "fee-for-service" charges for medications, laboratory tests, observation care, procedures, and some supplies. Payment can be made via cash, check, Deacon OneCard, Student Blue Insurance (<https://shi.wfu.edu/>), or the charge can be transferred to the student's account in Office of Financial and Accounting Services. Each student is given a copy of the medical charges incurred on the date of service which can be used for insurance filing. DH does not participate in nor file insurance claims on behalf of the patient.

## Radiology

Through a partnership with Atrium Health/Wake Forest Baptist, DH offers on site X-rays. Through this arrangement, Atrium Health, Wake Forest Baptist will be able to bill your medical insurance for these services. All billing will be handled by Atrium Health/Wake Forest Baptist and the remaining portion after your insurance processes the claim will be your responsibility.

## Confidentiality

Student medical records are confidential. Medical records and information contained in the records may be shared with therapists and physicians who are involved in the student's care, and otherwise will not be released without the student's permission except as allowed by law. Students who wish to have their medical records or information released to other parties should complete a release of information form at the time of each office visit or service.

## Class Excuses

The faculty is responsible for excusing students from class. Consequently, DH does not issue excuse notes for students. Students who are evaluated at DH are encouraged to discuss their situations with their professors. A receipt documenting visits is available through

the portal. Students may grant permission for Deacon Health to communicate to the Office of Academic Advising when prolonged illness or hospitalization occurs.

## Student Insurance Program

Health insurance is required as a condition of enrollment for all degree-seeking\* students at Wake Forest University. Students who demonstrate comparable coverage to WFU's health insurance plan and meet our criteria may waive the coverage provided by WFU. \*Specific information about the policy plan, process instructions and full information regarding eligibility can be found at [shi.wfu.edu](https://shi.wfu.edu) (<https://shi.wfu.edu/>).

## Severe Weather

When the University is closed due to severe weather, DH may have limited staff and may be able to provide care only for injuries and urgent illnesses. Appointments may be rescheduled.

## Retention of Medical Records

Student medical records are retained for 10 years after the last treatment, after which time they are destroyed. Immunization records are kept longer.

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## Deacon Health Information and Immunization Form

All new undergraduate and graduate students are required to be up to date with required vaccines. You and your healthcare physician need to complete the health information and immunization forms (HIIF) available in your Deacon Health Portal (<https://wfu.studenthealthportal.com/PyramedPortal/>). For steps to upload your documentation visit the Deacon Health website (<https://deaconhealth.wfu.edu/new-students/immunization-requirements/#20230414143115>).

## Immunization Policy

North Carolina State Law (G.S. 130A-152) and Wake Forest University policy require documentation of certain immunizations for students attending Wake Forest. Students must submit certification of the immunizations set forth below or request and receive approval for a medical or religious exemption PRIOR TO REGISTRATION.

The statute applies to all students except the following:  
Students residing off-campus and registering for any combination of:

- Off-campus courses
- Evening courses (classes beginning after 5 p.m.)
- Weekend courses
- No more than four day credit hours in on-campus courses

**Read the complete immunization policy** at [go.wfu.edu/shs-vaccine](https://go.wfu.edu/shs-vaccine) (<https://go.wfu.edu/shs-vaccine/>)