Our Promise To You

The Dartmouth College Health Service, located within Dick’s House, provides a student centered medical home to all Dartmouth students. Our staff is committed to providing inclusive, culturally sensitive, quality health care to our diverse population.

The Health Service strives to support the personal wellness of our community which provides an essential foundation for both academic and lifelong success.
“Dick’s House”
The Story Behind The Name

The Dartmouth College Health Service is known on campus as “Dick’s House,” short for Dick Hall’s House. Dick Hall’s House, a historic brick building with many beautifully preserved rooms and features, was donated to the College in 1927 by Mr. and Mrs. Edward K. Hall in memory of their son, Richard (Dick) Drew Hall ’27, who died of polio during his sophomore year. Their vision being that:

“This House will serve as an infirmary for Dartmouth students who are sick, as a place of recuperation for those who simply need rest and a bit of care, and for all who sojourn within its walls we hope that it will serve as a home.”

Dick’s House was presented to Dartmouth College on June 6, 1926 during a dedication ceremony led by 1927 class president Joshua David and Dick’s classmates. The ceremony included laying the corner stone of the building, under which the class placed a sealed copper box that contained several pieces of Dartmouth memorabilia, one of which was a ten foot long parchment scroll signed by 458 members of the class of 1927. The building was completed and open to visitors in June of 1927 and that September, students could be seen for care.

Richard Drew Hall ’27
May 19, 1904 - November 8, 1924

Dick is away, but his house is here,
The hearth is burning bright.
Here are books and an easy chair.
Nearby - a waiting light.
Here one may rest and plan and dream
Just as he used to do.
This is a house for Dartmouth students.
Welcome home - to you.

Reference: The Story Of Dick’s House, Fiftieth Anniversary 1977, Theodor Swanson ’27
Eligibility For Care At Dick’s House

All Dartmouth students who are classified as active in the Student Information System (Banner), including those not taking classes or who are on a leave-term, are eligible for Health Services at Dick’s House. These students must comply with the College’s health insurance and pre-matriculation medical requirements.

When Eligibility Begins

For new students whose first term at Dartmouth is Fall term, eligibility to receive services at Dick’s House begins on August 1.

For new students whose first term at Dartmouth is Winter, Spring or Summer terms, eligibility begins the day before the first day of classes.

*Example: if your first term at Dartmouth is Winter term, you become eligible for Dick’s House services the day before you begin classes for Winter term.

Students who are required to be on campus as part of a College sponsored program, regardless of the time of year, are eligible for care at the Health Service.

When Eligibility Ends

Eligibility for students who have graduated will terminate on the first day of classes of the term following your graduation date. Eligibility also ceases when enrollment at Dartmouth College is terminated by withdrawal or separation.

*Example: If you graduate Spring term your eligibility to receive services at Dick’s House ends on the first day of Summer term.

Dependent Eligibility

Spouses and Domestic Partners of all Health Service eligible students qualify for a program of selected Primary Care services through enrollment in the Dartmouth Student Group Health Plan (DSGHP) Dependent Plan* or by enrolling into the Student Spouse and Domestic Partner Primary Care Program. **A domestic partner is defined by Dartmouth as a same gender partner.

The Health Service does not provide services for dependent children.

* Spouses enrolled into the DSGHP dependent plan are subject to dependent health access fees.

** Dependents enrolling into the Spouse and Domestic Partner Primary Care Program must meet the same insurance requirements as students and pay the associated fee.

The Health Service is wheelchair accessible.

An elevator on the first floor provides access to both 5 & 7 Rope Ferry Road.
Dick’s House On-line Services

Health History and Consent Forms

Incoming students are required to submit Health History and Immunization forms in addition to consent forms. For instructions and a check list for completing both paper and on-line forms please visit: http://www.dartmouth.edu/~health/about_us/incoming/index.html

Dartmouth Student Group Health Plan Insurance Waiver Process

All Dartmouth students classified as active in Banner who wish to waive the automatic enrollment into the Dartmouth Student Group Health Plan must complete the insurance waiver process by July 1 to avoid late fees. For instructions go to: http://www.dartmouth.edu/~health/fees_and_insurance/insurance/index.html

Primary Care Appointments

Medical appointments may be scheduled on-line via the Health Service website at http://www.dartmouth.edu/~health/, via the Health Service Open Communicator secure portal at https:\healthservices.dartmouth.edu, through the Banner Health Service link or by calling our Appointment Office at (603) 646 - 9401.

Secure Messaging

This is the Health Service’s electronic communication (e-mail), used between the provider and student and is accessed through the Health Service link on Banner. Communication with the Health Service providers via this link is both secure (encrypted) and confidential, and is encouraged over the use of email. If you have

Referrals

The Health Service is State-licensed and affiliated with the Dartmouth-Hitchcock Medical Center (DHMC). For services that are not available here, our staff will assist with referrals to DHMC or other community providers. Students requiring care after hours can call Safety & Security at (603) 646-4000 to be connected with the medical or counseling staff on call. Students with emergent medical or counseling concerns may be referred to DHMC emergency department for evaluation. Students are responsible for all fees billed by DHMC and community healthcare providers; for this reason, it is important for you to carry your health insurance card so it will be readily available for the doctor’s office to bill your plan directly.

The Dartmouth Student Group Health Plan requires a referral from Dick’s House prior to making an appointment at a Hanover, NH area community provider in order to receive the maximum allowable benefits from the plan.

Your Rights and Responsibilities

It is the policy of the Dartmouth College Health Service to serve you without regard to race, ethnicity, geographic region, socioeconomic status, religion, gender, age, sexual orientation, gender identity or expression, national origin, disability, military or veteran status. As a recipient of health services, you have the following rights and responsibilities.

You Have The Right to be treated with consideration and respect, to be informed about your health status and care, to participate in decisions that affect your well being, to know the name and function of the personnel involved, to seek professional opinions from other sources, to refuse any recommended services and to receive clear explanations for charges billed to your account.

You Have The Responsibility to provide an accurate health history, to communicate your concerns openly, to initiate questions when you do not understand, to comply with safety regulations, to be considerate of staff and fellow patients and respectful of their rights, to keep appointments or provide sufficient notice so the time can be made available to others and to be prompt with payments and the submission of insurance claims.

Your Thoughts And Concerns

The Health Service staff want to provide quality care that is responsive to your needs. We value your observations about your experience at the Health Service and encourage you to discuss any concerns with your provider.

We welcome your input in our Suggestion Box (located in the Reception area), via our web page under “feedback,” or by contacting the Director of the Health Service at (603) 646 - 9423.

Confidentiality Policy

The Dartmouth College Health Service maintains a strict policy of confidentiality to safeguard the privacy of your health information. We will not use or disclose a patient’s health information without the patient’s consent except as described in our Notice of Privacy Practices. Our careful observance of confidentiality promotes good communication between staff and patients. Confidentiality is an essential component of quality health care.

Should you have questions about the Confidentiality policy or the procedures we follow to obtain permission before releasing your information, please contact the Medical Records Office at (603) 646-9405. Copies of the Notice of Privacy Practices
Dartmouth College Health Service (Dick’s House) programs are funded primarily through tuition and the Health Access Fee which is applicable to all undergraduate, graduate and professional students, and is paid each term. Students who are not charged the Health Access Fee will be charged an established fee for each office visit and any lab or x-rays done.

Many, but not all, services at Dick’s House are provided without additional cost to the student. A complete listing of billable services and the associated fee is available online at the website listed above. Fees are subject to change without notice.

Students who are on a leave-term or not enrolled in classes, but who are classified as active in the College Information System (Banner), may enroll into the Health Service Eligibility Program for a non-refundable fee. Students enrolled in the Health Service Eligibility Program are treated identically to enrolled students who are paying the Health Access Fee. Visit the Patient Accounts Office to complete the required enrollment form prior to making an appointment.

Dependents: Spouses and Domestic Partners who are enrolled in either the Dartmouth Student Group Health Dependent Plan or the Health Service Spouse and Domestic Partner Primary Care Program are treated identically to enrolled students who are paying the Health Access Fee. Dependent charges will be posted to the student’s tuition account if not paid at the time of the service.

Payment: Payment for billable services can be made with cash, check, credit card or posted to the student’s tuition account. Charges posted to the student’s tuition account do not state the service or treatment provided as that information is confidential and cannot be released without the patient’s written permission.

We are unable to submit claims to insurance companies; however, upon written request of the patient, an itemized statement will be provided which may be submitted to his/her health plan for reimbursement -- please send a request to Dicks.House.Patient.Accounts@Dartmouth.edu.

Pharmacy Charges: For Dick’s House Pharmacy and vending pharmacy questions, please contact the Pharmacy directly by phone at (603) 646-9456, or by e-mail to Dicks.House.Pharmacy@Dartmouth.edu.

The providers in our Primary Care outpatient clinic are dedicated to personal, confidential outpatient visits and high quality medical care for your illness and injuries. The clinic offers flexible scheduling with many same day appointments available through web booking or by calling our Appointment Office. Lab and x-ray studies for most needs are available through our office. For concerns outside the scope of our practice, appropriate diagnostic studies and referrals to specialists are arranged.

We also offer preventive care services for students and Health Service eligible spouses and domestic partners. Dick’s House services include general physical examinations with screening procedures as recommended by national guidelines including screening and treatment for sexually transmitted infections. We offer pregnancy testing and counseling and a full range of contraception counseling and treatments including IUD insertions. We also provide medically-oriented counseling regarding sexual expression and sexuality, food and nutrition (including eating disorders), and alcohol, drug and sleep issues. When appropriate, we refer students to specialists at the Dartmouth-Hitchcock Medical Center (DHMC).

Our medical staff includes physicians, physician assistants and nurse practitioners. Our staff are licensed and board certified, have Drug Enforcement Agency (DEA) prescription privileges, and maintain national and state continuing medical education and medical licensing requirements. We work closely with our medical assistants, appointment and reception staff, pharmacists, x-ray technologist, nurses and others to provide you with excellent care.

Dick’s House Annual
FREE Flu Shot Clinics
Flu Clinic dates, times and locations will be announced in September through the VOX Daily e-mail notification system.

Be sure to schedule your appointment early as clinics fill up fast and doses are limited!
Primary Care Appointment Office
(603) 646 - 9401
Dick's.House.Primary.Care@Dartmouth.edu

Fall, Winter and Spring Terms
Monday - Friday
8:00 AM - 4:00 PM

Medical Records & Reception
(603) 646-9400
Dick's.House.Medical.Records@Dartmouth.edu

Summer Term and Breaks
Monday - Friday
8:00 AM - 4:00 PM

The Dick’s House Primary Care Appointment Office is located on the first floor of Dick’s House near the Reception area. Students are encouraged to call for an appointment. Same day appointments are available, please schedule through Banner or call for availability. For greater convenience, most appointments may be scheduled 24 hours a day 7 days a week via the Health Services on-line link at https://healthservices.dartmouth.edu Next day appointments are made available at midnight.

We aspire to see everyone in a timely manner and to stay on time. Students with urgent needs may be added into the existing schedule. Occasionally, some appointments take longer than anticipated. Please consider these factors when scheduling your appointment. We certainly appreciate your understanding and we look forward to working with you.

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Radiology Department
(603) 646 - 9401

Fall, Winter and Spring Terms
Monday - Friday
9:00 AM - 1:00 PM

Summer Term and Breaks
Monday - Friday
9:00 AM - 1:00 PM

A referral from a Dick’s House Provider is required to access these services.

To ensure timely evaluation and diagnosis, Dick’s House maintains an on-site radiology service.

- A qualified Radiological Technologist (RT) credentialed by the American Registry of Radiologic Technologists will perform your examination.
- A radiologist accredited by the American College of Radiology interprets radiology studies performed at Dick’s House.
- A copy of the x-ray report can be obtained with a release of information signed by the patient.
- Orders for studies such as Magnetic Resonance Imaging (MRI), DEXA Scan, CT Scan, Ultrasound, Nuclear Imaging or Mammography will be referred off-site.

The Dick's House Medical Records Office
(603) 646-9400
Dick's.House.Medical.Records@Dartmouth.edu

Fall, Winter and Spring Terms
Monday - Friday
8:00 AM - 6:00 PM

Summer Term and Breaks
Monday - Friday
8:00 AM - 4:00 PM

http://www.dartmouth.edu/~health/services/med-records.html

Each student has a medical health record at the Health Service beginning with the required immunization record and personal health history information submitted on-line.* This health information is an important element in the care and treatment you receive during your years at Dartmouth.

We believe timely access to information, such as laboratory results, x-ray reports and office notes, improves the quality of your care. We have an agreement with Dartmouth-Hitchcock Medical Center (DHMC) to access the medical information of shared patients through an electronic record system. This access requires your electronic consent on the DHMC Institutional Affiliate Information System (IAIS) access form.*

Notice of Privacy Practices – Our Notice of Privacy Practices explains how we use and disclose your personal health information which is protected by state and federal privacy laws. The Notice also explains your rights to your personal health information/medical record. Your electronic acknowledgement of this Notice is required.* View a copy at: http://www.dartmouth.edu/~health/about_us/incoming/index.html or contact the Health Service for a printed copy.

Immunization Records – All new students are required to provide the Health Service with specific documentation proving immunities to various diseases and screening for Tuberculosis.* Remember to collect a copy of your immunization record before you Graduate.

Release (copies) of your Medical Record – The Health Service requires you to complete the Authorization For Use Or Disclosure Of Protected Health Information prior to releasing your personal health information to anyone including other campus departments, your family and other health care providers unless otherwise permitted by law or for the specific reasons outlined in the Notice of Privacy Practices. View or download a copy at: http://www.dartmouth.edu/~health/docs/dartmouth_college_health_service_roi.pdf.

Retention – Medical Records are retained by the Health Service for ten (10) years following graduation or withdrawal from Dartmouth.

* All students are required to complete several forms prior to matriculation. For instructions and a check list for completing both paper and on-line forms please visit: http://www.dartmouth.edu/~health/about_us/incoming/index.html.
The Student Wellness Center

Student Involvement

http://www.dartmouth.edu/~healthed/

The Student Wellness Center welcomes student involvement in the process of educating and disseminating healthy practices within our community. We offer a variety of ways for students to participate as proactive partners through student groups, peer trainings, and internships.

Dartmouth on Purpose (DOP): A student group that aims to help every individual in our community thrive through supporting self-reflection and intentional action. DOP seeks to create a space, community, and culture that supports doing things “on Purpose,” en route to the success each individual seeks, acknowledging that ‘success’ does not mean the same thing to everybody.

Movement Against Violence (MAV): A student-run organization that seeks to educate peers on sexual violence prevention at Dartmouth by facilitating discussions that challenge certain accepted norms on our campus.

Sexual Health Peer Educators (Sexperts): Serves as campus educational peer educators. They respond to requests for peer education around issues of healthy sexuality, relationships, pleasure-based sexuality, STIs, contraception, etc. Sexperts also provide advising services on an individual basis. As a group, Sexperts strive to be inclusive and address all members of the Dartmouth student population.

Wellness Center Internships: Undergraduate students with interest working with our staff on special projects can apply for a paid internship. Examples of on-going projects include the Stall Street Journal design and distribution, Dartmouth Bystander Initiative support, sexual violence prevention and Wellness Peers coordination. Graduate students can qualify for becoming a paid BASICS provider.

Wellness Peers: Wellness Peers serve as resources for students who are looking to reflect on and discuss wellness-related issues. Drawing on their training in Motivational Interviewing and mindfulness practices. Wellness Peers provide opportunities for students to think about the seven dimensions of wellness and offer support for students who are interested in making behavior changes. Through one-on-one and group interactions with students, the Wellness Peers listen, support, and guide students and help students navigate to any resources that may be useful.

Dick’s House Travel Clinic

To Schedule: https://healthservices.dartmouth.edu

Fall, Winter and Spring Terms
Monday - Friday
8:00 AM - 4:30 PM

Summer Term and Breaks
Monday - Friday
8:00 AM - 4:00 PM

http://www.dartmouth.edu/~health/services/specialty.html

Planning A Trip To An Exciting Location?

Fantastic!

Here Are Some VERY Important Things To Note!

1. As Soon As You Know where you’re going, Schedule A Travel Consult using the Health Services on-line link. Please don’t wait until the last minute to schedule yours. If you call during the last two weeks of the term, we may not be able to accommodate your travel health needs and/or offer adequate disease protection.

2. Depending on your travel destination, you may need immunizations and anti-malaria medication. To Be Effective, You Should Have Your Shots Completed Early, preferably more than one month before your trip!

3. Be aware that not all health insurances cover Travel Clinic expenses at Dick’s House. For Specific Coverage Details Contact Your Health Plan Directly Prior To Receiving The Immunizations.

Remember:
Schedule your travel consult early so you can focus on enjoying the trip of a lifetime!
Counseling & Human Development (CHD) is the department for psychological services at Dartmouth College. We are located on the second floor of Dick’s House.

College life can be exciting and challenging. It can also be stressful. Social and emotional concerns can interfere with academic performance and social interactions. We are committed to helping students get the most from their college experience. One way students can do this is to talk with a CHD counselor in a supportive atmosphere to help with self-understanding and the resolution of personal concerns.

We offer a wide variety of psychological services to assist students in managing the many demands and developmental challenges of college. These services, provided by a diverse and multi-culturally competent professional staff, include short-term counseling, group counseling, medication evaluation and monitoring, and consultation. Additionally, we provide same-day services for crisis and emergency situations.

In addition to clinical services, we provide a range of programs to promote mental health, emotional resilience, and wellness throughout the campus community. Our counselors can present/facilitate programs on topics such as anxiety, stress management, depression, and adjusting to college life.

Our services are available for all full-time, enrolled students and there is no charge for counseling services at CHD. We maintain a confidentiality policy in which privacy is respected. For more information, please visit our website.

For more information or to schedule an appointment, please call (603) 646-9442.

The staff at the Student Wellness Center strive to cultivate an environment that supports the well-being of our students by translating research into action, embracing innovation, and encouraging positive change on the individual and community level. We aim to empower students to reach their fullest potential through holistic wellness by maximizing health promoting behaviors and minimizing harmful behaviors during their college experience and beyond. This objective is accomplished through providing opportunities for reflection, intention, connection, practice, and mobilization across different dimensions of wellness.

Alcohol & Other Drugs: We support students in making low-risk choices and decreasing harm related to alcohol consumption. One of our flagship programs is BASICS (Brief Alcohol Screening and Intervention for College Students), a one-on-one discussion with a provider that can help students assess their behaviors and make decisions around substances in accordance with their own goals and values.

Holistic Wellness and Mindfulness: Students can engage in a variety of programs that support holistic wellness. Thriving@Dartmouth is a class for PE credit that equips students with evidence-based tools and practices that promote stress-management, resilience, and overall well-being. Koru is a 4-week introduction to mindfulness designed for college students. Other wellness initiatives include retreats to the Kripalu Center for Yoga and Health, “Refresh” sleep quality improvement online course, free yoga classes and relaxation on-line audio recordings.

Sexual Health & Healthy Relationships: We offer safer sex products including, but not limited to, external & internal condoms, variety of lubes, dental dams, etc. Sexual health related information and brochures are also provided for students who have questions or concerns around the topic.

Sexual Violence Prevention: The Dartmouth Bystander Initiative (DBI) is a prevention strategy focusing on leadership and bystander intervention to mobilize our community to prevent stalking, harassment, dating/domestic violence and sexual assault. DBI helps students, faculty and staff understand our role in preventing violence and how to take proactive steps to build a safer community.
Sports Medicine & Athletic Trainers
(603) 646 - 2472

Fall, Winter & Spring Terms
Monday - Thursday 9:00 AM - 6:30 PM
Fridays 9:00 AM - 6:00 PM

Summer Term
Monday - Friday 12:00 PM - 5:00 PM

The Dartmouth Sports Medicine Department provides healthcare to the intercollegiate athletes of Dartmouth College. The main facility is the Athletic Training Room located in the Davis Varsity House adjacent to Alumni Gym. It is staffed by certified athletic trainers who are assigned to specific athletic teams throughout the year.

Our athletic training staff works in conjunction with the College Health Service staff and the Orthopedic and Sports Medicine physicians at the Dartmouth-Hitchcock Medical Center to provide our athletes with comprehensive athletic healthcare ranging from emergency care to injury rehabilitation.

Athletic Insurance Information - Despite the best preventive efforts, athletic injuries will occur, many of which will require specialty medical services outside of the Sports Medicine Department. It is very important that athletes and parents understand the Dartmouth College policy regarding medical coverage for athletic injuries. Dartmouth College does not provide or carry additional medical coverage for intercollegiate athletes or any other special activities group. All medical expenses incurred (including deductibles, co-payments and any other charges not covered by your health plan for treatment of athletic-related injuries) are the responsibility of the student athlete. This policy applies regardless of whether or not the injury was sustained in a formal practice or competition while representing Dartmouth College, either on-campus or while visiting another institution.

Weekend Hours Depend On Team Practices And Competitions

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Nutrition (603) 646-9442

Fall, Winter and Spring Terms
Monday - Friday 9:00 AM - 4:30 PM

Summer Term and Breaks
Monday - Friday 8:00 AM - 4:00 PM

http://www.dartmouth.edu/~chd/resources/eating/index.html

Nutrition links the food you eat to health and disease. In your lifetime, you’ll eat about 70,000 meals and some 60 tons of food. There are many different factors that influence your food choices. Most importantly, the foods you choose affect how you feel, including your energy level, concentration, and memory - your body and brain need the right nutrition to function properly. Here at Dartmouth College Health Service, our goal is to help you understand the food choices you make and recommend dietary practices for your good health.

The Nutritionists at Dick’s House work as a team with Primary Care, Counseling & Human Development, and Sports Medicine to assist you with managing specific health concerns or conditions and assess your personal needs. Nutrition services are available as consultations to both individuals and groups, along with varied outreach activities, including issues such as:

- Healthy Eating
- Food Allergies
- Diabetes
- Gastrointestinal Health
- Weight Management
- Vegetarianism/Veganism
- Eating Healthy on Campus
- Mindful — Intuitive Eating
- Body Image & Eating Disorders
- Heart Health
- Plant Based Diets
- Sports Nutrition
- Food & Mood

Appointments to meet with one of the Registered Dietitian Nutritionists can be made via a referral from Primary Care or Counseling & Human Development.

Stall Street Journals
http://www.dartmouth.edu/~healthed/

Published by The Student Wellness Center, the Stall Street Journals are published once a month throughout the year and are located in bathroom stalls around campus. The program’s goals are:

- To provide relevant health education information
- To encourage positive behavior change
- To promote health related activities and opportunities within the Dartmouth Community.
The Inpatient Department (IPD) is a ten bed infirmary hospital unit located on the second floor of Dick’s House. Our staff is dedicated to providing quality health care and education in a setting which offers the least disruption to a student’s academic program. The Inpatient Department is staffed with two registered nurses during each shift. Both a Health Service provider and counselor are available on-site, or on-call 24 hours a day 7 days a week during Fall, Winter and Spring terms.

Our healthcare providers include: Physicians, Physician Assistants, Psychiatrists, Psychologists, Nurse Practitioners, Registered Nurses, and Social Workers.

The Inpatient Department provides overnight care for medical, post-surgical and mental health concerns. Telephone advice and nursing assessments after hours.

The Pharmacy is located on the first floor of Dick’s House down the hall and just past the Appointment Office. The Pharmacy fills prescriptions for Health Service eligible students and their dependents, as well as employees and their dependents. Many prescription insurance cards are accepted here. Please have your prescription insurance card, that may be separate from your medical insurance card, with you when you present a prescription. A selection of over-the-counter medications and health aids are also available in the pharmacy. Prescriptions can be phoned or faxed into the Pharmacy from providers outside of Dick’s House. Prescriptions can be transferred from your hometown pharmacy -- just ask us how.

In order to keep your record confidential, we work on a secure private network. The Pharmacy staff welcomes questions about medications and routinely provides printed literature with prescriptions. The Pharmacy e-mail address is Dicks.House.Pharmacy@Dartmouth.EDU. Accepted forms of payment are: cash, check, credit card or student account. Charges made to student accounts do not state the name of the medication dispensed as that information is confidential and cannot be released without your written permission.

The Pharmacy stocks a vending machine with commonly used over-the-counter medications including generic equivalents at affordable prices. The Vending Pharmacy is located in the main entry foyer and is accessible 24 hours a day 7 days a week.

Use your student Dash card or cash