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.
Do You Know,

The Story Behind The Name

“Dick’s House”?

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
Health Service 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 the Health Service are provided without additional cost to the student. A complete listing of billable services and the associated fee is available on-line 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 have the same access to treatment as 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.
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.

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.

Health Service 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 are available at the Reception Desk.

Medical Records & Reception

(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 record at the Health Service. This begins with the required immunization record and personal health history submitted during the pre-matriculation process. All new students are required to provide the Health Service with documentation of specific immunizations as well as a screening for Tuberculosis. 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

This health information is an important element in the care and treatment you receive during your years at Dartmouth.

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 or print a copy at:


Release of your Medical Records – The Health Service requires you to complete the Authorization for Use and Disclosure of Protected Health Information prior to releasing your personal health information to anyone. View or download a copy of our release at:

http://www.dartmouth.edu/~health/services/medicalrecordsrequestfillable.pdf

Medical Records are retained by the Health Service for 10 years following graduation or withdrawal from Dartmouth. You can request copies of your records at anytime prior to the 10 year expiration.

Jacqueline (Jackie) Carter
& Kellie Towle
Medical Records
Coordinators

Photo by:
Fresh Check Day Photo Booth
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.

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**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 services provided by the Health Service. 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 the Health Service 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 services at the Health Service 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 the Health Service 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.

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* 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 Dartmouth insurance requirements as students and pay the associated program fee.
Health Service 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 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, and by August 1 for a full year waiver. 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 secure student portal at https://healthservices.dartmouth.edu, through the Health Service link on Banner, 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 questions, please call (603) 646-9400.

Are You Aware?

- All Dartmouth students who are classified as active in the Student Information System (Banner) are eligible to receive services at the Health Service.
- Students who waive the Dartmouth Student Group Health Plan are still eligible to receive services at the Health Service.
- Students on a leave or off term, or part-time students, are still eligible to receive services at the Health Service on a fee for service basis.

Dick’s House Travel Clinic

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

Planning A Trip To An Exciting Location?

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, or Contact The Insurance Information Office For Assistance Prior To Receiving The Immunizations.**

Remember:
Schedule your travel consult early so you can focus on enjoying the trip of a lifetime!
Dartmouth-Hitchcock operates a pharmacy located on the first floor of Dick Hall’s House Health Service that serves students, College employees, Hospital employees, and their dependents. The pharmacy accepts most prescription insurance plans and prescriptions can be e-prescribed, phoned, faxed, dropped off, or transferred to the pharmacy. Pharmacists are available for medication consultations during regular business hours.

A full supply of over-the-counter (OTC) items, snacks, and small gifts are available in the pharmacy. Students and employees are eligible to receive a 10% discount on all OTC items. Customers are encouraged to visit the pharmacy during operating hours but if an often-used OTC item is needed after hours, a vending machine is available 24/7 in the lobby of Dick Hall’s House. The 10% discount is not available on these items.

The pharmacy accepts DA$H, cash, or credit card and the vending machine accepts DA$H or cash.

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 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.
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

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

http://www.dartmouth.edu/~health/services/make-appt.html

The Health Service 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.

Healthy Recipes  
Produced by Shira Evans, MS, RD, CSSD, LD  
Coordinator of Nutrition Programs &  
Sport Nutritionist

Gingerbread Overnight Oats

**Ingredients**
- 1/2 cup instant oats
- 1 TBSP chia seeds
- 1/2 tsp. cinnamon
- 1/4 tsp. ginger
- 1 tsp. molasses
- 1/2 tsp. vanilla extract
- 1-2 tsp honey
- ¾ cup milk (low fat or milk alternative)

**Directions**
1. Place dry ingredients into a Tupperware container
2. Add liquid ingredients and mix with a spoon
3. Place cover on Tupperware and store in the refrigerator over night
4. Heat in the microwave for 1-2 minutes and enjoy!

Chocolate Almond Chia Pudding

Craving something sweet? Chia pudding is a great way to honor your hunger and taste buds. Plus, it’s packed with many nutrient benefits! Try this recipe as a make-ahead snack that you can keep in your fridge for 4 days.

**Ingredients** (makes 2 servings)
- 1/4 cup chia seeds
- 1 cup almond milk (or other milk of your choosing)
- 2 tablespoons cocoa powder
- 1 teaspoon vanilla extract
- 1 tablespoon maple syrup
- 2-3 tablespoons Almond butter
- 2-3 tablespoons slivered almonds

**Directions**
1. Add almond milk to chia seeds. Let sit in the fridge for at least 1 hour.
2. Add cocoa powder, vanilla extract, and maple syrup. Blend in a blender or food processor until smooth and creamy.
3. Layer pudding with almond butter, slivered almonds, and top with berries or shredded coconut.
Could You Benefit From Light Therapy?

Light therapy is one way to help decrease symptoms of Seasonal Affective Disorder (SAD) by exposure to artificial light. SAD is a type of depression that usually occurs in the fall and/or winter.

Interested in trying a lamp?

Sun Lamps can be borrowed for a period of 1-2 weeks depending on demand. Contact the Counseling Center at (603) 646-9442 or stop by their office for more information.

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 the 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 the Health Service work as a team with Primary Care, The Counseling Center, 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 the Counseling Center.

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, the Health Service 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 the Health Service.
- 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.

Did You Realize?

The first medical x-ray happened at Dartmouth! Hanover, NH local Eddie McCarthy slipped into medical history by breaking his wrist while skating on the Connecticut River. Several days later, on February 3, 1896, the fracture was immortalized in the first medical x‐ray.

The experiment, an early example of Dartmouth’s interdisciplinary approach to research, took place in the Physics Lab, where professors from the Medical School, Thayer School and the Astronomy Department proved the diagnostic potential of the x‐ray. The exposure lasted 20 minutes and revealed a fractured ulna.

The same cross-disciplinary collaboration that resulted in this first x-ray still happens on our campus every day. You’ll find this partnership happening across most departments, and in many cases, led by students. Dartmouth not only values a liberal arts education and the opportunities it provides, but reinforces its importance again and again.

Courtesy: Rauner Special Collection
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 24 hours/day when open, and nursing assessments after hours.

Health Service Annual
FREE Flu Shot Clinics

The Health Service sponsors annual FREE Flu Shot Clinics every fall. Flu clinic dates, times and locations will be announced in September through the VOX Daily e-mail notification system. All active students and Health Service eligible spouses and domestic partners can get a FREE flu shot.

Be sure to schedule your appointment early as clinics fill up fast!

Counseling Center
(603) 646-9442

Emergency Services Are Always Available

The Counseling Center 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 Counseling Center 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 the Counseling Center. 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