

UNIVERSITY OF MANITOBA PROCEDURE

Procedure:	UNIVERSITY HEALTH SERVICE
Parent Policy:	University Health Service Policy
Effective Date:	November 30, 2012
Revised Date:	September 12, 2016
Review Date:	September 12, 2026
Approving Body:	Provost and Vice-President (Academic)
Authority:	<i>The University of Manitoba Act</i>
Responsible Executive Officer:	Vice-Provost (Students)
Delegate:	Executive Director, Student Support
Contact:	University Health Service, Medical Director
Application:	All Students and Employees

Part I Reason for Procedure

- 1.1 To identify University Health Service as a student service unit, its location and scope of services.

Part II Procedural Content

Definitions

- 2.1 The following terms have the following defined meanings for the purpose of this Procedure:
- (a) “UHS” means the University Health Service;
 - (b) “UMSU” means the University of Manitoba Student Union;
 - (c) “University” means the University of Manitoba.
- 2.2 Any person who is a registered student at the University is eligible to attend UHS.
- 2.3 Students who have graduated will have one (1) year to continue using UHS at which point they will be expected to find a new physician.

- 2.4 University staff members and their families who were patients of UHS in 2003 are eligible to continue to access healthcare services at UHS pursuant to the terms of this Procedure.
- 2.5 New staff may be occasionally accepted by UHS, if there is capacity at UHS to do so. This will be done through a lottery process.
- 2.6 Staff who are eligible to access UHS services may continue to access such services following their retirement, pursuant to the terms of this Procedure.
- 2.7 Staff who leave employment of the University (other than by retirement) will have one (1) year to access UHS services following their departure, after which they will be expected to find another family physician.
- 2.8 Staff (and their families as may be applicable) who are eligible for UHS services, but have not accessed such services for a period of five (5) years will be assumed to have found other physician services and will no longer be eligible for UHS services.
- 2.9 The physicians at UHS reserve the right to continue seeing a patient even if they are no longer eligible to attend UHS if that physician deems the transfer of that patient's care as deleterious to their health.

Uninsured Fees

- 2.10 Not all UHS services are covered by provincial health coverage or alternate insurance providers. Therefore, additional fees will be charged for certain services. These fees may change over time. A complete list of fees can be obtained from the UHS website or by visiting the clinic. For example, fees are charged for the following services:
 - (a) Workplace or sport physical exams;
 - (b) Driver's physical exams;
 - (c) Immunization visits, including travel and faculty immunization visits;
 - (d) Forms;
 - (e) Letters;
 - (f) Cosmetic procedures;
 - (g) Injections given by a nurse if not covered by MHSC;

- (h) Mantoux testing for immunizations (required by a faculty/school);
- (i) Blood serology drawn for immunizations (required by a faculty/school); and
- (j) Other.

2.11 These fees may be waived at the discretion of the treating physician.

Missed Appointments

2.12 For a first time missed appointment, a warning letter will be sent out advising the patient of the missed appointment and reviewing the clinic policy regarding missed appointments. The patient is informed in this letter that they will be billed for any further missed appointments.

2.13 The fees for missed appointments vary according to the length of appointment missed. These fees can be found on UHS' website or can be obtained by contacting UHS.

2.14 Exceptions to the above listed statements include:

- (a) Same day appointments: a patient will be charged if he/she misses a same-day appointment. The patient is verbally advised of this at the time the appointment is booked.
- (b) Appointments with UHS' consulting psychiatrist: a 'no-show' fee will be charged if the appointment was not cancelled within seventy-two (72) hours of the appointment or was missed altogether. Patients are verbally advised of this policy when they are given the appointment with the psychiatrist.

2.15 These fees may be waived at the discretion of the treating physician.

Part III Accountability

3.1 The Office of Legal Counsel is responsible for advising the Vice-Provost (Students) that a formal review of this Procedure is required.

3.2 The Executive Director of Student Support is responsible for the implementation, administration and review of this Procedure.

3.3 All students and employees are responsible for complying with this Procedure.

Part IV Review

- 4.1 Governing Document reviews shall be conducted every ten (10) years. The next scheduled review date for this Procedure is September 12, 2026.
- 4.2 In the interim, this Procedure may be revised or repealed if:
 - (a) the Vice-Provost (Students) or Approving Body deems it necessary or desirable to do so;
 - (b) the Procedure is no longer legislatively or statutorily compliant;
 - (c) the Procedure is now in conflict with another Governing Document; and/or
 - (d) the Parent Policy is revised or repealed.

Part V Effect on Previous Statements

- 5.1 This Procedure supersedes all of the following:
 - (a) all previous Board of Governors/Senate Governing Documents on the subject matter contained herein; and
 - (b) all previous Administration Governing Documents on the subject matter contained herein.

Part VI Cross References

- 6.1 This Procedure should be cross referenced to the following relevant Governing Documents, legislation and/or forms:
 - (a) [University Health Service Policy](#)