

As part of a university that has experienced increased enrollment and residential students, the Wellness Centre has been impacted by this growth. In order to achieve our mandate of serving students first, then staff and faculty, while complying with our Fraser Health contract, our Health Services team has reviewed our current capacity/ability to serve the TWU community and have outlined our strategies to address this growth.

**Documentation of Care : “Notes”**

As per our policy for documentation of care (found our website) we are not able to provide “notes” when students present with a “request from faculty for a note” when the student was not treated at the Wellness Centre. Due to ethical constraints related to professional code of conduct; unnecessary exposure to illness and spread of infections; and limited resources, this request for notes for care not delivered cannot be accommodated. To best serve our TWU community, we need to reserve our services for those that are ill or in need of medical care. (see full policy at bottom of page)

**Changes to Health Services**

Family Members of Staff and Faculty

* Medical Care at the TWU Wellness Centre will be limited to students, staff and faculty. We regret that we will no longer be able to see non-student relatives of faculty and staff

Travel Care

* All inquiries for travel medicine will be referred to local travel clinics. Travel medicine has never been part of MSP covered care therefore our physicians will not prescribe vaccinations or travel medications. Our nurses are available for consultation and basic immunizations such as Hepatitis A and B etc.

Staff and Faculty Appointments

* TWU physicians are not to be considered the primary care physicians for staff and faculty.
* Care should be limited to intermittent/urgent conditions.
* Some urgent symptoms that have the potential to be serious (like chest pain or stroke symptoms)are best evaluated in the Emergency Room.
* Prescription refills should be obtained from family physicians. In cases of emergency refills, most pharmacies will provide a contingency supply until a prescription renewal can be obtained from the family doctor or specialist.
* Same Day appointments may be limited with priority being given to students and appointments are best booked ahead.

Lab Services

* Staff and Faculty who have requisitions for bloodwork from their family doctor/specialist may book appointments for bloodwork. Lab results will not be copied to the Wellness Centre, but will be directed to the ordering physicians.

Share of Care Protocols

* The development of Share of Care Protocols between physician and nurses, will provide more opportunity to ultilize our full scope of practice as health care providers. Examples of Share of Care Protocols include: Allergy Shots and Upper Respiratory Tract Infections

**Documentation of Illness for Academic Concession**

* If you have had an injury or illness that has interfered with your studies, the registrar’s office or a professor may request documentation from the healthcare provider.
* A healthcare provider can only document care that they have personally provided at the time of illness or injury. If this was a Doctor or nurse at TWU’s Wellness Centre then they will usually be able to provide a letter for you. If you received care from other providers, documentation must come from them.
* The doctors or nurses at TWU’s Wellness Centre cannot document care they have not provided. They also cannot document nonmedical issues such as a family crisis unless this has had a negative impact on the student’s health that they have already been involved in the care of.
* For many common illnesses such as migraines, menstrual cramps or brief “stomach flu” , professional healthcare may not be required. Professors are discouraged from asking students to seek care under such circumstances **solely for documention purposes**. This adds to the discomfort of the patient and may unnecessarily expose others to infectious disease.
* Examples:
* 1)      A student was ill and cared for by their family doctor or a clinic doctor. Documentation can only be provided by these doctors.
* 2)      A student reports illness or injury that interfered with their studies but was not attended to by healthcare professional at that time. There is no documentation available in this circumstance.
* 3)      A student experiences a family or personal crisis that triggers depression that impairs the student’s cognitive ability. They seek medical and/or counselling care through the Wellness Centre over the course of this illness. As a part of this care the provider may recommend a reduction in course load, which they would provide documentation to support.
* 4)      A student experiences a family or personal crisis that they feel has interfered with their studies. Perhaps they have had to travel home for a period of time because of this. If there has been no healthcare professional involved, then there can be no documentation from a healthcare perspective. Perhaps under some circumstances there may be non-medical documentation that could be provided from other sources.