


## How can I get a doctor's note to excuse me from a class/work?

 To receive a doctor's note, a student has to have been seen at Lafene Health Center. Blanket excuses will not be given to students who claim to be sick or injured, but haven't been seen at Lafene. During their appointment, the student can request a doctor's note. A verification form will be completed and signed by a member of the medical or nursing staff and given to the student. This form states the time and date of the appointment, as well as the doctor seen.


## Why do I have to wait to see someone?

To lessen the waiting time, students should make appointments to see a healthcare provider. Patients who do not have appointments can see a triage nurse, who will then decide if scheduling an appointment is necessary. However, this may require patients to wait if there are many others without appointments seeing the triage nurse. The best method of seeing a healthcare provider is to schedule an appointment.

## Why doesn't Lafene offer \$4 prescriptions?

The \$4 prescriptions advertised at some pharmacies generally include the generic medications that have been in use for awhile. Many of the prescriptions that students need to fill may not be included in the store's (Wal-Mart or Dillons) listed \$4 medications and will end up costing more than \$4. Lafene's full service pharmacy offers prescriptions at competitive prices. A prescription not on the \$4 list that costs \$30 at another pharmacy may only cost \$10 at Lafene. The more students use the pharmacy, the lower the costs will be. For example, if more students fill prescriptions at Lafene, the pharmacy can buy more medications in bulk for reduced cost, and pass the savings on to students. In addition to offering prescription medications, the pharmacy offers non-prescription medications such as pain relievers, cough medicines, condoms, etc.

## How do I schedule an appointment?

 To schedule an appointment, call 785.532.6544. You will be asked for your preference for time and date, and the receptionist will try to accommodate your scheduling needs. Appointments can also be scheduled in person. When you walk in the front door of Lafene, you'll see a sign that says, "check-in/appointments." Go through that door to speak to a receptionist to schedule your appointment.

# Still have questions...?

Lafene has several comment/question drop boxes located throughout the building. You can also send any comments or questions to [healthy@ksu.edu](mailto:healthy@ksu.edu).

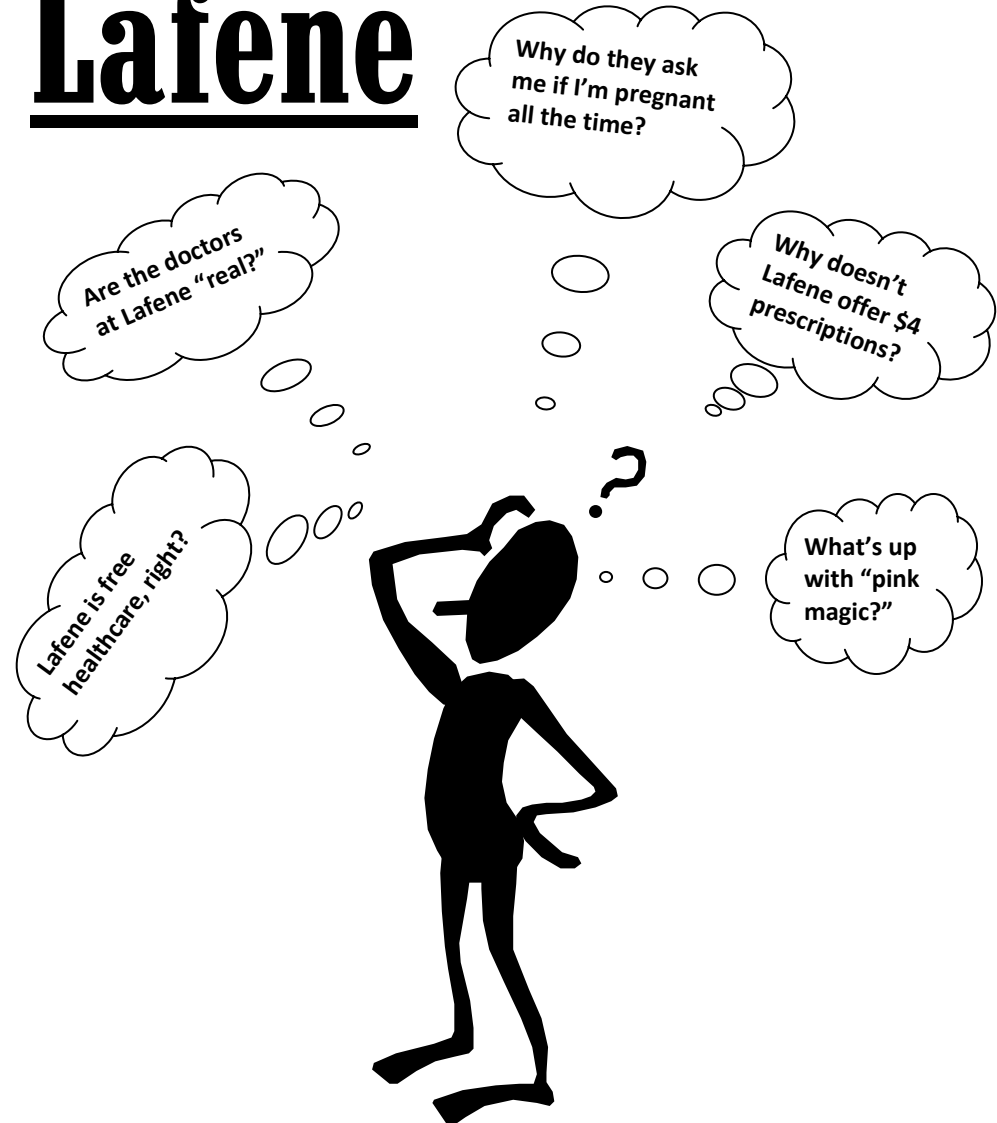


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# The Lowdown on

# Lafene



# You asked...we answered.

## Why do they ask me if I'm pregnant all the time?

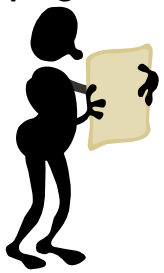
This is a common misconception taken out of context of the standard practice of care asking all female patients for the first day of their last menstrual period. It is not that the doctors are judging you.

As a responsible healthcare provider, it is our duty to protect the health of the unborn baby. All women of child-bearing age are asked this question, regardless of why they come to Lafene. This standard practice of care is the same with any healthcare provider a patient would see or contact. If there is a possibility that a patient is pregnant, it is important for the provider to know, so they can give care accordingly. For example, some medications can have adverse effects on a developing baby.

## Lafene is free healthcare, right?

WRONG! A portion of the privilege fees that students pay every semester goes toward the support of Lafene Health Center. Students do not have to "pay" to see a doctor at the time of the visit or appointment, because the visit is covered by the privilege fee. However, the patient must pay a charge for other services, including lab tests and x-rays, as well as medications. The charges for these services are usually below community rates, because the privilege fee also subsidizes the charges.

Health insurance can greatly reduce the cost the student will incur due to these services.



## Can I save money by using services at Lafene?

In addition to using Lafene for the quality health care provided, it is to the financial benefit of the student to use Lafene services. Students pay a privilege fee that helps support Lafene and students can see a healthcare provider without a visit charge. Generally, physician visit charges can range from a \$20 co-pay to \$250 if you are uninsured! The privilege fee allows Lafene to offer affordable costs for services provided. Also, the more students use Lafene services, such as the pharmacy and laboratory, the more money they are likely to save collectively. For example, if more students fill prescriptions at Lafene, the pharmacy can buy more prescriptions in bulk for reduced cost, and in turn charge lower prices to students.

## Why won't they give me antibiotics?

Most illnesses are caused by two kinds of germs: bacteria and viruses. Antibiotics can cure most bacterial infections - not viral infections. Bacteria cause strep throat, some pneumonia and sinus infections. Antibiotics can work. Viruses cause the common cold, most coughs and the flu. Antibiotics don't work. Antibiotics are strong medicines, but they don't cure everything. When not used correctly, antibiotics can actually be harmful to your health. Using antibiotics for a virus:

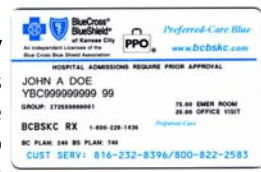
- Will NOT cure the infection
- Will NOT help you feel better
- Will NOT keep others from catching your illness

Information provided by the Centers for Disease Control and Prevention. To learn more, check out [www.cdc.gov/getsmart](http://www.cdc.gov/getsmart).



## Why do I need to bring an insurance card?

Your insurance card/prescription card gives the business office the information it needs to file an insurance claim



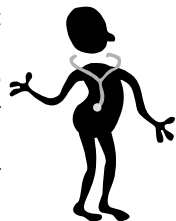
for you. It determines how much you pay and when you are required to pay it. Every time you contact a healthcare provider, you should take your insurance card/prescription card.

## Are the doctors at Lafene "real"?

The doctors at Lafene are just as "real" as any doctor a student would see in a private practice or in a hospital. All of the Lafene doctors graduated from accredited medical schools and are licensed to practice medicine. The doctors, as well as nurses and professional staff, continue to maintain their licensure through required education. For the past forty years, Lafene Health Center has been fully accredited by a nationally recognized healthcare accrediting organization. You can view the individual doctor's credentials at [www.k-state.edu/lafene/medstaff](http://www.k-state.edu/lafene/medstaff).

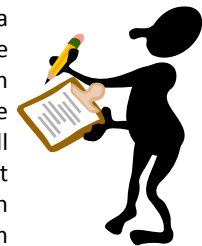
## Why can't I talk to a doctor directly when I call?

The doctors at Lafene have full patient schedules, which prevents them from interrupting patient care to take phone calls. Each patient who has a scheduled appointment deserves the full time and attention of the doctor. If you want to speak to a provider, the receptionist will take a message with a phone number where you can be reached. That message and your chart will be taken to a nurse. Then, the nurse and/or a doctor will return your call.



## Why should I use Lafene for my health care?

Lafene Health Center offers high quality health care at a reasonable cost in a convenient location for the K-State community. The level of care is comparable to that a student would receive at their hometown doctor's office. Lafene is equipped with a full service pharmacy that carries prescription and non-prescription medications, a laboratory for diagnostic testing, a radiology department for providing x-ray services with interpretation by radiologist, physical therapy and nutrition counseling. Specialty clinics at Lafene include the Women's Clinic, Allergy and Immunization Clinic, Sports Medicine Clinic, Asthma Clinic, and Travel Clinic. If health care is required by a specialist, Lafene providers will refer students to an outside doctor.



## What's up with "pink magic"?

Pink magic is a combination of three ingredients used for patients who have sore throats. Don't be fooled by the name. This is a legitimate treatment. Pink magic consists of three common medicines working together to help soothe sore throats. Here is a breakdown of the ingredients and what they do:

- Benadryl - 2oz, an antihistamine, topically numbs the throat
- Lidocaine (in viscous form) - 2oz, local anesthetic, also numbs the throat
- Maalox - 2oz, helps medicine stick to the throat

