



Frequently Asked Questions about the Student Health Center

What are the hours of the SHC?

We are open 8 a.m. to 5p.m., Monday through Friday.

What is the cost to use the Student Health Center?

First practitioner visit in a semester: \$70.

Subsequent visits fees range from \$15 to \$50 depending on the level of services rendered.

There are additional fees for lab testing, procedures performed and medications provided. The Student Health Center strives to keep our fees low cost. The student will be provided with a walk-out statement/super-bill, which can be submitted to the insurance company for possible reimbursement or application towards the deductible.

What forms of payment does the Student Health Center accept?

The student may bill their student account or pay by cash or check.

Can I come to the Student Health Center without scheduling an appointment?

Appointments are preferred, but walk-ins are welcome. Walk-ins are put in priority according to the nature and urgency of the illness or injury and seen after scheduled patients.

What happens if a student is sick in the evening or on the weekend?

For emergencies: 310-506-4111 on campus, 911 off campus.

Non emergencies: 24/7 Nursing Hot Line - PEP RN at 800-413-0848.

This program is provided to all enrolled students and is designed to confidentially answer health related questions, triage symptoms, and advise a student in our absence. Malibu Urgent Care is located about one mile off campus and offers expanded and weekend hours. There are two emergency rooms in Santa Monica approximately one half-hour from campus - St John's ER and Santa Monica/UCLA ER. Kaiser Permanente is located in Woodland Hills. Pepperdine also has a fire department and EMT's on campus 24/7.



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What is the scope of practice at the SHC?

Think of the Student Health Center as similar to your own private doctor's office. We offer in-house testing for things such as strep throat, mono and have a full service laboratory where labs are sent out. Specific services include evaluation, diagnosis and treatment of illnesses and injuries, women's and men's health, immunizations, travel medicine, sports medicine, eating disorder treatment, nutrition, and a dispensary of medications.

Is my visit confidential?

The Student Health Center regards all medically related information about you to be highly confidential. Your permission must be obtained before we may give information to anyone not directly connected with your care. This applies to your parents and University officials. Exceptions required by law include reporting certain communicable diseases, threats of suicide or homicide, or suspected abuse of children or elderly persons.

Can I continue with previously established medical care while attending Pepperdine?

Some medical care can be continued by the Student Health Center. A summary of the medical problems, all health records, and recommendations from the private MD or specialist is necessary for continuity of care purposes. Sometimes it may be necessary to refer to a specialist in the area depending on the medical issues. An updated referral system is kept for specialists in the area.

What happens if I need a referral to an outside specialty doctor?

The practitioner will provide a referral form which clearly states the reason for the referral. The Health Center maintains a list of local practitioners to offer students, but it is the responsibility of the student to confirm insurance carrier restrictions and policy guidelines to be sure a specific specialist is covered.

What if a prescription is needed?

We have a small dispensary in our Center, and there are two pharmacies in the local community for our students with prescription co-pay: Sav-On Pharmacy 310-456-6833 and Super Care Pharmacy 310-456-9059.