Schiffert Health Center (SHC)

Frequently Asked Questions

When is Schiffert Health Center open? Academic semester regular hours: Monday through Friday 8:00am-5:00pm; Saturday 9:00am-12:00pm. We are closed on all University holidays and emergency/weather related closures. Summer Hours: Mon-Fri 8:00am-5:00pm, with limited services from 12-1pm and no Saturday hours.

Where is Schiffert Health Center located? SHC is located in McComas Hall. Mail Address: McComas Hall (0140), 895 Washington Street, SW, Blacksburg, VA 24061. Telephone: (540) 231-6444 - Fax (540) 231-7473

What do students do in the event Schiffert Health Center is closed? In the event of a medical emergency or life-threatening condition, call 911. If you need non-emergency medical care after hours, call the Schiffert Health Center Advice Nurse at 540-231-6444. The nurse will direct you in self-care, resources for community clinics and/or to the local hospital emergency room.

Are the health services at Schiffert Health Center free? There are no charge for routine appointments for registered students who have paid the Student Health Fee. There are modest charges for Immunizations, laboratory tests, pharmacy, x-rays, and specialty equipment.

Do I have to pay for services at Schiffert Health Center at the time I'm seen, or can I be billed later? For the convenience of our patients, charges are be billed directly to their student account unless the student chooses to pay by cash, check or Hokie Passport at the time of visit. We do not accept credit cards!

Does my insurance cover my student while attending Virginia Tech? Schiffert Health Center does not file or accept health insurance. Any charges that occur at Schiffert Health Center can be submitted to your insurance or health savings account. Your student will need to request an itemized statement in writing that will include all coding required for you to submit to your insurance company for reimbursement.

I am a VT student at another location, can I be seen at Schiffert Health Center? Schiffert Health Center is for the use of registered VT students who have paid the student health fee or daily use fee and certain other groups with special arrangements.

How do I make an appointment at Schiffert Health Center? You can choose your provider for the Medical Clinic or Women’s Clinic at www.healthcenter.vt.edu. You can make appointments using the Online Student Health portal (sign in required), or by calling (540) 231-6444. Seeing the same provider when there are multiple visits for ongoing medical issues ensures continuity of care. Our providers will make appropriate referrals to outside specialists. General office visits are appropriate for most conditions. Routine annual gynecological exams require a longer appointment. See the Women’s Clinic web page or call 540-231-6569 for more information. Same-day appointments for more urgent problems are available. Call early in the
day for best availability. Urgent Care services are available on a walk-in basis, but should be reserved for very urgent conditions. If you are not sure if Urgent Care is appropriate, call our office for advice.

**How do I cancel an appointment?**
When you are unable to keep a scheduled appointment, please cancel online (sign on required), or call our clinic at (540) 231-6444. Failure to cancel at least four hours prior to the scheduled appointment time will result in a $25.00 no show fee.

**How do I know I will receive quality health care at Schiffert Health Center?**
The SHC is accredited by the Accreditation Association for Ambulatory Health Care (AAAHC) and is staffed by licensed physicians, nurse practitioners, physician assistants, nurses, and technicians. The SHC staff is committed to helping students maintain healthy lifestyles.

**What are the procedures for Urgent Care?** Students are seen on a walk-in basis in the order of medical urgency, not the order of arrival.

**Does Schiffert Health Center have pharmacy services?** Yes, students currently enrolled at Virginia Tech who have paid their health fee may use the pharmacy at the Schiffert Health Center (SHC). The pharmacy has a limited number of medications on its closed formulary. It does not matter whether the prescription was written by a SHC prescriber or a hometown prescriber; if the drug is stocked and the student is eligible then it may be filled at SHC pharmacy. The pharmacy does not file insurance but most medications are very inexpensive and in many cases cost less than the insurance copay. Pharmacy charges may be billed directly to the student's account or cash/check are accepted by the business office on the second floor of McComas Hall. For specific questions, please call the pharmacy at (540) 231-8103.

**Where is the nearest hospital?** LewisGale Montgomery Medical Center is located at 3700 S. Main St. Blacksburg, VA 24141 (540) 951-1111. This is approximately 4 miles from the Virginia Tech campus.

**Is there a cost to use the Virginia Tech rescue squad?** No, VT rescue is a nonprofit organization that is funded by Virginia Tech. The Blacksburg rescue squad will backup VT rescue and vice versa.

**Do I have access to my student’s medical records?** No, your student must sign a Medical Release or give verbal permission to SHC for us to discuss that specific appointment. This is not a blanket release; your student must give permission for each visit or diagnosis.