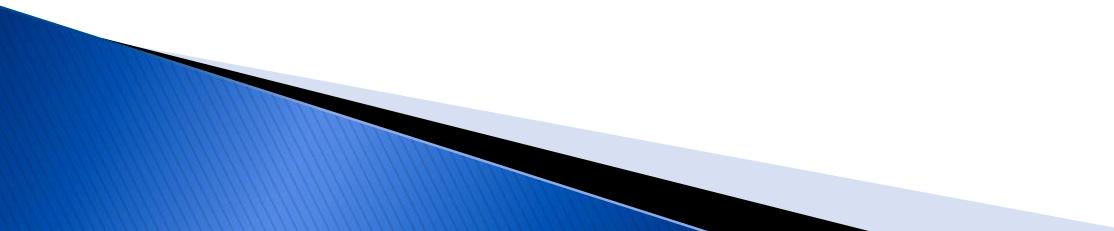


Columbia College Orientation

Medical Information Session

Medical Information Outline

1. Nurse Office Hours
 2. Emergencies – Outside and Inside
 3. Medical History Form
 4. Medical Insurance: MSP/ Application
 5. Hospitals, Clinics, Pharmacy, Doctor, Dentist
 6. Your Health at Columbia College
 7. Medical Insurance : Guard.me
 9. Questions and Answers
- 

Nurse Office Hours

North Campus:

Room 403 (Across from Student Lounge)

Hours: Monday and Wednesday; 11am–2pm

Main Campus:

Room 223 (across from Student Services)

Hours: Monday to Saturday; 9:30am–4:30pm

Office hours are posted for the month

Nurse unavailable? Ask a staff member for help.

**NURSES'
OFFICE**

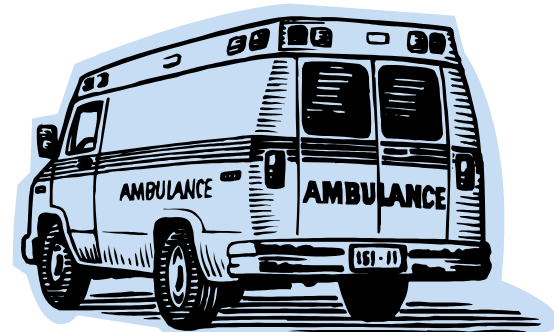


Emergencies



<http://www.keratoconus.com/>

- ▶ Police, fire, or ambulance?
- ▶ Know your location
- ▶ Stay on the phone!



Emergency Responses: Columbia College

Information on these procedures can be found in your Orientation folder

- ▶ **1. Drop/Cover/Hold** (response for earthquake)
- ▶ **2. Evacuation** (e.g. fire/chemical accident)
- ▶ **3. Lockdown** (e.g. dangerous intruder)
- ▶ **4. Hold and Secure** (securing school because of external threat/danger)
- ▶ **5. Shelter in Place** (to be used if the external environment poses a threat and staying in school will ensure safety of students/staff)
- ▶ **6. Room Clear** (to be used when a room needs to be evacuated in response to a medical emergency or physical altercation)
- ▶ Columbia College holds fire drills, lockdown exercises and earthquake drills each year.

Emergency Exit – Level 3

LEVEL 3



Medical History Form

Purpose:

- ▶ Used in the event of a health emergency
 - may be used by nurse, ambulance attendants, physician
 - To identify your emergency contact
- ▶ To understand your history and conditions in order to help you.

Please be clear and answer all questions carefully:

- ▶ Fill out form found in your orientation package
- ▶ Leave form on your desk for assistant to pick up and nurse to check.
- ▶ See Nurse to complete or change medical information



Provincial Government Medical Insurance: MSP

- ▶ **BC Services Card:** In B.C. public health insurance is called the Medical Services Plan – or MSP. It covers the cost of medically-necessary doctor services. Upcoming changes to the MSP system in B.C. will require international students pay \$75.00 a month to receive MSP medical benefits.



MSP (BC Services Card)

PLEASE APPLY ONLINE, AS SOON AS YOU ARRIVE IN BC – THERE IS A 3 MONTH WAITING PERIOD FOR ALL NEW RESIDENTS TO BC.

<https://my.gov.bc.ca/msp/application/prepare>

If you do not receive your card within 12 weeks' time, call MSP at (604) 683–7151

Once you receive your BC Services Card, bring it to Student Services desk (Level 2, room 211) to submit your MSP number to Columbia College.

If you are younger than 16 please see the Nurse to apply for MSP by Canada Post mail.

You will need to be at least 16 years or old and either use your cell phone or computer to upload a photo or jpeg copy of your study permit.

- Be valid for six months or longer
- Include the entire page, corner to corner
- Ensure all text is legible and photo is in focus

If you change your BC address or documented status (study permit, work permit, PR status, citizenship)you must inform MSP of the change!

Hospitals, Clinics and Pharmacies

| Hospitals | Clinics |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> ➤ For emergencies ONLY <ul style="list-style-type: none"> ▸ Severe, life threatening medical conditions ▸ mental health emergencies ▸ severe injuries ▸ assessment ▸ treatment ➤ Bring your medical insurance card and Study Permit | <ul style="list-style-type: none"> ➤ For non-emergencies <ul style="list-style-type: none"> ▸ medical conditions (cold related infections or complications, upset stomach, skin rashes,) ▸ mental health ▸ non-life threatening injuries ▸ assessment ▸ Treatment /second opinion |
| Hospital Nearby | Clinic Nearby |
| <p>Vancouver General Hospital 855 West 12th Avenue 604-875-4111</p> <p>St. Paul's Hospital 1081 Burrard Street 604-682-2344</p> <p>* Bring your study permit and request bill be post mailed to your home*</p> | <p><u>CBI Carepoint</u>: 1623 Commercial Drive, Vancouver V5L 3Y3 Tel: 604-254-5554. Hours vary, open 7 days a week. (accepts MSP and guard.me)</p> |

Hospitals, Clinics and Pharmacies

Pharmacies

- For non-prescription medication, and medical advice
 - Recommendations for medication
 - Treatments for minor ailments (cold, flu, upset stomach, acne, fever, etc.)
- Fill doctor prescribed medications

Pharmacies Nearby

Main Station Pharmacy
1149 Main St
(604) 662-3883

London Drugs
1622 Salt Street,
Vancouver , BC (Olympic Village , take
pathway to left of Science World)

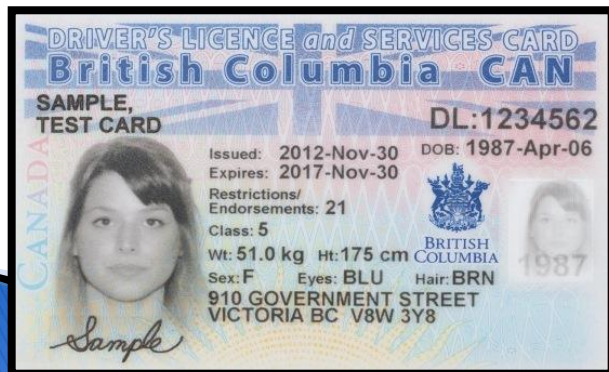
Doctors

| Family Doctor | Specialist Doctor |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none">➤ Family Doctor = General Practitioner➤ Will attend to medical needs➤ Can give referral to see specialist➤ If you have a BC Services Card (MSP), dial 811 to find a Doctor accepting new patients. If you have private insurance➤ (Guard.me) see a doctor at a Walk in Clinic | <ul style="list-style-type: none">➤ Doctor's referral required to see specialist (most often a phone call or letter will confirm) |



See a Doctor

| Family Doctors | Walk In Clinic Doctors |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none">➤ Bring your BC Services Card/MSP➤ Primary doctor➤ Assessment for illness/injury➤ Health care➤ Referrals to specialist➤ Make an appointment➤ Must be accepted as a patient | <ul style="list-style-type: none">➤ Bring your medical insurance card (BC Services/MSP or Guard.me)➤ Call the clinic to confirm your visit and medical insurance |



guard.me[®]
International Insurance

Dentists

- ▶ MSP and Guard.me cover some dental emergencies only
- ▶ MSP and Guard.me **do not** cover general dentistry or orthodontics
- ▶ Price: call the clinic
- ▶ Dental clinics can be found online at:

<http://www.bcdental.org>



Your Health at Columbia College

| Physical Health | Mental Health |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none">➤ Hand washing/washrooms➤ Illness/colds/flu➤ Hallway/Stairs/Public Areas➤ Smoking/Vapor products policy/Illegal substances➤ Scent Sensitivity/allergies | <ul style="list-style-type: none">➤ Information /referrals/resources for youth and young adults➤ Stay busy, join clubs and connect with others➤ Calm breathing, mindfulness |
| Resources | |
| <ul style="list-style-type: none">➤ www.immunizebc.ca➤ Canada Food Guide➤ Non smoking strategies➤ BC Health Guide | <ul style="list-style-type: none">➤ Crisis Centre➤ (604-872-3311)➤ Pamphlets and information at Student Services or Nurse's office |

Emergency Medical insurance (Guard.me)

All Students are automatically enrolled with guard.me

- ▶ Must be covered until the last day of the last month of study
- ▶ Insures you for five million dollars Canadian

Private Medical Insurance Provider:

- ▶ view/print out your card in confirmation email
- ▶ Ask for card printout at Student Services

www.guard.me/columbiacollege

- ▶ Understand your policy benefits and limits
- ▶ Look for Direct Pay clinics (or pay for service, then submit claim for reimbursement)
- ▶ Keep your insurance card and claim form with you or save your email confirmation in an easy place for direct use from your cell phone!



www.guard.me/columbiacollege

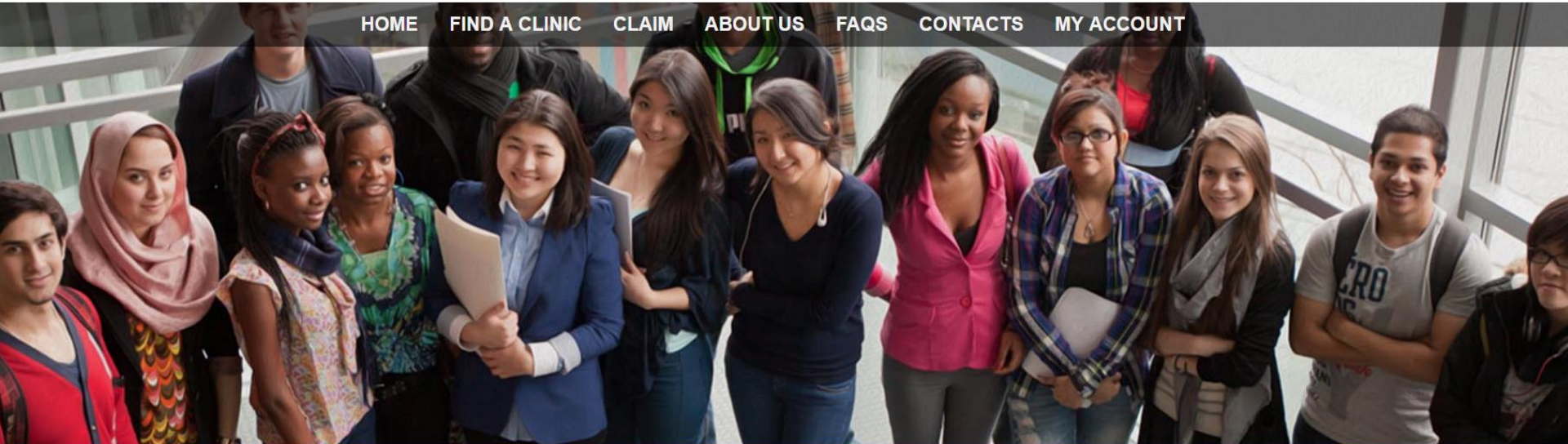


Columbia College
Vancouver, Canada

Select Language ▼ Powered by Google Trans

guard.me
International Insurance

HOME FIND A CLINIC CLAIM ABOUT US FAQs CONTACTS MY ACCOUNT



mobileDOCTOR
by guard.me

Don't spend hours in the waiting room at clinics or
hospital Emergency Rooms. [FIND OUT MORE >](#)

When outside of Canada the mobileDOCTOR service connecting you to a Canadian doctor in real time remains available 24/7 for advice purposes only.

guard.me gives you the peace of mind that you are in good hands, in case an unforeseen event happens while you are away from home.

EMERGENCY ASSISTANCE NUMBER
1-888-756-8428 (NORTH AMERICA)

[CLICK FOR MORE NUMBERS](#)



BENEFIT SUMMARY

| SERVICE | BENEFITS |
|-------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Hospital | 100% of eligible charges; Semi-private room; Private room where medically required |
| X-rays, Lab Testing | 100% of eligible charges |
| Physician/Surgeon | 100% of eligible charges |
| Psychiatric Hospitalization | 100% of eligible charges; benefits payable up to \$50,000 |
| Psychotherapy | 100% of eligible charges for a) psychiatrist inpatient fees following an emergency up to \$10,000 in addition to hospitalization benefit above or b) up to \$1,000 for outpatient psychiatrist or psychologist care |
| Eye Exams | 100% of eligible charges up to \$100 for one non-emergency eye exam |
| Paramedical Services | 100% of eligible charges up to \$500 for Chiropractor, Massage Therapist, Acupuncturist, Naturopath, Chiropodist /Podiatrist – no referral from physician required |
| Physiotherapy/ Speech Therapy | 100% of eligible charges up to \$1,000; unlimited if provided as inpatient service |
| Private Nursing | 100% of eligible charges up to \$15,000 |
| Ambulance | 100% of eligible charges |
| Emergency Transportation | Taxi fare to or from a hospital or medical clinic up to \$100 |

| SERVICE | BENEFITS |
|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Prescription Drugs | 100% of eligible charges to a maximum 30-day supply; unlimited when hospitalized |
| Dental – Accidental Injury | 100% of eligible charges up to \$4,000 for Emergency dental treatment as the result of an injury caused by an accidental blow to the mouth |
| Dental – Emergency | 100% of eligible charges up to \$600 for relief of pain and suffering |
| Prosthetics/Appliances | 100% of eligible charges for crutches, canes, wheelchairs, walkers, casts etc. |
| AccessAbility | For disabled students, coverage for Corrective Device Defect, Malfunction and Theft Protection |
| Annual Non-emergency | 100% of charges for one exam up to \$150 |
| Out of Canada Coverage | All eligible expenses anywhere in the world except - coverage in USA limited to 30 days; no coverage in Home Country unless part of school or training program |
| Immunization | 100% of eligible charges up to \$100 |
| Maternity | When pregnancy starts after the effective date, up to \$25,000 for all maternity expenses including pre-natal care and well-baby care; plus an additional \$25,000 for serious complications |

| SERVICE | BENEFITS |
|------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| Family Transportation | When you are hospitalized for more than 7 days, up to \$5,000 for air tickets, for 2 family members to join you; up to \$1,500 for expenses |
| Air Evacuation/ Return Home | 100% of the cost to transport you to the nearest hospital or to a hospital in your Home Country |
| Accidental Death and Dismemberment | \$50,000 (optional coverage available up to \$200,000) |
| Common Carrier | \$100,000 |
| Trauma Counselling | Up to 6 sessions if an insured suffers a loss under the accidental death and dismemberment benefit |
| Burial in Host Country | Up to \$5,000 for the cost of preparing the remains, cremation or burial and a burial plot in the location where death occurs |
| Repatriation of Deceased | Up to \$15,000 toward the cost of preparation and return to your Home Country |

COVERAGE UP TO \$5,000,000

notice from turbo:

- This is a summary of benefits available under the guard.me More Canada policy.
- Certain limitations and exclusions may apply.
- Full details are found in the guard.me More Canada policy.
- The actual policy wording governs.
- All benefits are in Canadian currency and are per 365 day period.
- Prior approval required for certain benefits.



Reminders!

- ▶ Please ensure your Medical History Form is completed and given to a classroom helper for the nurse
- ▶ Remember to pick up your photo ID and guard.me card at student services or save your guard.me confirmation email/card on your phone.
- ▶ Remember to apply for and send your MSP application
- ▶ Thank you, and best wishes for a healthy and successful semester!

