

## **DEPAUW STUDENT GOVERNMENT**

### *A Resolution Concerning DePauw Wellness Center Appointments*

#### ***Resolution No. 8***

**WHEREAS...**DePauw Student Government recognizes the numerous positive changes that Hendricks Health has made to the DePauw Wellness Center in the Fall of 2015.

**WHEREAS...**The size of DePauw University fosters a tight-knit community, thus students spend much of their time in close proximity with each other. This allows sickness to spread rapidly around campus causing many students to be sick around the same time.

**WHEREAS...**The weekday hours of the Wellness Center are during class periods, making students unable to schedule appointments during those times. Current Wellness Center hours are 8:00am-3:30pm M, 11:00am-6:00pm T, 10:00am-3:30pm W, 11:00am-6:00pm R, 11:00am-4:00pm F, and 9:00am-12:00pm S. The schedule does not offer enough alternatives for students who have scheduling conflicts due to class, work, athletics, or music rehearsals.

**WHEREAS...** It becomes difficult for students to schedule Wellness Center appointments during specific seasons in which more students tend to be ill. Some common sickness periods include the beginning of each semester, throughout the winter months, and around final examinations.

**WHEREAS...** Students have been unable to visit the Wellness Center when ill due to a lack of available appointments, and have been instructed to go to the emergency room instead. During the month of February, there were several weeks where a sick student would have to wait more than a week to visit the Wellness Center due to pre-scheduled appointments. Being referred to the emergency room is a problematic solution given the additional expense, even with insurance, or traveling to the emergency room. Furthermore, not every DePauw student has access to a vehicle, making this suggestion impractical for many students.

**THEREFORE, BE IT RESOLVED,** The Wellness Center should implement more emergency/urgent appointments for students who need to be seen in a quicker timeframe. Oftentimes, the 3 currently offered appointments fulfill the need for emergency appointments, but peak times during the school year require that more of these appointments become available. These appointments should not deter employees for recommending that a student visit the hospital if the illness/injury is serious.

**THEREFORE, BE IT RESOLVED,** The Wellness Center should be open on weekdays with more consistent hours. We propose that the Saturday hours, which are underutilized, perhaps be eliminated or reduced in favor of opening from 8-6 on Tuesdays. This reallocation will create more consistent times of operation in addition to allowing more students to make appointments during the week. We also propose that the hours be more clearly advertised and posted in order for students to know when the Wellness Center is open.

**THEREFORE, BE IT RESOLVED,** The Wellness Center hire a triage employee with medical training capable of answering phone calls and tending to students for acute scenarios. If the demand for appointments becomes more than the current capacity of the staff, this member could help resolve the demand for appointments. Another way to help solve this problem is to utilize a potential chat or messaging system between this triage employee and students. Students will have the ability to ask medically related questions and get a response within a certain timeframe based on the urgency of the question.

**THEREFORE, BE IT RESOLVED,** the Wellness Center allocates resources for students to gather information regarding medical related services at DePauw. Students could benefit from knowledge of urgent care/acute care spaces, and educational campaigns about self care. Students could also benefit from information on how students can get loans from student life offices in cases of medical emergencies, and information on how to gain rides from the hospital.

**THEREFORE, BE IT RESOLVED,** in the event that Wellness Center appointments are backed up and it is established that a campus virus is going around, an email from the center should go out to students acknowledging the scheduling backup and providing information on available alternatives. Such a solution will hopefully eliminate frustration and confusion and help students get the help they need without overwhelming the center.

Motioned by:  
Senator Signature:

Aye \_\_\_\_\_

Nay \_\_\_\_\_

Abstain \_\_\_\_\_

Seconded by:  
Representative Signature:

Aye \_\_\_\_\_

Nay \_\_\_\_\_

Abstain \_\_\_\_\_

Attested by:

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(Secretary)

Approved by:

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(President)

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(Executive Vice President)

April 17, 2016