

## **Notice of Office Policies**

**Appointment Timeliness and Cancellation:** Please arrive 20 minutes early unless otherwise specified to complete all necessary intake paperwork. If you are late, we may need to reschedule your appointment because our providers work on a set schedule. We apologize for this but do not want to inconvenience other students. Please notify us in advance if you are unable to keep your appointment. Advance notice allows us to fill your appointment slot with another student. Failing to give notice of cancellation will result in a “no-show” charge of **\$5-\$40, which will be** billed to your student account based on your appointment type, all Dental appointments will be billed at full charge.

**Student Fees:** The CSU Health Network is funded through two distinct student fees: the health fee and the counseling fee. Students registered for six or more resident instruction credit hours are automatically assessed the university health and counseling fees. Students registered for five or fewer resident instruction credit hours can elect to pay the current health fee and/or the counseling fee to access services at the respective CSU Health Network.

Students registered for six or more credits are obligated to pay the current health and counseling fees. Current fees are posted on the CSU Health Network website.

Subject to availability and the terms of these office policies, the health fee allows office visits with primary care and psychiatric staff physicians/nurse practitioners and access to the CSU Health Network specialty clinics. The counseling fee provides an initial visit with counseling staff and up to five subsequent visits each semester.

**Behavior in the CSU Health Network:** Colorado State University expects students to maintain standards of personal integrity that are in harmony with the educational goals and effective operation of the institution, including the Health Network, and to assume responsibility for their actions, to observe federal, state, and local laws and University policies and regulations, and to respect the rights, privileges, and property of other people.

All students visiting the Health Network are to abide by the individual behavior standards of the CSU Student Code of Conduct. Any student not adhering to the Code of Conduct will be asked to leave the Health Network and may be referred to Conflict Resolution and Student Conduct Services. The Health Network reserves the right to refuse service to students who do not comply with the Code of Conduct and disrupt the normal operations of the Health Network.



**Parking:****Valid CSU Parking permit:**

- Students with a valid CSU parking Permit may park in the parking lots adjacent to the Hartshorn Building. These include lots 410, 412, 470 & 475.
- If you have a valid parking permit and park in a lot not normally approved for your permit type while receiving services at the Health Network, you may request appointment validation by the front desk staff in the Hartshorn Building. Parking Services will suspend the citation when your appointment has been verified.
- Citations received for other parking violations will not be suspended.

**No valid CSU parking permit:**

- Students who do not have a valid CSU parking permit must park in the Pay to Park area of lot 420 and purchase time at the pay and display machine.
- Students who purchase a reasonable amount of time for their appointment and receive a parking citation for being late to their vehicle can have their citation suspended.
- Parking citations for not displaying a parking receipt from the pay and display machine will not be suspended.

The decision to suspend a citation is at the sole discretion of Parking Services or the Parking Appeal Committee. Parking Services seriously considers the recommendation of Hartshorn and Aylesworth staff, but also considers the nature of the citation. Violations for parking in loading zones, red curbs and handicap parking spaces are examples of citations that typically **will not** be suspended.

**Weapons:** All persons accessing services through the CSU Health Network engage in a treatment agreement with health care providers. As a condition of receiving services from the CSU Health Network, all persons, by signing below, understand and agree that all weapons, including but not limited to firearms, blades longer than pocket knives, or any form of explosives are not allowed in health care facilities. This prohibition includes all weapons possessed by persons with a lawful permit to carry a concealed firearm pursuant to C.R.S. 18-12-201 et. seq. All rights under any state or federal law or constitutional related to the use or possession of firearms (i.e. U.S. Constitution, Second Amendment) are voluntarily and expressly waived in exchange for treatment at the Health Network. Failure to comply with this prohibition may result in further action under applicable law or University disciplinary procedures.

