



## LYIT | HEALTH SERVICE

Frequently asked questions:

### Is the service free?

Yes, the Health Service is free to all full time registered students, part-time students or continuing education students studying 30 credits or more. Please have your student card available for inspection.

### How can I access the service?

**Due to Covid-19, all requests will be triaged by telephone before an appointment is offered.**

Nurse Hannah Glackin is available from 9.30am until 4.30pm. Telephone triage can be arranged through the Student Service Receptionist on 074 9186855 or contact Hannah directly on 074 9186850. If a Doctor consultation is necessary or you wish to request to talk to a Doctor follow the same procedure and one of our doctors will call you back and arrange a face to face consultation if necessary.

### What do I do in an emergency?

Nurse Glackin can be contacted on 087 2052600 during term time, between 9.30am-5pm Monday to Thursday and 9.30am to 4pm on Fridays.

Between 8am-9.30am and also 5pm-6pm, Monday to Friday, you can contact the Ballyrairie Park Surgery on 074 91 29393 for the doctor on call.

From 6pm-8am Monday to Friday, Saturday, all-day Sunday and Bank Holidays, contact NoWDOC (the emergency GP on-call service) on 1850400911.

### What if I need a cert for college?

Certs will only be issued on the day of illness and you must contact the nurse or doctor to obtain same.

### What do I do if I am on medication for a long-term illness?

Students who have long-term conditions such as epilepsy, asthma, diabetes, depression etc. are encouraged to telephone the Health Service. This provides an opportunity to discuss continued treatment and management of diagnosed conditions.

### I am on long term medication i.e. (the pill, inhalers) do I have to wait to see Doctor/Nurse?

Once you have registered with the service, have given the name of the medication you require and any other relevant information, the Doctor will give you a call back and arrange to e-mail the prescription to the pharmacy you intend to use.

### What if I am concerned about a flatmate/friend that is unwell?

Keep a regular check on your flatmate/friend. If they appear to be suffering from a physical health problem and their symptoms worsen or do not improve, encourage them to make an appointment to see the doctor. Seek out advice from the college nurse who can advise how best to help.

If you are concerned about your flatmate/friends mental health feel free to call and discuss it with us, or contact Brenda on 074 9186855 to arrange an appointment to see Nicole Murray, the college counsellor

### What if I have a diagnosed mental health illness or problem?

If you have been receiving treatment/support for a mental health illness/problem, you are encouraged to discuss continued treatment with our doctor. This will provide an opportunity to identify appropriate support networks if/when required. An appointment to meet with the college counsellor Nicole Murray, can be arranged by contacting Brenda at the Student Service Reception on 074 9186855.



### **What do I do if I think I might be pregnant?**

It is important to contact the Health Service as soon as possible. We offer free and confidential pregnancy testing and non-judgmental advice and support.

### **Do you provide vaccinations?**

Yes. The college environment consists of large numbers of people who are in close contact which means that you may be in a high risk group for flu, mumps, measles, rubella and meningitis C. All these are potentially serious illnesses which can be prevented by vaccination. It is strongly recommended that at the start of your studies you make an appointment with the college nurse to arrange to have these vaccinations. Please note these vaccines are free to all students.

Students who suffer from a long term illness are encouraged to contact us to discuss the seasonal flu vaccine. This vaccine is available from October and is free.

### **Do you do travel health? During the Covid-19 Pandemic please follow government guidelines.**

We offer comprehensive travel information, unfortunately we do not offer travel vaccinations. If you are planning a trip please contact us with your itinerary in plenty of time as some vaccine schedules can extend over a period of months. Did you know that if you are travelling to some popular holiday destinations you may still need vaccinations? So please call and check with us well in advance of your travels.

### **What if I have worries or concerns related to my course?**

Discuss your worries or concerns with your Head of Department initially. They will be able to advise you how to get help from any other college services best suited to assist with your specific concern. If you feel uncomfortable talking to your Head of Department feel free to contact us for support and guidance.

### **Can we comment on the service?**

Please feel free to give your suggestions on how the service could be improved and also if you were unhappy with the service you received. We rely on honest feedback to help us improve the service we provide for you.

### **What do we expect from you?**

**Honesty**, please remember the service is confidential. If we do not have the complete story it may effect your treatment. If you have a query or anxieties feel free to make a short list of questions and bring it with you to your consultation. Attending several GPs with the same illness is not a good idea and in some cases may be dangerous.

### **What do I do if I change my address during my stay in LYIT?**

The Health Service maintains a completely separate system from the college, therefore it is important to notify us immediately of any change in address.