

WELLESLEY COLLEGE

HEALTH SERVICES FAQ

1. Why is Wellesley collaborating with Newton-Wellesley Medical Group for health services?

Wellesley is collaborating with Newton-Wellesley Medical Group (Newton-Wellesley), the physician organization affiliated with [Newton-Wellesley Hospital](#), to improve the accessibility and quality of health care for our students. Starting November 1, 2019, Newton-Wellesley will become the provider of on-campus medical care at Health Services.

Newton-Wellesley Hospital—recently ranked the top community hospital in the state by *U.S. News and World Report*—has been providing extraordinary emergency care, specialized care, and inpatient mental health services to our students in recent years. Additionally, Newton-Wellesley is part of [Partners HealthCare](#), one of the premier health systems in the world

Staffing changes in the health center and ongoing student feedback prompted the College to explore new ways to deliver health services. After much consideration, we have decided that Newton-Wellesley is ideally situated to strengthen [Health Services](#) at Wellesley.

2. How will services change? What will stay the same and what will be different?

Students will continue to receive high-quality, patient-focused care at Health Services, but there will now be expanded office hours to make scheduling appointments more convenient and new capabilities for sports medicine and specialized care.

EXPANDED HOURS: The most significant change will be expanded access to on-campus health care for students. Starting **September 3**, Health Services will be open and available for clinical appointments from **8 am to 5 pm Monday, Wednesday, and Friday (first appointment 8 am, last appointment 4:30 pm)** and from **8 am to 6 pm Tuesday and Thursday (first appointment 8 am, last appointment 5:30 pm)**. In addition, the clinic will now remain open during school holidays and summer vacation to serve students who remain on campus.

SPORTS MEDICINE: Newton-Wellesley offers very strong sports medicine services—its orthopedic practice is a leader in the area, providing care to Boston College’s athletic teams. We are thrilled to be able to bring these capabilities to our student-athletes. Additionally, our club sport athletes will have an expanded clinic with our athletic training staff.



ACCESS TO SPECIALIZED CARE at Newton-Wellesley Hospital and the larger Partners HealthCare network: One significant benefit of our relationship with Newton-Wellesley is that students will have broader access to specialists for everything from routine care (e.g. gynecology), to care for chronic conditions (e.g. diabetes), to acute care in the case of a fall or injury. Partners' electronic medical records system (Epic) will ensure that students who receive care at any Partners site can count on the physician having up-to-date medical record information and can better coordinate on-campus and off-campus care. The Partners network includes hospitals that are top-ranked nationally, including Massachusetts General Hospital, Brigham and Women's Hospital, and McLean Hospital.

3. Will the team at Health Services remain the same or will there be new people?

There will be a mix of [new and familiar faces at Health Services](#) who will provide excellent care to our students.

Dr. Sarah Rosenberg-Scott is the interim medical director of health services. Dr. Rosenberg-Scott, who is a board-certified family medicine physician, graduated from Tufts University School of Medicine and has had affiliations with Baystate Noble Hospital, Cambridge Hospital, Milford Regional Medical Center, New England Rehabilitation Hospital, and Newton-Wellesley Hospital. As interim medical director, she will care for students and oversee Health Services staff until November 1, when the new permanent medical director comes on board. After that, Dr. Rosenberg-Scott will work with the new medical director to ensure a smooth transition.

Dr. Robert Nascimento is the interim medical director of sports medicine and team physician, providing clinical supervision for Wellesley's athletic training team. Dr. Nascimento is chief of sports medicine at Newton-Wellesley Hospital and head team physician for Boston College Athletics, is board-certified in orthopedic surgery, and is an assistant clinical professor of orthopedic surgery at Tufts University School of Medicine. He received his medical degree from the University of Massachusetts (UMass) Medical School, where he also completed his orthopedic surgery residency before completing a fellowship in sports medicine at Boston University. After November 1, Dr. Nascimento will serve as co-medical director of sports medicine, working closely with the new medical director.

Starting November 1 with the transition to Newton-Wellesley, Wellesley is pleased to welcome **Dr. Jennifer Schwartz as the new medical director of health services and sports medicine.** Dr. Schwartz will visit campus to introduce herself on student orientation day. A board-certified family medicine physician who also specializes in sports medicine and eating disorders, Dr. Schwartz comes to us from Beth Israel Deaconess Family Medicine in Brookline, Mass. She received her medical degree from UMass and completed her residency and internship in family medicine at Tufts University. She is a member of the American Academy of Family Physicians, the American Medical Society for Sports Medicine, and the American College of Sports Medicine. Dr. Schwartz will care for students and oversee Health Services staff and student care and will also serve as Wellesley's team physician.

Members of the Health Services staff were offered positions by Newton-Wellesley to continue their roles in Health Services at Wellesley College. Some have chosen to leave Wellesley at the end of August, and others will be staying longer. We understand that change can be difficult, and we are grateful for their service and contributions to the care of our students.

4. Will all these changes happen at once?

We have been working closely with Newton-Wellesley and the current staff of Health Services to ensure a smooth, phased transition.

September 3 to November 1: The College will continue to operate Health Services. There will be expanded hours and a new medical team in place; interim medical director Dr. Rosenberg-Scott will be supervising clinical care in the health center. Dr. Nascimento, the team physician and interim medical director of sports medicine, will guide the care of our varsity athletes until Dr. Schwartz begins on November 1.

November 1: Health Services transitions to being operated by Newton-Wellesley. Dr. Schwartz will serve as the new medical director of health services and sports medicine, with the continued presence and support of both Dr. Rosenberg-Scott and Dr. Nascimento to ensure continuity of care.

5. Is the Stone Center changing as well?

Last year, the Stone Center Counseling Service added a student care coordinator, and this year, due to staffing changes, we will hire a clinician whose focus is on multicultural clinical practice. The College will continue to operate the Stone Center, which will work with the medical professionals at Health Services to collaborate on student care as appropriate.

6. Will students still be able to schedule appointments online?

Yes. Until November 1, students can continue to access the [Student Health Portal](#) to schedule appointments.

Starting November 1, Health Services will transition to a new electronic health records system. While the new system is being implemented, we will ask students to make appointments by phone (781.283.2810). After the transition, students will again be able to make appointments online through the new portal.

Additional information and instructions will be provided later in the fall.

7. Will billing change? Will the cost of the College insurance plan go up?

Students and their families will not experience any changes in billing practices this fall. Students' health insurance will be billed for the same on-campus services that have been subject to billing in prior years, such as laboratory testing and immunizations. Sports-related professional consultations that will now be available to students on campus will be billed, consistent with the billing treatment in the past, when these consultations occurred in a physician's off-campus office.

We expect additional changes to billing processes in the future. We will communicate any such changes to students and their families well in advance, and we will work to mitigate their potential impact on students' access to care.

The rates for the College's student health insurance plan offered by Blue Cross Blue Shield have already been set for the 2019–2020 academic year. Insurance rates are subject to change each year, and we send this information to students in the spring.

8. How will students access care after hours or in an emergency?

In a medical emergency, students should continue to call [Campus Police](#).

For other urgent after-hours health issues, until November 1 students should continue to call Health Services' after-hours nurse on-call line (781.283.2810), and they will be treated appropriately.

Starting November 1, students will be able to call Newton-Wellesley's after-hours nurse practitioner on-call service. With access to the student's electronic medical record, the nurse practitioner will be able to direct the student appropriately to the closest emergency room or urgent care center. We will provide students with instructions for accessing the Newton-Wellesley after-hours call service later this fall.

9. How will my current medical record transition to the new system?

Medicat, Wellesley's current medical records system, will remain in use until November 1, at which point Health Services will shift to using Epic, Partners' state-of-the-art medical records system.

By November 1, all students will need to register as patients with Newton-Wellesley. This can be done by calling 855.890.9241 Monday through Friday from 8 am to 5 pm and providing name and address, contact information, and insurance information (from the student's insurance card). Students can register as a patient at any time, but we recommend doing so as soon as possible to facilitate ease of access when services are needed.

10. If I have questions about my care, should I contact Health Services or Newton-Wellesley directly?

Students should continue to contact Health Services at 781.283.2810 for any questions about their care. This process will not change.