

Recommended Procedures for Students Registering Concerns and Complaints Regarding University Student Health Services

The staff at VCU Student Health Services is very concerned about addressing student complaints or concerns regarding medical care or administrative policies and procedures at University Student Health Services. The following procedures are recommended for students who wish to register a concern or complaint:

If your concern is regarding medical care you have received at University Student Health Services:

1. Talk with your care provider directly.

Consider addressing the problem directly with the care provider who saw you during the visit in question. We realize that sometimes it is hard to question or confront a health care professional about his/her decisions or treatment. Our providers are very approachable and willing to work with you on understanding your medical condition or treatment.

2. Speak with the Head Nurse.

You may choose to express your concerns with the Head Nurse.

3. Speak with the Associate Director or Director.

If you wish to speak with one of the medical directors, please leave your contact information at the front desk.

Special Note: If you wish for a member of our staff to discuss any problem regarding your medical care with any other individual, including a parent, you must first sign a "Release of Information" form.

If your concern is regarding administrative policies and procedures or if you have billing issues:

1. Speak with or write to the Medical Records Manager.

The Medical Records Manager is responsible for addressing all complaints and concerns regarding policy, procedure, and billing issues. You may call or write:

Chifawn Taylor
Virginia Commonwealth University
University Student Health Services
P.O. Box 842022
Richmond, VA 23284-2022
Phone: (804) 828-8828

University Student Health Services strives to respond to student concerns in a timely manner. You should expect a response to a verbal complaint within 2 working days. Written complaints will be addressed in writing within 10 working days, and an attempt to contact you by phone will occur within 2 working days.