

NORTHERN MAINE COMMUNITY COLLEGE
REQUEST FOR PROPOSAL
Health Center – Fiscal year 2021/2022
Questions and Responses

October 8, 2021

Q1: How many hours per week would a provider be needed for patient care?

R1: Historically the Health Center Practitioner has provided 20 hours per week, Monday through Friday. Evening hours may be required at the beginning of each semester to accommodate student schedules. Hours are flexible, prioritizing student schedules. The hours providing direct care is dependent on the needs of the students – however the vision is to be providing health & wellness programs for students as well. Preferred that the hours provided are consistent weekly, but vary (I.e. Mon/Fri 8am-12pm; Tue/Thu 1pm-4pm; Wed 3pm-7pm).

Q2: How many hours will the provider be needed for administrative tasks?

R2: Administrative tasks are usually able to be accomplished within the 20 hour schedule, except for 'busy' times of the academic year (first couple of weeks of each semester), unless the system set up is efficient, then it should be accomplished during the scheduled hours.

Q3: How many student visits were completed last year?

R3: Last year the visits were more 'telehealth' style due to the pandemic and limited students on campus. We have ~50 students living on campus. We have students without PCP, who may need primary care while here, we have students with no insurance.

Q4: Is the health center open all year or during academic terms?

R4: The health center has been open August – May, with 'limited availability' in Jun/July. We do have summer courses and the summer months are also a time used to compile the compliance files in preparation for August start up.

Q5: Does the university health center bill insurance under the provider?

R5: Students are not currently charged, insurance is not billed. Health Center Services are provided free to the students. Student accounts are billed for cost of materials such as immunizations. . The college has not billed insurance, due to the health center fee – which is the income used to pay for the contracted services. However, if the contracted provider has the ability to bill for services, then we would be open to discuss that model as well. Our mission has been to keep costs burden on students to a minimum. Previously any immunizations that students are required to get due to compliance requirements, we charged the students 'at cost'.

Q6: What support staff does the College have in the Health Center?

R6: 25-30 hours per week shared by one or more part-time work-study student tending to clerical responsibilities. The work-study student is trained by our Medical Assisting Program Director on responsibilities of answering phones, taking messages, creating student files, scheduling appointments with provider, entering immunization and health compliance data. These students are usually in a health-care related program (Medical Assisting, Medical Coding, Nursing, EMS).

Q7: What was the Health Center Budget Last Fiscal year?

R7: FY21 Spending - \$59,014.75

Q8: Employee/OSHA- Which OSHA medical compliance testing is needed at the College?

R8: The OSHA compliance performed on campus is related to programs in the Trade & Technical programs. The national certification organization (ASE) also has requirements in those areas (Fit Test for respirators, hearing tests, lift tests).

Q9: What OSHA testing equipment is available at the College health center?

R9: The previously contracted provider had their own equipment that was not college owned.

Q10: "Health and College Records" review-Are Health records reviewed by the provider for all students? Or students in particular academic programs?

R10: The college has general admission compliance requirements for all students (which are provided to the admissions office and then forwarded to the health center). Then specific programs have additional compliance requirements, like the healthcare programs are all consistent; early childhood has specific requirements, and then Windpower has a physical ability requirement currently performed by County PTx. The provider is responsible for reviewing the compliance requirements, verifying the status of each student and then validating it. The health center provider is responsible to provide notification of compliance to affiliated facilities that students perform internships/externships/clinicals. Depending on the process in place, students compliance is determined at the beginning of each academic year, and verified at the beginning of each semester.

Q11. Behavioral Intervention Team-Who is part of the Behavioral Intervention Team? Is this a 24/7 on-call position or during clinic hours?

R11. The NMCC BIT consists of the four counselors, Dean of Students, Head of Security, Director of Res Life, and Health Center Practitioner. We meet weekly to discuss students of concern and plan interventions/follow up as needed.

There is a crisis protocol in place to address emergency situations that involve different people as the situation dictates on an as needed basis, 24/7, but that, fortunately, is fairly rare. It involves security, emergency personnel (911), and the Dean of Students as situation/crisis manager who then contacts the appropriate personnel as the situation warrants. From there, the action plan is made for follow up once the emergency situation is resolved. The Dean of Students follows up with the President and other members of the cabinet per the emergency plan.