

## How to Prepare for the SAIT Health Services Telephone Consultations

You will need to prepare for your SAIT Health Services Telephone Consultation as follows:

1. All students are required to acquire the following:

- Previous immunization records from grade/high school/travel
- Read, complete and sign the **SAIT Health Services Medical History and Vaccination Consent form**.

If you do not have your immunization records, then the following people/organizations may be useful resources:

- From Calgary, contact Central Records at 403.214.3641
- From Edmonton, contact Central Records at 780.413.7985
- Outside of Calgary, contact your local health unit or the healthcare professions/agency that immunized you, or a request that a Pharmacist access your records through NetCare (fees may apply).

If you are unable to find contact information for Public Health in another province, then Central Records in Calgary (contact info above) may be able to assist you with this. Parents may also be a good resource for this information.

NOTE: the SAIT Health Services Clinic is **not** responsible to search for your previous records (locally or elsewhere).

2. Submit your immunization records, and the completed **SAIT Health Services Medical History and Vaccination Consent form**. form prior to your appointment in one of the following ways:

- Fax to 1-403-284-8631 ATTN: Immunization Consult Appointment – include date of appointment (preferred)  
OR
- Email (which is not secure) to **health.services@sait.ca**
- **Note:** If it is not possible to acquire previous immunization records (i.e. out-of-country), then students need to mention this at the time of scheduling their appointment. This will be noted on their appointment file. However, a completed and signed **SAIT Health Services Medical History and Vaccination Consent form**. form is still required, and must be received prior to their appointment date.

### Appointment Reminder for Students

As a courtesy, scheduled appointments will be confirmed by a phone call one (1) business day prior to a student's appointment. If immunization records and the signed consent form have not been received by the time of the reminder call, the student's appointment will need to be rescheduled.

### Clinic Expectations for the Scheduled Consultation Appointment

The SAIT Health Services Clinic will initiate the telephone consult call at the time of the scheduled appointment.

Students must be available to answer the phone call from the SAIT Clinic Nurse at the scheduled appointment time.

### Fees

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Most vaccines are provided free-of-charge through Alberta Health Services; however, there are fees associated with the administration of those vaccines which are not covered. SAIT Health Services will advise you of the required vaccines, and the administrative costs for any required vaccines at your initial telephone consultation. Any additional charges will be collected at the time of the telephone consult, or at the time when any additional vaccine is given. Costs are determined as follows:

- An initial \$75 charge to review the vaccines and medical history during the telephone consultation.
  - Immunization fee of \$25 per appointment.
    - Additional immunizations fee of \$5 per vaccine for any vaccine administered the same day.

### Payment Methods

All fees are payable at the time of the services rendered. Payment may be made using one of the following methods:

- VISA
- MasterCard
- Pre-loaded VISA or MasterCard gift credit card loaded with enough funds to cover the appointment costs, and any associated activation fees (i.e. \$75.00 + Activation fee to load card).
- Students may also have a 3rd-party credit card holder pay in their behalf; provided that the cardholder is present for verification purposes.
- Receipts will be emailed to the student following payment processing.

**Note:** Debit card payment **cannot** be processed over the phone.

If the student does not answer the first call at the scheduled appointed time, then the Nurse will try to call again approximately 2-5 minutes after the scheduled appointment start time.

If the student does not answer the second call; then the student's appointment status will be changed to "No-Show".

The student will then be responsible to rebook another consult appointment by contacting the SAIT Health Services Clinic.