

**UNIVERSITY OF KANSAS
WATKINS HEALTH SERVICES
ADMINISTRATION**

NUMBER: AD-403	ISSUE DATE: 08/01/2005
TITLE: DOCUMENTATION OF ILLNESS/INJURY FOR CLASS / WORK ABSENCE	REVISED: 1/25/10; 5/1/15
TITLE OF OWNER: Director	APPROVED: Director

PURPOSE: To provide a student with requested documentation for missed class/work time.

POLICY:

Watkins Health Services (WHS) will ONLY provide appointment confirmation documentation, i.e. a "Class Note" if the student was seen by a WHS provider for the illness or injury. If the student was not seen by a Watkins provider for the illness, WHS will not issue a Class Note. Appointments are not to be scheduled with WHS providers after the illness merely for the student to request a Class Note.

The **only department** authorized to provide this documentation is Registration & Records (R&R).

WHS personnel **do not** have the authority to **excuse** a student from class or their work place as that is the sole purview of their professor or work supervisor. WHS has no authority or ability to provide illness / injury documentation related to care received outside of WHS.

PROCEDURES:

1. Whenever the R&R staff person is aware the student is requesting a Class Note, this policy will be explained to the student. If the student is requesting a Class Note for an episode in which s/he was not seen by a WHS provider, the student will be informed that we are not able to provide such documentation.
2. It will not be necessary for the student to sign an Authorization for Use/Disclosure to only obtain an Appointment Confirmation Letter (ACL). The ACL is a pre-formatted letter generated out of Point and Click (PnC) that does not contain clinical information but contains:
 - Patient's name
 - KU ID number
 - Date & Time of the appointment
 - Date & Time checked-in
 - The provider's disposition instructions to the patient (if any)

The letter is to be signed in blue ink by the R&R person generating it and then the WHS embossing seal is to be imprinted onto the ACL. The student may request multiple copies of the ACL to provide one to each of several professors.

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3. If the R&R staff person is unable to generate this ACL for the requested time/date because that appointment was “moved” in the system or for any other technical reason, she is to use a form letter and fill in the appropriate information. This must be signed and embossed as above.
4. If the student prefers to wait for the requested documentation, R&R is to give him/her an estimated turnaround time and to process that request as soon as possible. If the student prefers to have the information mailed, s/he should be told that this process may take up to 48 to 72 hours to complete and will be processed on a first-in/first-out basis with all such requests. The student must be told of the charge for mailing the ACL.
5. There is no charge for the ACL unless the student wants it to be mailed. This charge may be added to the student’s account but will be the student’s responsibility as insurance will not cover these charges. The ACL will not be e-mailed or faxed or scanned for transmission in any electronic fashion.
6. If the student prefers to have more information about his/her visit, e.g. copy of an encounter note, then it is necessary to complete an Authorization for Use/Disclosure and to comply with policy AD-308.
7. If a professor contacts R&R to confirm the legitimacy of an ACL document, this should be easy to verify using PnC, and the professor’s inquiry should be handled at that time if at all possible.
8. In addition to an explanation of this policy on the WHS website, staff will have available for use document AD-403-A which will reflect the same content.

REFERENCES:

This document is on file with the KU Policy Library.