

FAQ of Our Outpatient Service

A. Registration Counter

Q: I have National Health Insurance (NHI), but I forgot to bring my NHI card. What shall I do?

A: For NHI insured patients who forget to bring the NHI card, you can pay a deposit first to continue the registration; with 7 days after the doctor visit, you can return to the NTU Health Center cashier for applying a refund.

Q: Is it a must to make a registration if I only wish to have some medicines?

A: Yes, a prescription is always required whether you wish to have a vaccine or have medicines.

Q: What shall I do if the registration staff tells me that the card reader cannot read my NHI card?

A: In case the card reader cannot read your NHI card, the registration staff will process your registration first; after the doctor visit, please contact the Bureau of National Health Insurance Office, the NHI division in your neighborhood or the NHI card service line 0800-030598 and 0800-212369 for a further support.

Q: What shall I do if my sequent number has passed?

A: For people whose sequent number has passed, please check in with the nurse in the examination room first and follow the instructions of the examination room.

Q: Can I leave after the registration?

A: Yes, students can leave after the registration, but please return to the examination room within the clinic hours.

Q: Can people without a NHI card make a registration?

A: Yes. The NTU Health Center is a primary care unit that anyone who wishes to have an outpatient service in the center can make a registration; those who do not have National Health Insurance need to pay non-NHI fee (the entire fee to be paid at his or her own expense).

Q: I have overseas Chinese students insurance. Can I register as an OCSI insured student?

A: Normally patients who have overseas Chinese students insurance can join NHI. If the overseas Chinese student already joined NHI, he or she can come to the center with the NHI card and register as a NHI insurer; students who do not have a NHI card need to pay the non-NHI fee first, then claim afterwards the amount to his or her insurance company with the receipt and insurance certificate (which can be obtained from the Overseas Students Advising Division, NTU Office of Student Affairs; the document also needs to be filled by the doctor during your doctor visit).

Q: If all the sequent numbers have been taken, can I still make a reservation?

A: Before the registration hour is terminated and if all the numbers have been taken, the patient can only make a registration of if the doctor's consent is granted.

Q: For the first comers of the Health Center, how do they select their medical record page?

A: For the first comers, they usually need to fill information on the first page of their medical record (as shown below)

White – for the NTU students only

Yellow – for the school academic staffs, families and people outside the school

NTU Health Center

Medical Record

Identity <input type="checkbox"/> Student <input type="checkbox"/> Academic Staffs		Student ID / Profile Number									
<input type="checkbox"/> Staffs <input type="checkbox"/> Non-School Members		<table border="1" style="width: 100%; height: 20px;"> <tr> <td style="width: 15%;"></td> </tr> </table>									
Family name / Given name		Department									
Gender	<input type="checkbox"/> Male <input type="checkbox"/> Female	Nationality	Birthday Year Month Day								
Permanent Address											
Contact Address											
ID/ARC No		Phone No.	Cellphone No.								
<table border="1" style="width: 100%; height: 20px;"> <tr> <td style="width: 15%;"></td> </tr> </table>										O :	
		H :									
First Visit		Contact person	Contact phone								
Date:											
Drug Allergy History:											
<input type="checkbox"/> No <input type="checkbox"/> Yes (Item):											

B. Pharmacy

Q: What kind of vaccines does the NTU Health Center provide? What is the price range?

A: The center currently provides Hepatitis A vaccine, Hepatitis B vaccine, Cervarix HPV

vaccine, Gardasil HPV vaccine, Tetanus toxoid vaccine, seasonal Influenza vaccine, and Measles, mumps and rubella vaccine; as vaccines are not covered by National Health Insurance, all the items need to be paid by the patient himself / herself. For detailed information regarding the vaccines and prices, please refer to the NTU Health Center Website and, in case of having any amendment, the website information will be updated instantly and automatically: <http://shmc.osa.ntu.edu.tw/app/news.php?Sn=284>

C. Clinic Caring Service

Q: What if I hurt myself and need to put on the medicine? Shall I make a registration first as well?

A: Please come to the therapy room (Room 108) first. The medical person on duty will handle the wound, educate the patient and evaluate if a registration is required.

D. Medical Imaging (X-Ray) Room

Q: Does the school provide X-Ray service?

A: Yes. Please make an appointment with doctors of the Department of Family Medicine or other departments, who will evaluate if an X-Ray photo is required and will open an X-Ray examination sheet for you accordingly.

Q: What shall I do if it is required to take X-Ray photos?

A: Please make an appointment with doctors of the Department of Family Medicine or other departments at the Registration Counter first. The doctor will evaluate the location that needs to take X-Ray photos.

Q: What shall I do if I need to take X-Ray images on the chest?

A: Please take off all metal objects on your body. If it is required to change clothes, please change your examination clothes in the Changing Room.

E. Laboratory

Q: I just want to make a physical re-examination. What shall I do? Do I need to make a registration?

A: In order to facilitate our academic staffs with an in-school medical examination service held by professional doctors, the NTU Health Center had in 1995, after conquered all the difficulties, applied to the Bureau of Health Insurance for becoming a primary care unit to take care of the school teachers and students. Unlike other schools that only provide simple health care services (no re-examinations and re-checks are allowed as they can only be done in medical institutions), our Health Center enables everyone to register an outpatient service and have medical examinations in the school. Please do not underestimate physical re-examination as they are the consequence of an abnormal body-check result (this is the reason that registering an appointment with the doctor is required and the expense is covered by the National Health Insurance). Apart from measuring the height and weight, other services provided by the NTU Health Center can only be done at medical institutions and only doctors can implement the medical treatment rights! So far the first step of medical treatment process is: **Registration**; the medical record room will deliver your paper medical record to the examination room; the doctor will diagnose and give treatment; you will then clear the payment at Cashier and get your medicines with receipts.

Q: I already submitted my blood and urine samples for physical re-examination. How do I know the testing result?

A: As physical re-examination is the consequence of an abnormal body-check result, it has to be done by registering an appointment with the doctor and is covered by the National Health Insurance. Therefore, the physical re-examination result **can only be diagnosed by the doctor!** To provide the same outpatient services like other medical institutes, NTU Health Center had in 1995 applied itself becoming a primary medical unit to service the NTU teachers and students, who can now register an appointment with the doctor and have medical examinations in the school. Therefore, the examination results shall also be handled according to the standard medical operation procedures. The only difference with other medical institutions is that, there is no registration fees charged to the NTU academic staffs, but only NTD50 as a partial expense! Regarding the physical re-examination result, based on the medical treatment protocols and procedures, patients need to register an appointment with the doctor one week after the examination report is completed.

Q: The doctor at the Health Center already diagnosed my status. How do I take the blood and urine tests as the next step?

A: Please bring the examination sheets opened by the NTU Health Center doctor (a stamp of payment is required) to the examination room for the blood, urine and / or stool tests (✕no registration is required). Hours: Monday to Friday, mornings from 8:10 to 11:30 (except national holidays or when a temporary break-off of the blood test is announced).

Q: I need to examine my blood sugar and triglyceride level. What are the fasting test requirements?

A: The patient is required not to eat or drink for 8 hours at least. In case of having thirst, the patient can drink a very tiny amount of water, but not too much. The reason is that water can affect patients' test value, which will make it difficult for doctors to diagnose your status and the real test value.