

Who is the nurse on call and how does the nurse on call system work?

Swarthmore has partnered with [Team Health](#) to provide after hours access to a registered nurse to provide medical advice over the phone when the health center is closed. This RN is not a Swarthmore employee. The purpose of this nurse is to assess the severity of the problem and to direct students about what to do and how to take care of themselves.

When a student calls the Nurse on Call phone line, the student will give a brief description of the problem and provide their demographic information including a call back number. At that time, the student's call will be placed in a call back queue based on time of call and severity of the complaint. Some complaints will warrant a prompt call back due to severe symptoms. Some complaints may not and there may be a wait until you get a call back. Team Health partners with many institutions to provide this type of service so the wait time may be over an hour if they are receiving high call volume. Be patient, Team Health will return your call as long as you have provided a correct call back number. During the time you are waiting, it is a good idea to review the [Student Health website](#) information. You may find an answer to your question you were calling about.

When the Team Health RN calls back, the conversation will include questions about what the current concern is and ask for a brief medical history. The advice the nurse relays to a student is based on their nursing education and clinical protocols established by Team Health and by Swarthmore College Student Health.

After the call is complete, Team Health will fax a report to the Health Center office. The Health Center staff will review the on-call reports on the next business day and send a secure message to follow up with the student.

When should students call the Nurse on Call?

- Students having symptoms or concerns of an illness or an injury and would like medical advice
- Students having a medical emergency

When should students not call the Nurse On Call?

- Students looking to schedule an appointment
- Students looking to get medical records or any other administrative items