



Magnus Health Portal FAQs

Magnus Health is an independent healthcare medical records manager. Magnus' primary purpose is to streamline the medical records process between Hargrave families and the Academy. The 'Frequently Asked Questions' about the service follow:

Q: I have a returning Cadet. Do I have to use Magnus? Hargrave should already have all of this information from last year!

A: Yes. Every family has to use Magnus. We do have paper files from the past. However, the documents all expire yearly except the immunizations. Physicals are only good for one calendar year. There is also much more information in Magnus than we have asked before. This will allow us to understand your young man better and give safer care!

Q: How do I reach Magnus with questions?

A: The help desk is open Monday thru Friday 9am-4pm. Their number is 1-877-461-6831. You can also email the help desk via the Magnus website www.magnushealth.com. Click the orange Magnus Help button. Then select that you are a parent. There are great step by step articles there to assist you with most of your questions. You can also email Magnus right from there.

Q: Why don't I have a Magnus account yet?

A: It takes a day or two for Magnus to establish the account after you are enrolled. If more than several days have passed and you have not gotten an email from Magnus call the help desk and inquire (1-877-461-6831). If they do not have your information yet please call Hargrave admissions and speak with Connie (434-432-2119).

Q: How do I get a new user ID/password?

A: Your user ID (always your email address) and password were sent to you via email directly from Magnus. They were sent to the email(s) you provided to admissions when applying. If you cannot find the email...check your spam. If you need a new email sent, call the Magnus help line at 1-877-461-6831. They can send you another introduction email. No Hargrave employees are allowed to have your password to protect your privacy, but we can request a re-set if you email the infirmary at infirmary@hargrave.edu.

Q: I sent my signed documents to Magnus. Why are they not in my account?

A: If you choose mail or fax there is a 1-2 day delay for it to show in your account not including weekends. If you FAX OR MAIL, THE COVER SHEET FOR EACH DOCUMENT must be with the document. The cover sheet (and its numbers across the top) tell the system where to place the record. The cover sheet has in bold which document it must go with when submitting. It also has the fax number and mailing address for Magnus clearly identifiable.

Q: Do I have to meet the deadlines the email "reminders" give me for completion?

A: Yes. Please do your part as soon as possible after receiving the initial email with your password. You will see that several forms have to be signed and you may need doctor's appointments to get the physical and care plans completed. We cannot process everyone's questions and documents the week before school starts. A Hargrave nurse must review each

document before your record is complete. Documents you send in right before matriculation will not show up if entered less than 4 business days before school starts.

Q: Can I just bring what I have and finish this during matriculation or when I arrive on campus?

A: No. The record must be complete when you arrive. We need to move each Cadet through in a timely fashion. If you come without your record complete you will have to complete it in a computer lab during matriculation. This will delay you in getting through to see every department. Those who complete the record as required will go through very quickly! No more long lines to review the infirmary packet! DO NOT mail documents to Hargrave for Magnus.

Q: What happens if I do not complete the record before school starts?

A: The Cadet will have to sit out of sports and activities and possibly classes until it is complete. We cannot allow Cadets without proper medical documents to risk injury. These documents allow us to seek medical treatment. Remember your young man is a minor. We are here to help in your absence but we must have consent to treat on record.

Q: Why is the meningitis shot required for Hargrave?

A: Most boarding school and colleges require this immunization. Because meningitis is spread rapidly in barracks it is vital for your child's protection. This is NOT a normal childhood immunization so it may need to be given before arriving at Hargrave.

Q: What happens if I say "no" to Hargrave authorization to administer the flu shot?

A: Every Cadet needs to have a flu shot yearly during the flu season. The flu can spread rapidly through barracks. If your doctor has already given the shot for the current flu season you may provide documentation to us in the immunization section. If you refuse the shot altogether, then you are responsible to come get your Cadet--immediately-- and care for him if he becomes ill with the flu or flu like symptoms while at Hargrave.

Q: Why am I having trouble when using Safari as my Web-browser?

A: Safari is the web-browser used by MAC. It does not work well with Magnus. Simply use an alternate browser of your choice and you will resolve all technical difficulties.

Q: How can I complete Magnus if do not have a good internet connection?

A: All of your work is saved as you go. So take a break if needed and come back to it. You can also call Magnus (1-877-461-6831) to assist you with filling in the Vital Health Record. The remaining documents can then be printed, signed by you and your doctor and then loaded back into Magnus. You can mail or fax the documents to Magnus (with a day delay) or scan the documents immediately into your account.

Q: Do I update Magnus for changes in meds or health during the year?

A: Yes. Please log in and update any new information in the Vital Health Record and on the medication record if it is a prescription change. Also please alert the infirmary via email at infirmary@hargrave.edu you have made a change so we can mark the medication card and alert others of allergy changes. The infirmary email goes to all nurses so whomever is on duty that day should respond to you! This will allow us to return your email quickly!

Q: How will the infirmary let me know when refills are needed?

A: Our goal is to be safe, efficient and to open communication with you via Magnus. We will notify you first via secure email. If needed, we will then use the phone numbers provided. Refills for drugs are the parent responsibility. Please mark in your calendar approximately when refills will be needed and send them on breaks or open weekends! It is always better to have too many than run out of medication.

Q: Why are the refills for ADHD drugs last minute? Do I have to have the actual prescription mailed or can I fax it?

A: As you know, most medications for ADHD are controlled, schedule II drugs. The ACTUAL prescription has to be in hand to be filled. No faxed or copied versions can be filled by law. You must coordinate the delivery of the actual prescription to Gretna Drug for packaging. You and your doctor must devise a system for this to happen quickly when it can be written. The law recently changed to allow a physician to postdate three prescriptions at a time. This means you could come to school with three written prescriptions for the next three months, allowing us to work with Gretna when we need refills. Email the infirmary your plan for filling drugs or mailing prescriptions and we will note this in Magnus. If the infirmary must make frequent calls for refills that are late this may result in late charges to the parent. Our priority needs to be treating Cadets but much of our time is spent tracking medication refills!

Q: Can I use my own pharmacy instead of Gretna Drug?

A: Medication administration and packaging is a multi-step process.

1. Matriculation fee: Bring all medications to the infirmary station at matriculation you would like to be administered. Each young man that takes medication will be billed by Hargrave for a yearly \$20 matriculation fee.

2. Packaging: All medication, including vitamins and over the counter medication, given by the infirmary must be packaged for delivery by a pharmacist. Gretna Drug Store provides this service and they charge a nominal fee. The credit card you provide on the Gretna Drug form (next document) will be charged for this packaging fee by Gretna Drug directly. You will be charged a fee of \$5 (for a 30 day supply) each time they must re-pack previously filled medications. This includes vitamins and over the counter medications taken daily. Example: if you send five vitamins to be taken three times a day that is 15 cards every month at \$5 each. Please contact Gretna drug for clarification if you have questions. If the medications, vitamins or supplements are filled or purchased through Gretna there is no charge for the packing.

*** Make sure you call your health insurance company and alert them of your young man's location as a boarder. You must ensure the coverage will apply in this area.*