

POLICY NUMBER: DCOM 400.5 (COCA 9.9)
PHYSICAL HEALTH SERVICES

I. PURPOSE

To establish policies and procedures regarding the provision of access to physical health services to enrolled students receiving education at LMU-DCOM and affiliated sites.

II. POLICY STATEMENT

In accordance with the Commission on Osteopathic College Accreditation (COCA) Element 9.9, it is the policy of LMU-DCOM to provide students with access to diagnostic, preventative, and therapeutic health services 24 hours a day, 365 days a year, that is accessible in all locations where LMU-DCOM students receive education.

III. DEFINITIONS

N/A

IV. AUDIENCE

This policy applies to all stakeholders (faculty, staff, students, administration, and community members) who participate in student services, health, and/or are involved with students on rotations or clinical site development.

V. COMPLIANCE

N/A

VI. ROLES AND RESPONSIBILITIES

Responsible Office: LMU-DCOM Student Services; LMU-DCOM Office of Clinical Affairs & GME

Responsible University Officer: Assistant/Associate Dean(s) of Students; Senior Associate Dean of Clinical Affairs; Assistant/Associate Dean of Clinical Medicine

Policy Oversight Committee: Policy Process Committee

VII. STANDARDS

COCA Standard 9, Element 9:

A COM must have policies and procedures to provide its students with access to diagnostic, preventive, and therapeutic health services accessible in all locations where students receive education from the COM.

VIII. PROCEDURE

LMU-DCOM students have access to diagnostic, preventive, and therapeutic health services, accessible in all locations where students receive education from LMU-DCOM. All students are required to have health insurance prior to matriculation through graduation and are responsible for costs associated with services rendered.

Students who seek medical attention, including emergency medical attention may do so with any facility of their choosing based on their needs and health insurance coverage.

Harrogate Location

LMU-DCOM has a memorandum of understanding with Covenant Medical Group to allow access to and to provide services to all LMU-DCOM students. Covenant Medical Group has two locations in Claiborne, Tennessee:

Claiborne County Area Primary Care Clinics

Practice Location	Address	Phones	Website
CLAIBORNE PRIMARY CARE	424 N Broad Street New Tazewell TN 37825	423-259-5700	www.covenanthealth.com/ claiborne-primary-care/
HEARTLAND PRIMARY CARE	309 N Broad Street New Tazewell, TN 37825	423-626-7297	www.covenanthealth.com/ heartland-primary-care/

Both practices are available to serve the primary care needs of students enrolled at DCOM at LMU-Harrogate.

Knoxville Location

LMU-DCOM has a memorandum of understanding with Covenant Medical Group to allow access to and to provide services to all LMU-DCOM students. Covenant Medical Group has multiple clinics available in the Knoxville and Anderson County area . All practices listed are available to serve the primary care needs of students enrolled at DCOM at LMU-Knoxville.

Knox County Area Primary Care Clinics

Practice Location	Address	Phones	Website
COVENANT HEALTH BELLTOWN PRIMARY CARE	4565 Market Bell Way Powell TN 37849	865-374-3450	Opens 9/4/2025
INTERNAL MEDICINE WEST	220 Fort Sanders Blvd. MOB 2, Suite 301, Knoxville, TN 37922	865-690-3003	www.covenanthealth.com/ internal-medicine-west/
NEW HORIZON MEDICAL ASSOCIATES	3403 Tazewell Pike, Suite 102 Knoxville TN 37918	865-689-9966	www.covenanthealth.com/ new-horizon-medical- associates/
SOUTHERN MEDICAL GROUP	6600 Nightingale Lane Knoxville TN 37909	865- 632-5885	www.covenanthealth.com/ southern-medical-group/
SOUTHERN MEDICAL GROUP SOUTH	7625 Chapman Highway, Suite 103, Knoxville TN 37920	865-632-5893	www.covenanthealth.com/ southern-medical-group/
FAMILYCARE SPECIALISTS	1300 Old Weisgarber Road Knoxville TN 37909	865-584-2146	www.covenanthealth.com/ familycare-specialists/
FAMILYCARE SPECIALISTS - WALK IN	1300 Old Weisgarber Road Knoxville TN 37909	865-584-2146	www.covenanthealth.com/ familycare-specialists/

Anderson County Area Primary Care Clinics

Practice Location	Address	Phones	Website
CLINTON FAMILY PHYSICIANS	102 S. Charles G. Seivers Blvd Clinton TN 37716	865-457-4702	www.covenanthealth.com/clinton-family-physicians/
FAMILY CLINIC OF OAK RIDGE	100 Vermont Avenue Oak Ridge TN 37830	865-482-1777	www.covenanthealth.com/family-clinic-of-oak-ridge/
McNEELEY FAMILY PHYSICIANS	110 Executive Park Drive Clinton TN 37716	865-494-9241	www.covenanthealth.com/mcneeley-family-physicians/
METHODIST FAMILY MEDICINE CLINIC	Westmall Medical Park, 200 New York Ave. Oak Ridge, TN 37830 suite 150	865-835-5850	www.covenanthealth.com/methodist-family-medicine-clinic/
OLIVER SPRINGS FAMILY PHYSICIANS	103 Bennett Road Oliver Springs TN 37840	865-435-1933	www.covenanthealth.com/oliver-springs-family-physicians/

Orange Park Location:

Avecina Medical Urgent Care of Orange Park is available to serve the health care needs of students located at DCOM at Orange Park. Additional locations in the greater Jacksonville area may be found at the website located [here](#) as well. No appointment is necessary; however, you may choose to make one by visiting the link [here](#).

Clay County Area Primary Care Clinics

Practice Location	Address	Phones	Website
Avecina Medical Urgent Care of Orange Park	2020 Kingsley, Suite 1 Orange Park, FL 32073	904-458-4013	https://avecina.com/
After Hours:			
Urgent Care Cure	10870 US-1, STE 104 Ponte Vedra, FL 32081	904-438-2720	https://www.urgentcarecure.com/

Personal Medical Care while on Rotation

If a student becomes ill or has an emergency health issue during their rotation, the training facility will render care but is not responsible for the cost of such care.

Students are financially responsible for any medical care they receive at a training site.

A health professional providing health services, via a therapeutic relationship, must recuse him/herself from the academic assessment or promotion of the student receiving those services.

Helpful links for finding care:

- [Urgent Care Finder - Find an Urgent Care Center Near Me](#)
- [Healthline FindCare | Find Doctors Near Me | Schedule Online](#)

If you have insurance through LMU-DCOM, you may use the link to find an in-network facility

and/or provider:

<https://www.uhc.com/find-a-doctor>

Note: These links do not take into consideration your personal insurance provider. To find an in-network facility and/or provider, you should contact (via phone or website) your personal insurance provider when medically stable to do so.

All Students

Students who seek medical attention, including emergency medical attention, may do so with any facility of their choosing based on their needs and health insurance coverage.

IX. CONTACT INFORMATION

For more information regarding this policy, please contact the LMU-DCOM Student Services (DCOMDOS@LMU.net.edu), or the LMU-DCOM Office of Clinical Affairs, 865-338-5800-869-6237.

X. DOCUMENT HISTORY

Version S22.1

Approved by LMU-DCOM Dean's Council: 05/11/22

Approved by LMU Office of General Counsel: 05/19/22

Version S23.1

Editorial, Site-specific links added 03/27/23

Version F25.1

Editorial updates to formatting, text and title 08/11/25

Version F25.2

Editorial updates to Harrogate and 08/15/25

Knoxville services locations based on approved Covenant Medical Group MOU

Version F25.3

Editorial updates per Dean's approval 10/20/25

XI. FORMS

- LMU-DCOM Student Handbook
- LMU-DCOM Clinical Rotations Manual