

University of Rochester

University Health Service (UHS)

Services for Students

The University Health Service (UHS) provides a full-range of confidential, high quality primary health care services for full-time students. The UHS clinical staff includes registered nurses, nurse practitioners, and physicians, all of whom have a special interest in the care and treatment of college students.

For the convenience of students, UHS has medical offices in the Medical Center, on the River Campus, and at the Eastman School of Music. Students can schedule appointments at any UHS office by calling 275-2662. Whenever UHS offices are closed, a UHS physician is available by phone for urgent concerns.

Confidentiality

All visits to UHS are confidential. UHS will not share any information about the fact or nature of a student's visit to UHS without the student's permission. Notification of others, including parents, friends, and University faculty and administrators, is considered the student's responsibility unless the condition is serious and the student is unable to assume responsibility for informing others. Parental notification and consent will be obtained for students under age 18, as required by law.

Hours & Locations

UHS has three medical offices. The UHS Medical Center Office is open weekdays throughout the year. The UHS River Campus Office is located in Susan B. Anthony Residence Hall and is open 7 days a week during the academic year (except school vacations). UHS also has an office at the Eastman School of Music for students on that campus. (See the back for specific hours and locations.)

When UHS is Closed – Call 275-2662

Whenever UHS offices are closed, a UHS physician is on-call and available by phone for urgent concerns that cannot wait until the offices re-open. We recommend contacting UHS before going to the emergency department of a local hospital unless you are critically ill, have been in serious accident, or have been referred there by a UHS provider.

For more information about services offered by the University Health Service check:

www.rochester.edu/uhs

Revised August 2007

Health Care Services

UHS provides a full range of primary care services, including the treatment of illnesses and injuries, women's health care, management of on-going medical problems, and advice and treatment for any health concern.

Prevention of illness is a major focus of the care provided at UHS. During your visit to UHS, your provider will help you learn to manage your health care needs.

Additional services include:

- **Allergy Injections & Immunizations:** You can arrange to receive your allergy injections at any UHS office. Immunizations for travel, study abroad, and other vaccines (e.g., flu shot, HPV vaccine, Hepatitis B vaccine) are also given at UHS. There is a charge for allergy serum and vaccines. The mandatory health fee covers the cost of the visit with the health care provider.
- **Counseling:** The University Counseling Center (UCC) offers time-limited therapy for individuals and couples and yearlong group therapy. The mandatory health fee covers the cost of visits to the University Counseling Center.
- **Laboratory Tests & X-Rays:*** Most laboratory tests are performed during a visit to UHS. Patients needing x-rays are referred to the Radiology Department of Strong Memorial Hospital.
- **Medications:*** Several non-prescription and prescription medications prescribed by UHS providers are available for purchase at UHS offices, often at a lower cost than at a local pharmacy.
- **Physical Therapy:*** UHS offers physical therapy services on the River Campus and at the Eastman School of Music.
- **Referrals to Specialists:*** If you need to see a specialist for a consultation, your UHS health care provider will refer you to a specialist in the area.

Scheduling Appointments – Call 275-2662

Visits to UHS are by appointment. You can schedule an appointment at any UHS office by calling 275-2662. Scheduling an appointment with the same person whenever you need health care will lead to a more personal and effective interaction.

* The mandatory health fee covers the cost of your visit with a UHS health care provider. The fee does not cover the cost of laboratory tests, x-rays, medications, physical therapy, and visits with specialists. Coverage for these services will depend on your health insurance plan.

Health Information/Advice

UHS has two health information phone numbers for patients who would like to speak with a registered nurse about a health concern. You can call 275-1160 about any health concern or to renew a prescription. You can call 275-1161 with a women’s health concern. Evenings and weekends during the academic year, you can also call the River Campus Office at 275-2161 to speak with a registered nurse.

Brochures on numerous health topics are available in UHS offices. Several of the brochures are on the UHS web site at www.rochester.edu/uhs/healthtopics/index.html. The site also offers links to reputable health-related web sites.

Health Promotion

The UHS Health Promotion Office helps students make informed decisions about their personal health. The office provides opportunities for students to become involved through the Peer Health Advocacy course, the UR Student Health Advisory Committee, an independent study course with a Health Promotion staff member, or as a volunteer helping plan health promotion activities. Call 273-5775 for information about programs and services.

University Counseling Center (UCC)

www.rochester.edu/ucc

The University Counseling Center (UCC) offers time-limited individual and couples therapy and yearlong group therapy. Therapy is available for a variety of problems including anxiety, depression, relationship difficulties, and general discomfort about what’s happening in a person’s life. Call 275-2361 to schedule an appointment.

Students who are in distress themselves or who are concerned about a friend can call the UCC after-hours emergency service. The professional on-call can be reached 24 hours/day throughout the year by calling 275-2361.

Paying for Services

Students in the Ithaca College Physical Therapy Program pay the mandatory health fee. This fee covers unlimited visits with physicians, nurse practitioners, and registered nurses at the University Health Service (UHS); time-limited therapy with mental health professionals at the University Counseling Center (UCC); the availability of a physician and a mental health professional when UHS and UCC offices are closed; and health promotion services.

In addition to the mandatory health fee, all students must have health insurance. Health insurance generally covers services such as hospitalization, diagnostic laboratory tests and x-rays, and surgical procedures. The specific benefits will depend on your insurance plan. Many students remain on their parent’s health insurance plan. Whatever health insurance you have, it is important to carry your insurance card with you and to know the basics about your health insurance plan (i.e., company name, how to file a claim, when a referral is necessary).

UHS Locations & Hours

UHS has medical offices in the Medical Center and on the River Campus. Students can schedule an appointment at either office by calling 275-2662.

MEDICAL CENTER OFFICE

Room 1-2315, in the Medical Center near the main lobby of Strong Memorial Hospital

Open weekdays all year:

8:00 a.m.–5:00 p.m. Monday - Friday

(Except Tuesdays when the office opens at 9:00 a.m.)

RIVER CAMPUS OFFICE

1st floor, Morgan Wing in Susan B. Anthony Residence Hall

Open 7 days/week during the academic year:

9:00 a.m.-9:00 p.m. Monday - Thursday

(Except Tuesdays when the office opens at 9:15 a.m.)

9:00 a.m.-5:00 p.m. Friday & Saturday

1:00 p.m.-6:00 p.m. Sunday

When UHS is Closed

A UHS physician is on call and available by phone whenever UHS offices are closed. If your concern is *urgent* and you feel you cannot wait until UHS offices reopen, call 275-2662 to contact the UHS on-call physician.

In a Health Emergency

If serious or life-threatening emergency:

On campus – Dial x13.

Off campus – Call 911.

If not life-threatening, call:

UHS at 275-2662 (medical)

UCC at 275-2361 (mental health)

Important Phone Numbers

Appointments	275-2662
Health Information.....	275-1160
Women’s Health Information.....	275-1161
Insurance Advisor.....	275-2637
Health Promotion Office	273-5775
Patient Advocate.....	273-5770
University Counseling Center.....	275-2361

Web Sites

University Health Service www.rochester.edu/uhs
University Counseling Center . . . www.rochester.edu/ucc