

University of Rochester

UNIVERSITY HEALTH SERVICE (UHS)

Services for Full-Time Students

The University Health Service (UHS) provides a full range of confidential, high-quality primary health care services for full-time University of Rochester students. The UHS clinical staff includes registered nurses, nurse practitioners, and physicians. To provide students with a more personal and effective interaction, all students are assigned a primary care provider (PCP) at UHS when they begin studies at the University. Students are encouraged to schedule appointments with their PCP.

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 offices on the River Campus, in the Medical Center, and at the Eastman School of Music. The UHS Building, located next to Susan B. Anthony Halls on the River Campus, is open seven days a week during the academic year and weekdays during the summer and school vacations. The UHS Medical Center Office is open weekdays throughout the year. The Eastman School Office in the ESM Student Living Center is open weekdays during the academic year. (See hours on back.)

Appointments—Call 275-2662

Visits to UHS are by appointment. You can schedule an appointment at any UHS office by calling 275-2662. All students have a primary care provider (PCP) at UHS. When you call to schedule your appointment, the receptionist will offer you an appointment with your PCP. Seeing your primary care provider whenever you need health care will lead to a more personal and effective interaction.

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 ongoing 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 primary care provider (PCP) 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, hepatitis B vaccine) are also given at UHS. There is a charge for the serum or vaccine but not the visit.

Counseling: The University Counseling Center (UCC) offers time-limited therapy for individuals and couples and yearlong group therapy. The mandatory health fee paid by all full-time students covers the cost of visits to the University Counseling Center.

Laboratory Tests & X-Rays:* Most laboratory tests are completed during a visit to UHS. Patients needing X-rays are referred to the Department of Radiology at Strong Memorial Hospital.

Medications:* Several nonprescription and prescription medications prescribed by UHS providers are available for purchase at UHS offices, often at a lower cost than at a 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.

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 reopen. Please contact UHS before going to the emergency department of a local hospital unless you are critically ill, have been in a serious accident, or have been referred there by a UHS provider.

For more information about UHS services check

www.rochester.edu/uhs

*The mandatory health fee covers the cost of visits with a UHS health care provider. It does not cover the cost of laboratory tests, X-rays, medications, physical therapy, and visits with specialists. Health insurance may cover some of these fees.

Health Information/Advice

UHS has a health information/advice line for patients who would like to speak with a registered nurse about a health concern. Call 275-1160 about any health concern or to renew a prescription. You can also use the UHS Web site to ask a question. Click on the link in "Contact UHS" (www.rochester.edu/uhs) to submit your question. A UHS staff member will respond. Fact sheets on numerous health topics are available on the UHS Web site. In addition, the Web site provides 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 one of the staff members, or volunteering to help plan health promotion activities. Call 273-5775 for information about programs and services.

Paying for Services

All full-time students pay the mandatory health fee. This fee covers unlimited visits with UHS physicians, nurse practitioners, and registered nurses; time-limited therapy with mental health professionals at the University Counseling Center (UCC); the availability of a physician and a mental health professional on call 24 hours/day; and health promotion services.

In addition to the mandatory health fee, all full-time students must have health insurance. The University Health Service offers a health insurance plan for individual students and a family insurance plan for students with dependent children. Students with other insurance coverage may choose to waive the insurance fee.

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. 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).

The UHS Insurance Advisor is available to assist you with questions about the mandatory health fee and health insurance offered through UHS. She can be reached at insurance@uhs.rochester.edu or 275-2637.

For more information about UHS services check

www.rochester.edu/uhs

UHS Locations & Hours

UHS has clinical offices on the River Campus, in the Medical Center, and at the Eastman School of Music. Students can schedule appointments by calling 275-2662.

River Campus Office 275-2662

UHS Building, 1st floor

During the academic year

Mon., Wed., Thurs., 8 a.m.–9 p.m.

Tuesday, 9 a.m.–9 p.m.

Friday, 8 a.m.–5 p.m.

Saturday, 9 a.m.–5 p.m.

Sunday, 1 p.m.–6 p.m.

Summer and school breaks

Mon., Wed., Thurs., Fri., 8 a.m.–5 p.m.

Tuesday, 9 a.m.–5 p.m.

Medical Center Office 275-2662

1-5000 in the Medical Center

Mon., Wed., Thurs., Fri., 8 a.m.–5 p.m.

Tuesday, 9 a.m.–5 p.m.

This office is open all year.

Eastman School Office 274-1230

Room 106, ESM Student Living Center

During the academic year

Mon.–Fri., 9:30 a.m.–4:30 p.m.

This office is closed during the summer and breaks.

Important Phone Numbers

Appointments	275-2662
Health Information	275-1160
Insurance Advisor	275-2637
Health Promotion Office	273-5775
Patient Advocate	273-5770
University Counseling Center	275-3113

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

