

University Health Service (UHS) & University Counseling Center (UCC) Services

The University Health Service (UHS) provides confidential, high quality health care services for students on a prepaid basis through the Student Health Program. Medical care and health promotion services are provided by the University Health Service (UHS). Mental health services are provided by the University Counseling Center (UCC).

Services for Students: UHS provides a full range of primary care services, including the treatment of illnesses and injuries, women's health care, the management of ongoing medical problems, medication management, and advice and treatment for any health concern. In addition, UHS provides allergy injections, immunizations, physical therapy, laboratory tests, and referrals to specialists. The UHS primary care staff includes physicians, nurse practitioners, and registered nurses. 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 when they need health care. Your PCP is a member of the UHS Blue Team or the UHS Yellow Team. When you come to UHS, you will see signs with pictures of the members of each team.

The UHS Health Promotion Office helps students make informed decisions about their personal health. The office provides several opportunities for students to become involved in learning and educating their peers.

The University Counseling Center (UCC) provides a comprehensive initial assessment, individualized treatment plan and support to put such a plan into action. Therapy is available for a variety of problems including anxiety, depression, family problems, relationship difficulties, grief, school-related problems, and general discomfort about what's happening in a person's life, among many other sorts of difficulties. A wide range of group therapy sessions are also available.

Confidentiality: All visits to UHS and UCC are confidential. We do not share any information about the fact or nature of a student's visit to UHS or UCC 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 life-threatening and the student is unable to assume responsibility for informing others. Parental notification and consent will be obtained for students under age 18 receiving care at UHS, as required by law.

Locations and Appointments: UHS, UCC, and the UHS Health Promotion Office are located in the UHS Building on the River Campus. UHS and UCC also have offices in the Medical Center and at the Eastman School of Music for the convenience of students on those campuses. Specific office locations and hours are listed on the UHS website. To schedule an appointment at UHS, students should call (585) 275-2662. To schedule an appointment at UCC, students should call (585) 275-3113.

After Hours Care: Access to care is provided 24 hours a day, seven days a week throughout the calendar year. Whenever UHS is closed, a UHS physician is on-call and available by phone for urgent concerns that cannot wait until the offices re-open. Students are asked to contact UHS before going elsewhere for care. Whenever UCC is closed, a UCC mental health professional is on-call and available by phone.

Paying for Services: The Student Health Program for students has two parts: the mandatory health fee and health insurance. All full-time students pay the mandatory health fee, which covers visits with UHS physicians, nurse practitioners, and registered nurses; evaluation, counseling and referral services with mental health professionals at UCC; the availability of a physician and a mental health professional on-call when the offices are closed; health promotion programs and services; and public health surveillance.

All full-time students must have health insurance for medical care, mental health care, catastrophic illness and injury, and prescription medications. Health insurance generally covers services such as medical and surgical procedures, hospitalization, and diagnostic laboratory tests and X-rays. The specific benefits depend on the student's insurance plan. Students complete the Online Health Insurance Process each year to enroll in the UR Student Health Insurance Plan or waive the plan if they have insurance coverage that meets the University insurance criteria. It is important for students to carry their health insurance card with them and to know the basics about their health insurance plan.

For more information about services offered by University Health Service, check: www.rochester.edu/uhs