University Health Service (UHS)

Services for Full-Time Students

The University Health Service (UHS) provides a full range of confidential, high-quality primary care, mental health, and health promotion services for full-time University of Rochester students. Visits to the University Health Service nurses and physicians and the University Counseling Center and services provided by the UHS Health Promotion Office are covered by the mandatory health fee that all full-time students pay.

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 of Rochester. 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 life threatening and the student is unable to assume responsibility for informing others. Parental consent for treatment will be obtained for students under age 18 as required by law.

Hours and 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

Visits to UHS are by appointment. You can schedule an appointment at any UHS office by calling (585) 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 primary care provider. 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 will help you learn to manage your health care needs.

Additional Services

- Allergy Injections and Immunizations: You can arrange to receive your allergy injections at any UHS office. Immunizations for travel, study abroad, and other vaccines (e.g., flu, HPV, hepatitis A, hepatitis B) are also given at UHS.
- Counseling: The University Counseling Center (UCC) provides evaluation, counseling, and referral services. University of Rochester full-time students are eligible to receive a comprehensive initial assessment, an individualized treatment plan, and support to put such a plan into action.
- Laboratory tests and X-rays*: Laboratory tests may be completed during a visit to UHS. Patients needing X-rays are referred to an imaging facility in the area.
- 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.
- Nutrition services*: UHS offers nutrition services with a registered dietician at the office on the River Campus.
- Physical therapy*: UHS offers physical therapy services at the offices 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.

*These services are not covered by the mandatory health fee. Your health insurance plan may cover some or all of these fees. See reverse side.

When UHS Is Closed—Call (585) 275-2662

Whenever UHS offices are closed, one of our staff 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.
Health Information and Advice

UHS has a health information/advice line for patients who would like to speak with a registered nurse about a health concern. Call (585) 275-1160 about any health concern or to renew a prescription. You can also use the UHS website to ask a question. Check the Contact UHS link at www.rochester.edu/uhs. A UHS staff member will respond to your question. Check Health Topics on the UHS website for links to reputable health-related websites.

Health Promotion

The UHS Health Promotion Office inspires University of Rochester students to LIVE.GROW.THRIVE on campus. Our team provides a variety of health education and wellness programs throughout the year. We focus on the topics that are most meaningful to students, including alcohol and other drugs, health care IQ, nutrition, physical activity, relationships and sex, and mental wellness. In addition, we collaborate with the campus community and support a variety of student-led health promotion initiatives throughout each academic year. Call (585) 273-5775 for more information.

Paying for Services

All full-time students pay the mandatory health fee. This fee covers visits with UHS physicians, nurse practitioners, and registered nurses; a comprehensive initial assessment and an individualized treatment provided by the University Counseling Center; the availability of a physician and mental health professional on call 24 hours/day; and health promotion programs and services.

In addition to the mandatory health fee, all full-time 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.

Students can enroll in the UR Student Health Insurance Plan, or they can waive the insurance if their plan meets University insurance criteria. Students enrolled in the University-sponsored plan may also enroll their spouse and dependent children under age 26.

Every year, all full-time students must complete the Online Insurance Process to enroll or waive the UR Student Health Insurance Plan. The link to the online process is in the Quick Links box on the UHS website.

The UHS insurance advisors are available to assist you with questions about the UR Student Health Insurance Plan, completing the Online Insurance Process, and the mandatory health fee. They can be reached at insurance@uhs.rochester.edu.

UHS Hours and Locations

UHS has clinical offices on the River Campus, in the Medical Center, and at the Eastman School of Music. Students can schedule an appointment at any UHS office by calling (585) 275-2662.

River Campus Office
(585) 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.

During summer/breaks
- Mon., Wed., Thurs., Fri., 8 a.m.—5 p.m.
- Tuesday, 9 a.m.—5 p.m.

Medical Center Office
(585) 275-2662
1-5077, Medical Center

All year
- Mon., Wed., Thurs., Fri. 8 a.m.—5 p.m.
- Tuesday, 9 a.m.—5 p.m.

Eastman School Office
(585) 275-2662
Room 106, Eastman Student Living Center

During the academic year
- Mon.—Fri., 9:30 a.m.—4:30 p.m.

During summer/breaks
- This office is closed.

Important Phone Numbers

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<thead>
<tr>
<th>Appointments / After Hours</th>
<th>(585) 275-2662</th>
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<tbody>
<tr>
<td>Health Information</td>
<td>(585) 275-1160</td>
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<tr>
<td>Insurance Advisor</td>
<td>(585) 275-2637</td>
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<tr>
<td>Health Promotion Office</td>
<td>(585) 273-5775</td>
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<tr>
<td>University Counseling Center</td>
<td>(585) 275-3113</td>
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In a health emergency

On campus: call Public Safety (585) 275-3333
Off campus: call Police 911