

How to Thrive at U of R

University Health Service:

Primary Care

University Counseling Center

Health Promotion Office



Land Acknowledgement

University of Rochester is located on the ancestral and unceded territory of the Onöndowa'ga (pronounced: Oh-n'own-dough-wahgah) or "the people of the Great Hill." In English, they are known as Seneca people. The Onöndowa'ga People are members of the Haudenosaunee (ho-dee-no-SHO-nee) Confederacy, which consist of the Mohawk, Oneida, Onondaga, Cayuga, Seneca, and Tuscarora nations.

We honor and pay our respects to elders both past and present who have stewarded this land throughout the generations, and whose practices and spiritualities are tied to this land. Please take a moment to consider the many legacies of violence, displacement, migration, and genocide that have occurred on this land or the land where you reside.

Agenda

- ★ Introductions
- ★ Need to Know Info:
 - Primary Care
 - Insurance / Health History
 - University Counseling Center
 - Health Promotion Office (HPO)
- ★ Before you go ...



UHS Mission Statement

- The mission of University Health Service is to improve, guard, and care for the health and safety of University of Rochester students and staff. As part of an academic institution, University Health Service also participates in the education and research missions of the University.
- The providers and staff at UHS value caring for the health and well-being of our patients, respect for the diverse individuals we serve and with whom we work, and excellence in all that we do.

Welcome from the UHS Team!

Primary Care, University Counseling Center, Health Promotion Office,
Administration & Finance, and Occupational Health



Primary Care, Insurance & Health History Forms @ University Health Service



Kristi Brock
Business Operations Manager

- ★ As the Business Operations Manager for UHS, I oversee several administrative functions, including but not limited to student health requirements, patient registration management and medical billing.
- ★ I proudly serve on the Genesee Staff Council, The UHS DEI Advisory Council, The LGBTQ Advocacy Committee and the 1st Generation Students and Families Committee!

University Counseling Center



Michael Siembor, PhD
Assistant Director for Group and Outreach

- ★ Oversees group and outreach coordination at UCC.
- ★ Provides clinical services including therapy, supervision, and crisis services.
- ★ I enjoy spending lots of time with my kids and I've played clarinet since 4th grade.

The Health Promotion Office



Rebecca Block (she/her), MS, CHES, RYT 200
Health Promotion Specialist - Student Well-Being, Health
Promotion Office
Certified Koru Mindfulness Teacher

- ★ Oversees health promotion strategies, programs, and services to enhance student well-being with a primary emphasis on student mental health and flourishing.
- ★ Passionate about creating a compassionate campus culture through trainings to faculty, staff, and student-leaders that equip them with various tools to better support the students they work with.
- ★ I love hiking, baking, practicing yoga and meditation, and reading!
- ★ U of R Class of 2018

The Health Promotion Office



Zoe Black (she/her)
Health Promotion Specialist - Health Equity, Health
Promotion Office
Certified SafeZone Trainer

- ★ Oversees the strategic planning, implementation, and evaluation of sexual health and health equity initiatives for students.
- ★ Passionate about making our programs and materials accessible for all, as well as LGBTQ+ advocacy.
- ★ I love traveling, spending time with family and friends, and doing anything with my dog!
- ★ U of R Class of 2020

Need to Know Info

Who we are, what we do, and how we can help you thrive!

UHS Primary Care

As a full-time student, You will receive your Primary Care services right here at UHS. You will be assigned your own Primary Care Provider, who will coordinate your medical needs and provide continuity of care during your time here in Rochester. Our services are always confidential, and it is important to know that you will have 24/7 access to one of our on-call physicians.

Helpful Links & Resources
[Meet our Providers](#)

Find UHS in 3 Convenient Locations!

Eastman Campus Office

Eastman School of Music
Student Living Center
First Floor
Room 106

River Campus Office

UHS Building - First Floor
738 Library Road
PO Box 270617
Rochester, NY 14627

Medical Center Office

UR Medical Center
601 Elmwood Avenue
Room 1-5077

TO SCHEDULE AN APPOINTMENT:

585-275-2662

Helpful Links & Resources

Hours of Operation



Mandatory Health Fee

All full-time students are covered by the Mandatory Health Fee. This fee covers a full range of primary care services provided by our highly qualified providers (MD, DO, PA, NP, RN) Covered services include evaluation and management of acute injury or illness, ongoing medical conditions, women's health care, gender affirming healthcare, allergy injections, immunization administration, and the coordination of care for any health concern.

*Visits with UHS psychiatrists for assessment and medication management (with a referral from a UHS primary care provider or a UCC therapist).

*Additional services and programming offered by the UHS Health Promotion Offices and University Counseling Center.

Helpful Links & Resources

Mandatory Health Fee

[UCC](#) **[HPO](#)**

Health Insurance

Every full-time student is required to have health insurance in addition to the Mandatory Health Fee. Health insurance provides additional coverage for services not covered by the mandatory health fee such as specialist appointments, hospitalizations, surgeries, diagnostic laboratory testing, imaging and prescriptions.

Students can either:

- * Enroll in the UR Student Health Insurance Plan
- * Waive the insurance if they have their own plan that meets the University Insurance Criteria

Helpful Links & Resources

Health Insurance

University Insurance Criteria

Health Insurance Open Enrollment Process

All Full-Time students must complete the Online Health Insurance process every year. Failure to complete the online health insurance process by September 15th (January 31st for Spring entering students) will result in automatic enrollment in the student health insurance plan and students will be charged accordingly.

UHS has Insurance Advisors available to all full-time students

Monday - Friday 8:00am-5:00pm

Please reach out with any health insurance questions or concerns.

Helpful Links & Resources

585-275-2637

insurance@uhs.rochester.edu

UR Student Health Insurance Plan (SHIP)

The University of Rochester offers a customized, health insurance plan to all full-time students.
The UR Student Health Insurance Plan or UR-SHIP

This plan is specifically designed to meet the health insurance needs of students

Benefits of using the UR SHIP

- Global network
- Preventive health care services
- No deductibles
- Low copays
- Comprehensive coverage
- Insurance Advisors on UHS staff to help with questions

Services covered under the UR SHIP

- Laboratory tests
- X-rays
- Surgeries
- Visits to specialists
- Hospitalizations
- Prescription medications
- Immunizations

Some services may require prior authorizations, referrals, and member cost sharing.

Options for Additional Coverage

Aetna Vision Preferred

Coverage for eye exams, glasses and contact lenses

Nationwide provider network

Online shopping options

Online provider locator on [AetnaVision.com](https://www.aetnavision.com)

Choice of popular brand name frames

Aetna Vision Preferred mobile app with a collection of helpful tools

Aetna Dental PPO

Choose from more than 120,000 dental providers nationwide, including providers who offer virtual visits through tele-dentistry.

Search for providers in-network by using our [provider search tool](#).

Digital tools to easily manage your care and access your ID card whenever needed.

Health History Forms & Immunizations

Every new student must submit the Health History Form and Allergy & Medication Form.

Forms will be completed electronically via UHS Connect. Please watch your UR email for further information regarding registration for UHS Connect and form completion.

There are specific immunizations that are required by New York State & the University of Rochester for Full Time Students. All immunizations must be submitted with official documentation to provide proof of vaccination.

Students can receive any missing immunizations at UHS if they are not able to receive them before arriving in Rochester.

Helpful Links & Resources
Immunization Requirements
UHS Connect

Questions - hhf@uhs.rochester.edu

Other Services Offered at UHS

- Nutrition therapy
- Physical Therapy
- Psychiatry Care
- Laboratory Testing
- Allergy Injections
- Sexual Health
- Travel Care
- Immunizations
- Medications
- Inclusive Healthcare

& So much More....

Helpful Links & Resources

Services for full time students



Frequently Asked Questions

Can I add a dependent to my Student Health Insurance Plan (UR SHIP)?

Yes! You can add a spouse, domestic partner or a child as a dependent on your UR SHIP plan.

Does the UR SHIP plan cover Dental Services/Vision?

The UR SHIP plan covers pediatric dental and vision care up to the age of 19. You also have the option to purchase additional dental and/or Vision coverage by selecting the Aetna Dental PPO Max and/or Aetna Vision Preferred plan during Open Enrollment.

Can I obtain the immunizations that I am missing at UHS?

Yes! UHS can provide all required vaccinations and draw titers to verify immunization history .

Can I get other vaccines at UHS?

Yes! UHS can provide Flu, HPV, Covid-19 and travel vaccines upon request. While the Administrative portion of these fees is covered by the Mandatory Health fee, the vaccine itself will be billed to your insurance as applicable. Please check with your insurance to verify coverage before scheduling your appointment.

Can UHS manage my pre-existing health condition? Yes! Be sure to include information about your pre-existing health condition on your Health History Form. You can also schedule an appointment with your Primary Care Doctor (PCP) to discuss continuing care for your pre-existing condition.

Frequently Asked Questions Continued

Can UHS manage my current prescriptions? Yes! Please discuss any medications you are currently taking with your UHS PCP. Several non-prescription and prescription medications prescribed by UHS providers are available for purchase through the dispensaries at UHS offices, often at a lower cost than at a local pharmacy. If the medication you need is not available for pick up at UHS, you may choose to utilize a local pharmacy or have your family ship your medication from home to your CMC box. Students typically choose to pick up prescriptions at the CVS Pharmacy in College Town. The Blue Line and College Town Express shuttles both can bring students from River Campus to College Town.

Can UHS Administer my allergy injections? Yes! Students can arrange to receive their allergy injections at any UHS office. There is no charge for the administration of the allergy injection; however, there is a charge for the serum. If your health insurance does not cover the cost of the serum, you will be financially responsible for these charges.

Helpful Links & Resources

[Dependents](#) [Medications & Allergy Injections](#)

Getting to Know UCC

University Counseling Center



LOCATION

- Located on 3rd floor of the University Health Service (UHS) building.
- Open weekdays all year.
- After-hours emergency on-call availability.

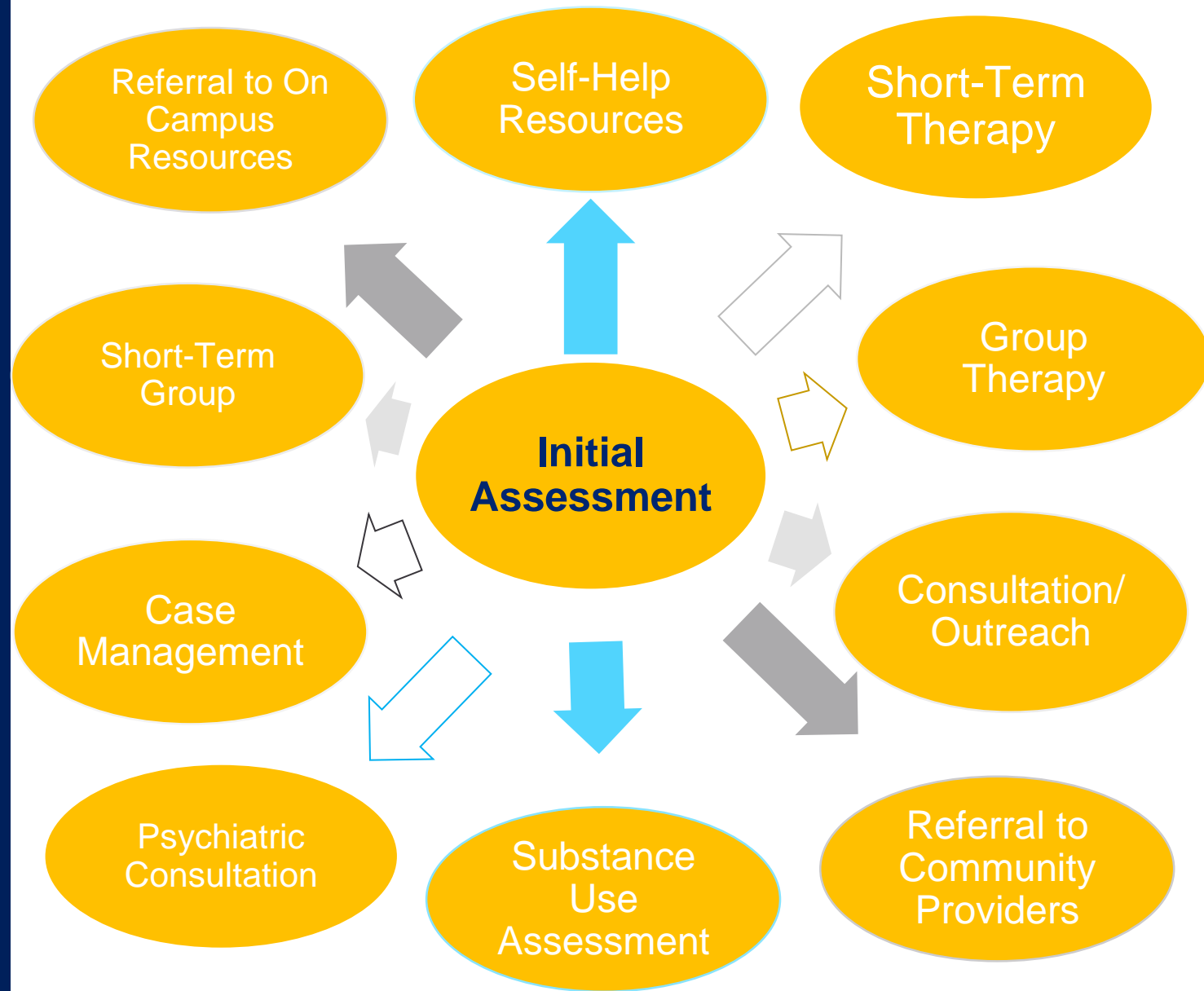
585-275-3113



Making an Appointment

- Every full-time student who pays the mandatory health fee has access to the University Counseling Center (UCC)
- Every student gets an initial assessment to develop an individualized treatment plan consisting of specific services to meet their needs
- Call 585-275-3113
- Appointments are confidential

UCC SCOPE OF SERVICES



Short-Term Individual Counseling

- Offered at UCC
 - 45-50 minute sessions
 - Weekly or biweekly
 - Average of 6-8 sessions
 - Limited availability at Eastman SLC

Short-Term Individual Counseling

MySSP (My Student Support Program)

- A global counseling service for U of R students to receive short-term, solution-focused therapy in a variety of languages.
- My SSP services are accessible 24/7/365 by calling 1.866.743.7732 or downloading the My SSP app.
- MySSP also offers immediate chat/phone service (24/7 anytime support available by phone or text in English, Spanish, French, Mandarin, and Cantonese (Simplified Chinese chat))



Long-Term Individual Counseling

- We provide referral services, including case management, for students who need long-term therapy.
- Partnership with Thriving Campus, an online directory, to make it easier for college students to find community mental health providers off campus and in many other states.
- Psychology Today and Suicide Stop are two additional good resources.



Group Counseling

- Therapy Groups
 - Consist of 8-10 students
 - Meet Weekly
 - No limit on attendance
 - Variety offered – open groups, identity-based groups, theme-based groups
- Skills Groups
 - Similar to therapy groups with a focus on development and practice of skills/strategies
- Drop-In Groups
 - No initial assessment or commitment needed
 - Recurrence varies
 - Theme and identity-based

Crisis Services

- **Emergencies**
 - Public Safety 585-275-3333
- **Counselors in Residence**
 - Counselors in Residence, specially trained graduate students, may respond in person based on the nature of the situation.
- **After-Hours Crisis Line**
 - UCC staff rotate on-call coverage and always have a staff member available 24/7 at 585-275-3113.
- **Same-Day Appointments**
 - For mental health crises when a student cannot wait for an initial assessment.

Support Services

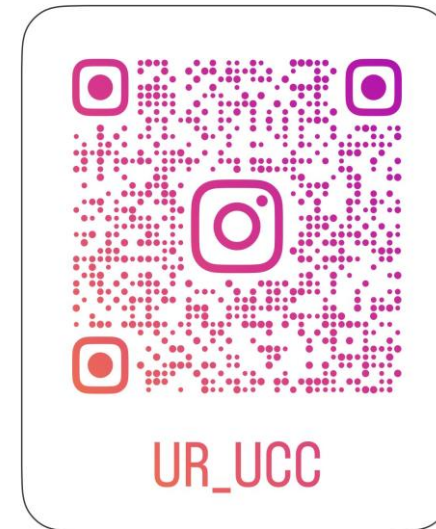
- The UCC has been working to support students experiencing identity-based violence, systemic racism, and other forms of oppression by offering ongoing identity-based therapy groups.
- We also offered numerous drop-in groups for students in response to racially motivated violence and world crises.
- Based on student voices and current events, we review and adjust our services regularly in efforts to connect with students who may be in need of support. Additionally, the UCC has maintained its liaison work with a wide range of different student groups.

Other Services

- Psychiatry Consultation
- Case Management
- Substance Use Assessment
- Consultation & Outreach
- Parents are welcome to consult with staff if they have concerns

Contact/Follow Us

- 585-275-3113
- www.rochester.edu/ucc
- Instagram @ur_ucc
- <https://www.facebook.com/URochesterUCC>



Health Promotion Office

MISSION: The UHS Health Promotion Office leads campus-wide health promotion action to advance a culture of well-being, cultivate student flourishing, and positively influence student health.

PRIORITY ACTION AREAS:

- **Create supportive campus environments** - Center students' living, natural, learning, economic, cultural, and social environments around well-being.
- **Cultivate student flourishing** - Utilize social-emotional learning as a foundation to create supportive programming for students to thrive.
- **Advocate for health equity** - Explore the social determinants of health & provide supportive initiatives for those in most need.
- **Inspire personal well-being** - Develop and create opportunities to build competence and personal capacity so students can reach their full potential.



How do we create supportive campus environments?

- **Well–Being for Life and Learning** - This training program offers a series of workshops for faculty and staff instructors with the goal to create learning environments that support student well-being.
- **Wells-Brown Oasis** - A collaboration with Rush Rhees Library to create a space where students can practice self-care and experience relaxation.
- Yoga & contemplative spaces throughout campus
- Engaging students in nature and mindful outdoor exploration

How do we cultivate student flourishing?

- **Mindful University Project** - The work of the Mindful University Project allows our students to improve their mental well-being, boost academic flourishing, increase resiliency to stress, and reduce levels of anxiety and depression.
- **Flourish Festival** - This annual spring festival offers a full-day of programming and events to help students achieve ever-better well-being.
- Customized programming throughout the academic year to meet the needs of different populations of students such as first years, international students, student athletes, and many others!

Mindful University Project

- Evidence-based introductory and advanced learn-to-meditate classes
- Drop-in meditation sittings and yoga classes
- Half-day silent retreats
- Educational workshops and faculty and staff training
- Student Mindfulness Facilitator Training



Mindful University Project



Follow us!

Website: rochester.edu/mindful

Instagram: @URMindfulUniversityProject

Podcast: <https://anchor.fm/mindfuluniversityproject>



How do we advocate for health equity?

Health equity occurs when “everyone has a fair and just opportunity to be as healthy as possible. This requires removing obstacles to health such as poverty, discrimination, and their consequences, including powerlessness and lack of access to good jobs with fair pay, quality education and housing, safe environments, and health care.”

-Robert Wood Johnson Foundation

- LGBTQ+ Initiatives
- First-Generation Student Support
- BIPOC Initiatives
- Digital Accessibility

How do we inspire personal well-being?

- Sex & Chocolate Carnival
- PAWS for Stress Relief
- DeStress Fests
- Safe Sex Express
- LGBTQ+ Resource Fair
- The Body Project
- Mindful Eating Pop-Ups
- and more!

A variety of other supports for student well-being — check out our [website](#) for all the details



Sexual Health Initiatives



- Get free safer sex supplies delivered right to your campus mailbox with [Safe Sex Express!](#)
- Do you have a question about sexual health? [Ask the Sexpert!](#)
- Get tested for STIs at one of our [free clinics](#).
- Learn more about sexual health with our online program, [Sex Ed 101](#).

Online Health Education



Zzzs to As Sleep Challenge
21-day Newsletter



Sex Ed 101
21-day Newsletter

Graduate Student Well-Being

...and if you're a graduate student, we have ample programming just for you!

- Graduate Student Wellness fair
- Financial Wellness workshops
- Workshops offered by the University Counseling Center
- Lawn Games days
- Imposter Syndrome Workshops
- Self-Defense Workshops
- Graduate Student Appreciation Week wellness offerings such as yoga, journaling events, and more!



How to Get Involved



Mindful University Project Student Advisory Committee

- For students who are passionate about meditation
- Lead mindfulness sessions to students, create social media posts on mindfulness, develop marketing materials for our events, help out at events, and more!
- Students can also become a Mindfulness Facilitator

Graduate Student Wellness Committee

- For graduate students who are passionate about wellness.
- Help co-create programs and policy changes for all graduate students on campus.
- Share your personal wellness practice with your peers.

How to Get Involved

Peer Health Advocate Team

- Implement health promotion and well-being programming
- Work with HPO staff to implement real, positive changes on campus that affect student well-being
- A paid student employment position, working ~6 hours a week

UR Student Health Advisory Committee

- Consults with UHS Administration about the health & well-being needs of our students
- Meets every three weeks - all are welcome!
- Opportunities to get more engaged through workgroups and participating at events



Before you go.. Sign up for our newsletters!

Health Promotion




Mindful University Project



Where to Find Us

Where we're located on campus

UHS Building - Fourth Floor
738 Library Road
PO Box 270617
Rochester, NY 14627

585-273-5775
rochester.edu/uhs/healthpromotion
 URHPO



Thank You!

Take out your



and open your



to snap a



of our contact info!

PRIMARY CARE

585-275-2662

rochester.edu/uhs

University Health Service, 1st Floor

HEALTH HISTORY / INSURANCE

585-275-2637

rochester.edu/uhs

University Health Service, 4th Floor

UNIVERSITY COUNSELING CENTER

585-275-3113

rochester.edu/uhs/ucc

University Health Service, 3rd Floor

HEALTH PROMOTION OFFICE:

585-273-5770

rochester.edu/uhs/healthpromotion

University Health Service, 4th Floor

