

Options for Care

 UChicago Student Wellness (Medical and Mental Health)	 Nurse Line	 Telehealth/Virtual Visits (HealthiestYou)	 Convenience Care Clinic	 Urgent Care Center	 Emergency Room
<p>For counseling, psychiatry, and primary and acute medical care.</p> <p>For a full list of services, visit wellness.uchicago.edu.</p> <p>Availability: ~45-50 hrs/wk (Therapist-on-Call available 24/7)</p>	<p>For anywhere, anytime answers to your health care questions.</p> <p>Availability: 24/7</p>	<p>For easy, online access to a doctor for minor health needs.</p> <p>HealthiestYou, a virtual (telehealth) option provided by UnitedHealthcare, is available to students at UChicago.</p> <p>Availability: 24/7</p>	<p>For non-urgent care when you can't get to your doctor's office.</p> <p>Availability: 60-80 hrs/wk</p>	<p>For non-life-threatening injuries or illnesses requiring immediate care when your doctor is not available.</p> <p>Availability: 60-80 hrs/wk</p>	<p>For immediate treatment of very serious or critical conditions.</p> <p>Availability: 24/7</p>
<p>Most services are covered, at no cost, for students actively enrolled in an eligible program of study. However, some services (like travel immunizations) incur a modest fee.</p> <p>How does this work? Medical Care Call 773-834-WELL to make an appointment.</p> <p>Counseling and Psychiatry Call 773-834-WELL during business hours, or students may reach a clinician by phone, 24/7, by calling 773-702-3625.</p>	<p>Free for UChicago students.</p> <p>How does this work? Call 773-834-WELL to talk to an experienced registered nurse who can answer your health care questions, explain potential care options, and, if necessary, help you find the nearest place to receive a diagnosis and treatment.</p> <p>What should I expect? Nurse Line is free. However, it should not be used for emergencies or as a substitute for seeking care from your primary care provider or any other care provider. Nurse Line nurses cannot diagnose problems or recommend specific treatments.</p>	<p>Free for students on U-SHIP. If not on U-SHIP, students can use this service for a modest fee, but should consult their insurance company, which may provide a free telehealth option.</p> <p>How does this work? Connect with a doctor virtually by setting up a HealthiestYou account by going to telehealth4students.com or calling 855-866-0895.</p> <p>Virtual visits are ideal for minor health care needs or symptoms. The doctor can write a prescription,** but virtual visits are not intended to address emergency or life-threatening medical conditions.</p> <p>May be appropriate for:</p> <ul style="list-style-type: none"> • Allergies • Bronchitis • Cold • Fever • Flu • Pinkeye 	<p>\$65 per average visit*</p>	<p>\$190 per average visit*</p>	<p>\$1,700 per average visit*</p>
			<p>How does this work? Convenience care clinics are often located in malls or retail stores and offer services for minor health conditions, such as strep throat or poison ivy. They're staffed by nurse practitioners and physician assistants.</p> <p>Convenience care clinics often require a copayment and/or coinsurance, similar to an office visit. Walk-in patients are welcome, but wait times can vary. Please check with your insurance company for which clinics are covered.</p> <p>May be appropriate for:</p> <ul style="list-style-type: none"> • Earaches • Common infections • Minor skin conditions 	<p>How does this work? Urgent care centers offer treatment for non-life-threatening injuries or illnesses. They're staffed by qualified physicians and care teams.</p> <p>Urgent care centers often require a copayment and/or coinsurance that's usually higher than an office visit. Walk-in patients are welcome, but waiting periods may be longer as patients with more urgent needs will be treated first. Please check with your insurance company for which urgent care centers are covered.</p> <p>May be appropriate for:</p> <ul style="list-style-type: none"> • Minor burns • Lacerations • Sprains 	<p>How does this work? Do not ignore an emergency. Take action if a situation seems life-threatening. Head to your nearest emergency room or call 911 or your local emergency number right away.</p> <p>Emergency room visits often require a much higher copayment and/or coinsurance than an office visit or urgent care visit. Emergency rooms are always open, but waiting periods may be longer because patients with life-threatening emergencies will be treated first.</p> <p>May be appropriate for:</p> <ul style="list-style-type: none"> • Bleeding • Breathing difficulties • Broken bones • Chest pain • Sudden changes in vision • Sudden trouble speaking • Sudden weakness

Check your official health plan documents to see what services and providers are covered by your health plan. Suggested care options are not medical advice. If you believe you are having an emergency, go to the nearest emergency room or call 911.

*Information about treatment costs are general estimates provided for reference and reflect the average costs of guidance and care delivered through UnitedHealthcare owned and contracted service providers to members of UnitedHealthcare health plans. Costs for specific guidance and treatments may be higher or lower than the costs represented here. Emergency room cost estimates include facility charge and initial physician consultation.

**Not available in all states or plans.