

# Options for Care (Updated for COVID-19 Situation During Spring Quarter 2020)



## Student Health and Counseling Services (SHCS)

For primary care and urgent care appointments and mental health needs.

**Availability:** -50 hrs/wk

Most services are included as part of your Student Services Fee; however, some services (like travel immunizations) incur a modest fee. During Spring Quarter 2020, most services have shifted to virtual means (telehealth and teletherapy).

### How does this work?

**The Student Counseling Service (SCS) provides mental health care, including assessment; psychotherapy; psychiatric consultation and medication management; psychotherapy and support groups; emergency services; and referrals. You can schedule an appointment by calling 773-702-9800 during business hours (M-F 8:30 a.m. to 5 p.m.). Students may also reach a clinician by phone, 24/7, by calling 773-702-3625.**

**The Student Health Service (SHS) is an appointment-based service, so call 773-702-4156 first.**



## Nurse Line

For anywhere, anytime answers to your health care questions.

**Availability:** 24/7

Free for UChicago students.

### How does this work?

Call 773-702-4156 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.

### What should I expect?

Nurse Line is free. However, it should not be used 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.



## Telehealth/Virtual Visits (HealthiestYou)

For easy, online access to a doctor for minor health needs.

HealthiestYou, a virtual (telehealth) option provided by UnitedHealthcare, is available to students at UChicago.

**Availability:** 24/7

Free of charge to students on U-SHIP. If not on U-SHIP, students should consult their insurance company, which may provide a no- or low-cost telehealth option.

### 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.

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.

### May be appropriate for:

- Allergies
- Bronchitis
- Cold
- Fever
- Flu
- Pinkeye



## Convenience Care Clinic

For non-urgent care when you can't get to your doctor's office.

**Availability:** 60-80 hrs/wk

\$65 per average visit\*

### 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.

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.

### May be appropriate for:

- Earaches
- Common infections
- Minor skin conditions



## Urgent Care Center

For non-life-threatening injuries or illnesses requiring immediate care when your doctor is not available.

**Availability:** 60-80 hrs/wk

\$190 per average visit\*

### 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.

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.

### May be appropriate for:

- Minor burns
- Lacerations
- Sprains



## Emergency Room

For immediate treatment of very serious or critical conditions.

**Availability:** 24/7

\$1,700 per average visit\*

### 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.

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.

### May be appropriate for:

- 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 estimates 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.

