

The University
of Chicago
**Guide to Student
Health and
Counseling
Services** 2018–2019



THE UNIVERSITY OF
CHICAGO

Campus &
Student Life



**Student
Health & Counseling
Services**

Welcome to the University of Chicago!

We believe good health is essential for academic success. At the University of Chicago, students have access to coordinated and comprehensive services targeted at building and maintaining overall well-being. These services are available through the Student Health Service (SHS), the Student Counseling Service (SCS), and Health Promotion and Wellness (HPW). Our collective mission at Student Health and Counseling Services (SHCS) is to provide care, services, and programs in ways that are tailored to students' needs and lifestyles, engage and empower students in the maintenance of their own health and well-being, and provide a high level of patient satisfaction.

You are joining our community at an exciting time. We continue to focus our efforts on enhancing our health and counseling services to achieve a model of student-centered care. We are also committed to delivering health promotion and wellness programs that are oriented toward educating students about important issues related to building and maintaining healthy lifestyles.

We hope you will find the information in this guide helpful in providing a quick overview of the health, counseling, and wellness services available to you as a UChicago student. This guide also provides an explanation of the Student Life Fee and a brief overview of the University Student Health Insurance Plan (U-SHIP).

We encourage you to visit the website that is referenced in this guide for additional details, or to contact us if you have questions. You will find contact information related to all of our services in this guide. The staff at SHCS is eager to serve you during your time as a student at the University. We look forward to meeting you!

Best of health,

A handwritten signature in black ink, appearing to read "Michele Rasmussen", with a stylized flourish at the end.

Michele A. Rasmussen
Dean of Students in the University

Contents

Student Health and Counseling Services Contact Information	4
General Overview	5
Student Life Fee	5
Student Health Service	7
Student Counseling Service	8
Health Promotion and Wellness	9
University Student Health Insurance Plan (U-SHIP)	10

Contact Information

Student Health and Counseling Services addresses the health and wellness needs of UChicago students. We are eager to assist you in becoming a healthy and well-rounded individual during your time at the University. To learn more visit us at wellness.uchicago.edu.



Student Health Service

860 E. 59th Street (Goldblatt Pavilion Entrance)

M-Th 8am - 6pm / F 8am - 5pm / Sa 9am - 1pm

Appointments: 773-702-4156

wellness.uchicago.edu

Nurse Advice Line (24x7): 773-702-1915



Student Counseling Service

5555 S. Woodlawn Ave

M-F 8:30am - 5pm

Appointments: 773-702-9800

wellness.uchicago.edu

Staff Member On-Call: 773-702-3625 (after-hours emergency consultation)



Health Promotion & Wellness

Woodlawn Social Services Center

950 E. 61st Street, Suite 300A

M-F 8am - 4:30pm

773-702-8935

wellness.uchicago.edu



Insurance Coordinators

Woodlawn Social Services Center

950 E. 61st Street, Suite 300A

M-F 8am - 4:30pm

773-834-4543

wellness.uchicago.edu



DCAM Pharmacy

5758 S. Maryland Ave

M-F 9am - 5:30pm

773-834-7002

Emergency Room visits incur extra fee and are discouraged except in cases of clear emergency.

Facebook: University of Chicago Health and Wellness
Instagram: uchicagowellness



General Overview

Campus and Student Life (CSL) oversees student health, counseling, and wellness services at the University of Chicago.

Healthcare for students is coordinated through Student Health and Counseling Services (SHCS). Access to basic services (see page 5) at SHCS is covered by the Student Life Fee.

This guide summarizes the services available to you through SHCS and serves as a useful reference for using those services effectively. More detailed information may be found by visiting wellness.uchicago.edu.

Student Life Fee

Each quarter, all registered students* (regardless of your selected health insurance carrier) are assessed a mandatory Student Life Fee. This fee supports various aspects of the student life experience, including primary care, mental health, and wellness services available on campus through SHCS. Students not registered during Summer Quarter may opt to pay the summer Student Life Fee for continued access to these on-campus health services.

Most services provided through SHCS are covered by the Student Life Fee. In some cases, however, (e.g., many lab services, all radiographic services, and specialty care) there is a charge. **When referred by your SHCS service provider for other services, be sure to ask your provider if services you are receiving will incur charges. While he or she cannot tell you the amount of the charge, they can tell if there will be a charge.** Covered services must be performed within SHCS by SHCS clinical staff. Services that are not covered are the responsibility of you and/or your health insurance plan to pay. Please check with your insurance representative to confirm coverage prior to your visit or procedure. SHCS staff members are not responsible for knowing the terms of your health insurance coverage.

The chart on the next page summarizes SHCS services and whether they are covered by the Student Life Fee. For more in-depth information about specific services, refer to wellness.uchicago.edu.

*some exceptions apply

Student Life Fee (continued)

SERVICES COVERED BY STUDENT LIFE FEE	SERVICES <u>NOT</u> COVERED BY STUDENT LIFE FEE
STUDENT HEALTH SERVICE	
<ul style="list-style-type: none"> • Routine physicals • Acute and chronic care • Cervical and anal PAP procedures • STI (sexually transmitted infection) testing • Urine dipstick and pregnancy testing • Rapid strep testing • PPD (tuberculosis) testing • Flu and school required immunizations • Allergy injection visits • Travel health consultations • Contraception consultations • Sports medicine consultations • Movement specialist consultations 	<ul style="list-style-type: none"> • Pharmacy prescriptions/medications • Consultation and/or treatment by sub-specialists outside of the SHCS clinical staff • Select immunizations (yellow fever, polio, and typhoid) • Emergency Room care • Hospitalization • Select laboratory tests • Radiology procedures • Medical supplies • Medical record copying or certificates • Heart station procedures (EKGs, holter monitors) • Other services not listed here
STUDENT COUNSELING SERVICE	
<ul style="list-style-type: none"> • Diagnostic assessment • Crisis intervention • Short-term psychotherapy <ul style="list-style-type: none"> – Individual – Couples counseling – Substance abuse counseling • Support groups • Academic/study skills counseling (and workshops) • Medication consultation and management • Referral services 	<ul style="list-style-type: none"> • Pharmacy prescriptions/medications • Consultation and/or treatment by sub-specialists outside of the SHCS clinical staff • Emergency Room care • Long-term mental health care • Other services not listed here
HEALTH PROMOTION AND WELLNESS	
<ul style="list-style-type: none"> • Campus-wide wellness events • Alcohol and other drugs risk screening • Wellness programs, workshops, and education • Health counseling and referrals • Graduate/professional-specific programming • Sexual health education and condoms • RSO and student group advising 	

Student Health Service

The Student Health Service staff helps students with urgent health care needs and provides routine medical services. A sports medicine physician works with a certified athletic trainer to provide comprehensive care for musculoskeletal and orthopedic injuries. We also have providers who specialize in caring for women.

The Student Health Service is an appointment-based service. Should you happen to walk in with an acute problem, a triage nurse will meet you and do an initial assessment to determine the urgency of your concern and schedule you accordingly. Students with urgent and acute issues will be given an appointment in a timely fashion. If you are in need of routine care or CDC-recommended screening tests, please remember to make your appointment in advance. Many routine gynecological appointments and travel consultations are booked 4–6 weeks in advance so it is important to plan ahead. Students are not charged for most services provided in Student Health Service. Your provider will discuss any services that may result in a charge such as lab work, x-rays and physical therapy. There is also confidential, evidence-based testing for sexually transmitted infections.

Medical Advice

We are always available to answer your medical questions. During business hours, a member of our staff is available to assist, either immediately or via callback. After hours, a qualified nurse is available to provide advice and help guide you to the appropriate setting for your concern. The after-hours nurse line also provides a report to the clinic about all students who called so that our staff might follow up. You may call the number below to reach us:

Student Health Service

773.702.4156

Emergency Care

Emergency Room services are NOT COVERED under the Student Life Fee; Emergency Room services will be charged to students and/or their insurance. If you are unsure whether you should go to the Emergency Room, call the Student Health Service at 773.702.4156 to determine if emergency treatment is necessary. The Emergency Room is not appropriate for most earaches, stomach flu, sore throats, or obtaining referrals.

If you do go to the Emergency Room, it is important that you tell the Emergency Room staff members you are a student, and that you have your insurance card and student ID card with you.

Student Counseling Service

Student Counseling Service staff are available to assist students with an array of mental health concerns, including: the transition from home to school, academic stress, relationship issues, depression, anxiety, substance misuse, and eating disorders.

Appointments are made over the phone by calling 773.702.9800. The initial appointment is typically an intake assessment where the student has an opportunity to describe their chief concerns. The clinician determines the student counseling services that can best assist the student and provides referral to other resources as needed.

Let's Talk

Let's Talk is a program that provides easy access to informal, confidential, and anonymous (if you wish) consultations with counselors from Student Counseling Service, but in a non-SHCS location. No appointment is necessary. For details, see wellness.uchicago.edu.

Academic Skills Assessment Program (ASAP)

ASAP assists students who are having academic difficulties, including test anxiety, procrastination, study skills deficits, and other kinds of learning concerns. Individual ASAP meetings can be scheduled, and ASAP workshops are offered.

Counseling Groups

Throughout the year, a myriad of counseling groups are offered. For current group options, please visit wellness.uchicago.edu.

Crisis Appointments

During business hours, students in crisis may call 773.702.9800 or walk in to the Student Counseling Service to meet with an urgent care counselor. After hours, students who are experiencing a mental health crisis may access an on-call counselor by dialing 773.702.3625.

Health Promotion and Wellness

Health Promotion and Wellness (HPW) is committed to enhance the environment and community at the University of Chicago to promote lifelong behaviors and to empower individual students to improve their quality of life and reach their highest potential. HPW focuses on seven key facets of wellness to develop innovative initiatives that address the needs of UChicago students.

Our staff works to understand UChicago students' needs and assists them in achieving their optimal health by offering information, resources, and educational programs including:

- Alcohol and other drug education
- Body image awareness
- Creating social connections/relationships
- Graduate/professional student wellness initiatives
- Healthy relationships
- Managing school/life balance
- Mental well-being
- Mindfulness meditation
- Safer sex and contraception
- Sleep health
- Stress management
- Time management and study skills

We also offer population-specific initiatives/topics by request. To find out more and discuss how we can support you, please contact: wellness@lists.uchicago.edu or 773.702.8935.

Mental Health First Aid (MHFA) Training

HPW facilitates free Mental Health First Aid (MHFA) trainings each academic year. MHFA is an 8-hour training designed to give participants the skills to help someone who is developing a mental health problem or experiencing a mental health crisis. The course uses role-playing and simulations to demonstrate how to recognize and respond to the warning signs and symptoms of a mental illness or emotional crisis. Research demonstrates this program's effectiveness in improving knowledge of mental illness and substance use, removing fear and misunderstanding, and enabling those trained to offer concrete assistance.

To find out more information about MHFA and how to sign up for an upcoming training, please visit wellness.uchicago.edu/page/mental-health-first-aid.

Peer Health Advocates (PHAs)

Peer Health Advocates (PHAs) are specially trained students who are committed to advocating for the health and wellness of their peers. PHAs work to promote healthy choices and encourage students to use SHCS services. Learn more about the PHAs and how we can work with you at wellness.uchicago.edu.

University Student Health Insurance Plan (U-SHIP)

The University requires all students to carry health insurance that covers, among other costs, hospitalization, specialty care, prescription drugs, and outpatient diagnostic and surgical procedures provided within the Chicago area. In keeping with this requirement, each year all students registered in an insurance-required program are default enrolled in the University Student Health Insurance Plan (U-SHIP) at the end of the enrollment/waiver period which is the third week of Autumn Quarter (or your first quarter of enrollment as a student). U-SHIP is administered by UnitedHealthcare StudentResources.

Students wishing to waive out of U-SHIP coverage must do so each academic year by providing proof of alternate comparable coverage before the enrollment/waiver deadline. Details about U-SHIP coverage, benefits, enrolling dependents, and the waiver process can be found at wellness.uchicago.edu/page/student-insurance.

Students enrolled in U-SHIP receive their primary medical and mental health care at the on-campus Student Health and Counseling Services (SHCS). SHCS will coordinate your care and make a referral, when necessary, to a specialist. Without a referral from SHCS, you will be assessed an additional \$50 deductible for each visit or service, except in emergency situations or if you are more than 50 miles from campus. If you are away from campus and you need health care, you can find a physician who is in the UnitedHealthcare StudentResources national network by going to uhcsr.com/uchicago.

If you are enrolled in U-SHIP, on-campus U-SHIP coordinators are able to answer questions about your covered health benefits and other topics related to U-SHIP. Contact the on-campus coordinators at 773.834.4543 (select option 2) or at uchicagoadvocates@uhcsr.com.

Students not enrolled in U-SHIP also receive their primary care on campus at SHCS. However, medical services obtained that are not covered by the mandatory Student Life Fee will be billed to you (the student) and/or your insurance plan.

Pharmacy Discount for U-SHIP Enrollees

A special arrangement with the University of Chicago Medical Center's Duchossois Center for Advanced Medicine (DCAM) Pharmacy enables students enrolled in U-SHIP who take medicines chronically to receive three months of prescription for the price of two months of co-pay.* This discount (available only at the DCAM pharmacy) also applies to oral contraceptives (birth control).

**certain exceptions apply.*

Optional Dental and Vision Insurance Plans

Each year, students may enroll for optional dental and/or vision coverage regardless of whether they are enrolled in U-SHIP. Optional dental and vision plans are administered by Delta Dental of Illinois, Cigna, and UnitedHealthcare. Students are informed of these optional plans (both dental and vision) via email at the beginning of Autumn Quarter. A second opportunity to enroll in plans is offered at the beginning of Spring Quarter. Enrollment is done online, and premiums are paid directly to the insurer (no charges appear on your student account). Additional information about these plans is available at wellness.uchicago.edu/page/student-insurance.