What to do When Campus Health is Closed

Call 911, if you are experiencing a life threatening emergency or go to the nearest emergency department.

Students who need non-emergency medical care or mental health are encouraged to call the after hours advice nurse about their health care concern. You can reach the after hours advice nurse by calling the main Campus Health number 919-966-2281. Wait for the answering service to pick up so you can speak directly to an advice nurse.

The after hours advice nurse will speak directly with you about your health history and symptoms and will make appropriate recommendations which could include one or
more of the following:

- Self-care at home
- Referral back to Campus Health to be seen the next working day
- Direct telephone contact with the on-call Campus Health physician
- Referral to be seen immediately at a local urgent care facility or the UNC Hospitals Emergency Room

The after hours advice nurse line is provided at no cost to UNC students. The cost for visits to local healthcare facilities vary widely based on the facility and whether you have health insurance. Such costs are the patient’s responsibility - the university does not cover them.

**Winter Intersession and Holidays**

**Call 911, if you are experiencing a life threatening emergency or go to the nearest emergency department.**

Campus Health is closed for patient care at various times during the winter intersession and the following selected holidays (Memorial Day, July 4th, Thanksgiving Day and the Friday afterwards). When treatment is needed for an emergency or urgent condition during the time students are in Chapel Hill and Campus Health is closed for winter intersession or these holidays, please seek medical attention at UNC Urgent Care or the Emergency Department at UNC.

When Campus Health is closed, arrangements have been made with Healthlink, a nurse-advice telephone service, to assist you with your health related questions for non-emergency conditions. To reach Healthlink, call 919-966-2281.

UNC Urgent Care at Carolina Pointe II is located at 6013 Farrington Road, Suite 101 and can be reached by phone at 919-957-6610. Patients should go to the urgent care if their primary care physician recommends it or they have a minor injury or illness that requires immediate care, such as flu or cold symptoms, fever, sprains, sore throat or ear infection. Minor cuts and work related injuries are also treated at UNC Urgent Care. Patients with chest pains, head injuries or more severe medical conditions should go to the emergency department.

**Source URL:** https://campushealth.unc.edu/about-us/hours/what-do-when-campus-health-closed