



Accredited by the Joint Commission on the Accreditation of Health Care Organizations (JCAHO) since 1986



Welcome



Located near the South entrance of Kenan Football Stadium beside Gate 6.
A limited number of parking spaces are available for students receiving care at Campus Health Services
A free shuttle service called “point-to-point” is available 24 hours a day, 7 days a week
We are not affiliated with UNC Hospitals



Health History form – initial deadline is June 15, students have until the first day of classes to submit all records, if records are not received 30 days after classes begin they will be withdrawn from the University.

The link to the form is located on the students ConnectCarolina Student Services page under the General Items To Do List. After the form is completed and printed, a medical provider can either sign the immunization page to verify the immunization dates OR the student can attach a copy of verified immunizations (that have been signed, stamped, etc....)

If additional vaccines are required, a new To Do list item will be added to the students ConnectCarolina Student Center page.

Required NC Vaccines:

Series of 3 DTP/Td/Tdap vaccines – one of which needs to be a Tdap given in or after 2005

2 MMR vaccines (both given after student’s 1st birthday)

If under 18 when classes begin – need series of 3 polio vaccines

If born after July 1, 1994 – need series of 3 Hep B vaccines

Patient Confidentiality



If a student is **UNDER 18**,
parents/guardians will be contacted
about treatment except for encounters
related to:

- Substance Abuse
- Mental Health Issues
- Pregnancy
- Communicable Diseases

If a student is **18 years of age or over**,
the student must give permission to
share their health records.

CHS does not accept blanket release of information authorizations.

CHS does not accept blanket authorizations.

Power of Attorney agreements are reviewed by Legal Counsel on a case by case basis. The emergency contact will be notified if a student is in a medical emergency and unable to communicate.

If the university is aware that your student is incapacitated you will be contacted

If you desire to be the point of contact, please make sure your student has put you as an emergency contact.

Hours of Operation

Fall & Spring

Monday – Friday
8am-5pm: CHS Open
5pm-6pm: Acute/Urgent Care

Weekends
8am-5pm: Acute/Urgent Care

Summer

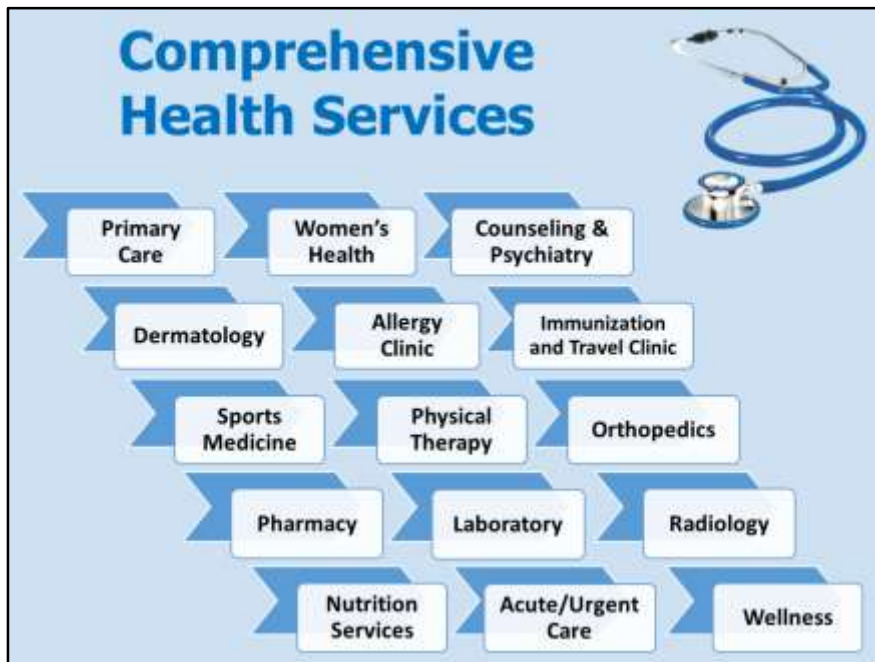
Monday – Friday
8am-5pm: CHS Open

Weekends
Closed for Services

After Hours Assistance – 919-966-2281

- HealthLink
- CHS & CAPS Providers on Call

CHS is open from 8am-5pm for students enrolled in either summer session.
HealthLink is a nurse triage service



See Allergy Services on campushealth.unc.edu for more information on Allergy Clinic
Disciplines include internal medicine, pediatrics, family medicine, emergency medicine, sports medicine, orthopedics, psychiatry and ob/gyn.

Primary Care Clinic



"I always try to really get to know my students – to learn something about them on a personal level. I think this communicates that it's not just about the illness but also about the whole person."

- Dr. Denise Dechow

- **Board Certified Physicians, Physician Assistants, & Nurse Practitioners**
- **Primarily work on an appointment basis**
- **Seek to pair students with providers who they are comfortable providing their care**
- **On site Referral Specialist**

For urgent needs, can often be seen within 1-2 days or same day if indicated.

CHS has a Patient Financial Specialist on site to assist with referrals and to answer questions pertaining to insurance.

No charge for clinic visits

\$25 no show charge for appointments not cancelled within 24 hours

Website provides comprehensive information, forms and links

Web Portal has secure communications with CHS and providers. You can request appointments, review lab results and portions of health record

Online Triage can be accessed at campushealth.unc.edu to complete an online health questionnaire and obtain non-emergent instructions from a nurse

Sports Medicine & Physical Therapy

- Jointly supported by the Athletic Department and the Campus Health Fee
- Students receive care from the same professionals caring for scholarship athletes
- There are professional charges for Orthopedics and Physical Therapy

"I like working with the college population, it's fun to see students mature and grow. The most rewarding part of our job is when they come back after leaving campus so we can see what they do after this."
- Dr. Mario Ciocca



Women's Health



- **Nurse Practitioners with expertise in Women's Health Care**
- **Obstetrician/Gynecologist on site**
- **Provides gynecology care and education**

"Working with students is exciting and very rewarding. Empowering people to know their bodies and take care of their bodies is fundamental to growing up! It's awesome to be a part of that." - Margaux Simon, FNP

There are three providers, including one OB/GYN specialist in our Women's Health Clinic

Pharmacy Services



Convenient

Affordable

- RX and Over the Counter medications
- Two convenient locations on campus
- Almost all insurances accepted
- Easy transfer of prescriptions
- Flu shots

Student Stores Pharmacy
Monday – Friday: 9am-6pm
Saturday: 10am-2pm

Campus Health Pharmacy
Monday – Friday: 9am-6pm

Flu shots given on walk-in basis, no appointment necessary

To transfer prescriptions, call the pharmacy or stop by Student Stores Pharmacy and fill out a transfer slip

Treatment of ADHD

Stimulant Medication Policy

- Campus Health & Student Stores Pharmacies will fill stimulant medication prescriptions from outside providers
- Accept electronic prescriptions for ADHD meds
- CHS/CAPS can prescribe stimulant medications
- Require recent documentation of testing – see CHS website for specific requirements and area ADHD testing providers
- Stimulant Medication Contract

For more information, please visit the following websites:
campushealth.unc.edu/adhd
learningcenter.unc.edu/ldadhd
accessibility.unc.edu

Stimulant Medication Policy went into effect fall semester 2013

-Testing required includes history, interview, achievement testing and collateral observations. Document outlining the required testing is available on the CHS website under Health Topics, ADHD. Providers at CHS will determine if testing documentation submitted is adequate

-Testing is not done at CHS, but there are a number of providers in the area who provide testing. See the CHS website for a listing of these providers.

-Your student can have prescriptions for ADHD medications that are written by their home providers filled at the CHS Pharmacy

-Any student receiving stimulant medications from a CHS provider or the CHS Pharmacy will be asked to sign a contract, indicating that they understand that we have a no replacement policy, and that is both a criminal offense and an Honor Code violation to share or distribute these medications to anyone. Statistics show that more than half of students with prescriptions for ADHD meds get asked to share them with friends. These medications do get stolen. Your student should keep the meds in a secure location, and they should not broadcast to others that they have the medications.

-LearningCenter.unc.edu has a wealth of information and resources to help students with ADHD and other Learning Disorders be successful at UNC

-Students should not share stimulant medications



SUPPORT

- Prescriptions for psychotropic medication
- Consults to the campus and parents
- Psychological Assessments
- Crisis Intervention
- Brief Therapy
- Groups





Psychotropic medication would be medication for psychiatric disorders such as depression, anxiety or bipolar disorders.

75-80% of students' issues are usually resolved after 4-5 visits. However, it may be in the best interest of a student who is diagnosed with a chronic psychiatric illness to be referred for long-term care after one or two visits.

CAPS deals with problems that run the continuum from homesickness and roommate concerns to significant depression and anxiety.

Emotional Wellness Group: A group for students interested in learning and enhancing skills to better regulate emotions, tolerate distress, and interact effectively with others.

Living with Loss: Open to any student struggling with the loss of a loved one. Many people, in their grieving, feel isolated and alone. Some wonder whether anyone else really "gets it". In this group, you may find a sense of connection, support, and information to help you as you negotiate the intensity of your experience.

Meditation Groups: Do you want to live more fully in the present, sharpen concentration, deal with stress effectively, and find the inner resources you need to reach your potential? Learn to meditate. Mindfulness meditation, passage meditation, and related approaches will be taught and practiced in this four session group. Anyone seeking a more positive, centered daily life is welcome. No prior experience with meditation is required.

Understanding Self and Others: This group offers the opportunity for participants to learn more about how they involve themselves in relationships, examine relationship patterns, give and receive feedback and support, and gain insight and understanding into thoughts, feelings, and behaviors for self and others.

GET CONNECTED

**counseling
and psychological
services**

Access initial assessments during walk-in hours
Mon - Thurs 9am-12pm & 1pm-4pm
Fri 9:30am-12pm & 1pm-4pm

The initial assessment includes paperwork indicating your concerns
and meeting with a caring provider.

Learn more at campushealth.unc.edu/caps

"While we post clear hours (9-12 and 1-4) for students wanting to initiate services, we want to emphasize to parents that any student who feels they are in crisis should walk into CAPS between 8-5 M-F.

counseling
and psychological
services

TRANSITIONS

- Ask Questions
- Encourage your student
- Recommend CAPS
- Take care of yourself, too.

First six weeks are most critical. Most students who come to CAPS because of homesickness spent many of the first six weekends at home where they were maintaining connections with their old support system and not developing new connections.

If you are missing your student, you may be more inclined to come to campus to drive them home for the weekend. We want to encourage you to RESIST (for at least the first six weeks). Instead, you may want to consider coming to CH to have lunch or dinner with your daughter or son so that they are getting to spend time with you but remaining in the campus environment.

Ask questions to learn how your student is connecting with their new environment. Encourage your student to develop social support networks and good academic habits early.

Recommend CHS as a resource to your student.

Remember this is also a transition time for parents! Take care of yourself too.

Bills, Insurance and Money



Financial FAQ



What is the difference between the Campus Health Fee and the Student Health Insurance Premium?

CHS is financed solely by the health fee and revenues generated for charges. We operate on cost plus overhead and try to keep costs as low as possible. The health fee for 2017-2018 is \$190.55 per semester.

Unlimited provider visits in Primary Care and Women's Health Clinics

Public Health Surveillance and Student Communication

Access to Counseling and Psychological Services (CAPS), CHS Pharmacy, CHS

Orthopedics, Nurse triage and consultations, and nutrition counseling

Visit campushealth.unc.edu for a complete list

NOTE: In ConnectCarolina the Health Fee will show up as "FEE-Student Health" and insurance premium as "Student Health Insurance".

This is our advisory board, a group of students who advise us on what's included in health fee, services we provide, and help review benefits and premiums with all three of our insurance plans (student, RA/TA, post-doc).



Campus Health Fee

Additional Services Covered by the Campus Health Fee:

- Sexual assault resources
- Certified Diabetes Educator
- Preconception & pregnancy counseling
- Nurse consultations on various health related issues
- Specialty clinic referral service and insurance assistance
- Campus Public Health and collaboration with Health Agencies
- Assistance to students navigating University protocols relating to academic performance including course drops and withdrawal from school for medical and mental health issues
- Helps fund health promotion and violence prevention services offered by Student Wellness



Health Insurance Waive or Enroll



- **Students must either waive out with proof of insurance or enroll in the student insurance plan at bcbsnc.com/student.**
- **If the student does not waive out, \$1,270.⁰⁰ per semester will be billed to the student's University account.**

Students need to enroll/waive each semester. There is a check box option for insurance information provided to be used to meet the waiver requirement for the entire year. However, you still need to get email confirmation each semester that the waiver was approved.

Deadline dates to waive: Fall – September 11th
 Spring – January 31st

Equal to the gold plan on the insurance exchange as part of the Affordable Care Act

UNC Sponsored Insurance Plan

- The UNC System Student Health Insurance Plan is administered by Blue Cross/Blue Shield of North Carolina.
- The Plan covers most charges at Campus Health and is accepted world wide.
- Coverage dates are August 1st – July 31st
- Charges incurred outside of Campus Health are subject to deductibles, co-pays, and co-insurance.



Encourage students if they want to enroll in the Student Blue Plan to do so prior to August 1st so they can receive their insurance card prior to the August 1st effective date.

Deductible - \$0 at Campus Health Services
\$500 at in-network

Co-Insurance - 20% in-network
\$4,000 maximum

In-Network Insurance Plans

All UNC Sponsored Insurance Plans are In-Network at Campus Health



All Plans



All Plans



All Plans



All Plans with the exception of Blue Local Plans



Except Psychiatry Services



Except Psychiatry Services



Except Psychiatry Services



All Plans with the exception of Psychiatry Services & Cigna Connect Plan to Individual & Family (IFP)



Non-Network participating provider. If covered by Tricare Prime – patients are encouraged to see their primary care provider for services not covered by the health fee



Insurance Tips

- Students need a copy of insurance cards (front & back) and will need to know the policy holders name, address, and complete date of birth (MM/DD/YYYY)
- Campus Health will electronically file a student's primary insurance
- For international insurance plans, Campus Health can provide students necessary documentation to file their claim



Any balance is sent to the student's UNC account.
CHS will be out of network for all other plans.

We Welcome

ALL Races and Ethnicities

ALL Sexual Orientations

ALL Religions

ALL Languages

ALL Countries of Origin

ALL Gender Identities

ALL Ages

ALL Abilities and Disabilities

EVERYONE!



We are Campus Health Services

counseling and psychological services **thrive** Campus Health Services **STUDENT wellness**

Further Questions?
Work with Orientation Leader to visit
Campus Health Services between 2:20-3:50 pm
Phone: 919-966-2281
CAPS Phone: 919-966-3658
Website: campushealth.unc.edu
Web Portal: healthyheels.unc.edu
Insurance Waiver: bcbsnc.com/student
Immunization Form: connectcarolina.unc.edu

HealthyHeels.org @UNCHealthyHeels @UNCHealthyHeels UNC Healthy Heels

You can find Student Wellness on social media as “UNC Healthy Heels-- which in fact, is the collaboration between CHS, Student Wellness, and CAPS for health messaging. We encourage those who care about student health and wellbeing to follow us online to keep abreast of important and useful information to keep help keep UNC healthy!

Our social media includes facebook, twitter, Instagram, and wordpress. Students are also able to sign up for our newsletter, that is sent twice per month. We will be adding Snapchat soon, which will be primarily ran by our peer educator group, Healthy Heels Ambassadors!

If you have any questions, please go to “Contact Us” section on our website and click the Questions or Comment link and we will respond to your questions.