



Intro self – here from Campus Health and Counseling Services.
This is our mission (read aloud)

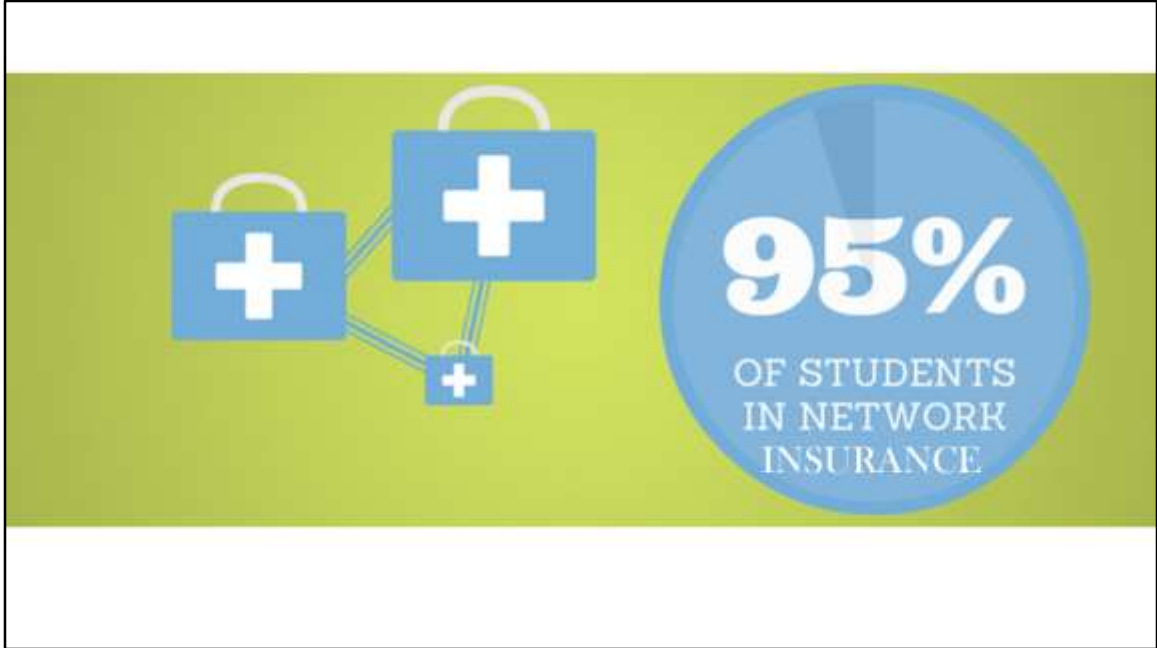


You wouldn't
burn \$380.

Use the health fee.
Visit Campus Health
for your healthcare
needs.

Lesson 1: USE YOUR HEALTH FEE

In your tuition and fees, you pay a Health Fee – which pays for you to access care with Campus Health and CAPS as well as the health promotion services offered by Student Wellness. This means when you come to see us, you won't have a co-pay which is different than what you'd experience at an outside provider.



If you hear your family talk about being “in-network” with your insurance plan – Campus Health Services is in network with 95% of UNC students’ health insurance plans. The details of which plans are and are not in-network are on our website. Pro tip: Snap a picture of your insurance card before you leave for campus so you have the info you’ll need.



What services do we provide? All of them! Pretty much anything you can think of –we have it – and on the rare occasions we don't, we can connect you to folks in the community who do. When might you need these services? We've brainstormed some examples of "what could go wrong" while you're on campus. These are all things we've seen happen to UNC students that could happen...to your friends.



Say your friend was playing inner tube water polo (a real intramural sport!) and gets an elbow to the forehead. It's bleeding and clearly painful- your friend is disoriented. Unrelated: your friend also has terrible taste in swimwear.

Unfortunately, we can't help with the swimwear choice. Only you have that power. But sports medicine, physical therapy and athletic training are all part of our services. In fact, during intramurals, a student athletic trainer is often on site or nearby in a training room for just such events. They can connect your friend with an appointment with a sports medicine provider to check for a concussion. We also offer Acute/Urgent Care so your friend could walk over and get stitched up right away if needed.



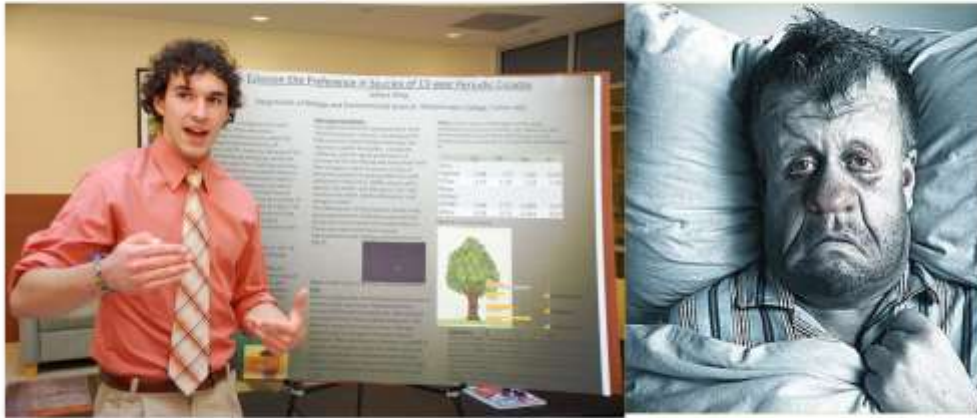
Your friend has to be hospitalized for an extended time during the semester and misses a bunch of class including magical outdoor class meetings like this one.

We offer a process we call “academic interventions” that can provide your friend with the documents they need to get a medical underload which means taking fewer credits than required due to medical hardship.



Your friend from high school who also came here overextended themselves by joining 14 student organizations and now has no time to eat meals. Instead, they are eating granola bars and red bull for every meal. They mentioned to you they are interested in changing their eating habits, but are unsure how.

We offer nutrition services where your friend can see a clinical nutritionist and get a tailored plan for moving forward.



Images from flickr creative commons

The last time you saw your roommate on Friday he looked like this – but then woke up looking like this on Saturday.

We offer basically an urgent care clinic on the weekend from 8-5. Your roommate can walk-in and receive care on the weekend. There is a fee for that weekend service, but that fee is less than going to a non-campus urgent care facility.



Your best friend at UNC is talking about taking the next step with their partner. As you've heard in other presentations, communication in relationships – between your bestie and you, but even more so between your bestie and their partner – is critical!

We can help. Medical providers at Campus Health can talk through all the health-related things your best friend might be curious about – STI testing, contraception and healthy relationships. Or your bestie could meet with sexual wellness staff from Student Wellness if that feels more comfortable to them.

We have loads of reputedly sourced information on our websites about sexual health.

You can also get Emergency Contraception and hormonal contraception from either of our pharmacies.

STI testing is easy at Campus Health! We have an on-site laboratory and offer a full array of STD and STI tests that your provider can talk through with your best friend and their partner to see what is right for them.



Your classmate mentioned they ran out of their prescription and are dreading trip home this weekend mainly to get a prescription refill.

You can remind your classmate that they can transfer their Rx to one of our two pharmacies on campus - one in Campus Health and one in Student Stores. You don't have to wait – we can text you when the rx is ready.

Both offer the same services, Rx, and OTC health items. We can put charges directly onto your student account and we take all insurance plans. We also offer OTC items at a lower cost than other pharmacies.



Your out-of-state student organization president who is not used to our local floral and fauna is clearly struggling with allergies to our local plant life.

We offer allergy shots in the building. You can get allergy meds in either pharmacies.



Your RA mentions they are taking an international trip over break. Even outside of biking without a helmet and having a sheep ride on your back, there are things that can happen while traveling that could negatively impact your RA's health and are quite easy to avoid. We offer an International Travel Clinic that includes online education. Unfortunately, we're not yet able to provide vaccinations and medications online, but your RA can come in for those at a time convenient for them. The clinic's purpose is to help keep UNC travelers safe and healthy while abroad.



Your neighbors in the residence hall start as besties but are now screaming at each other most evenings. One of them comes and talks to you about how anxious she is about living with someone who despises her so much.

Your first check in is housing staff – but we also offer support for this kind of thing. You could walk your friend over to CAPS M-F between 9 and 12, 1 and 4 to see a mental health professional who can provide support to your friend. No appointment is necessary for a first visit.



Photo by The University of North Carolina at Chapel Hill



Personal Exploration Group

Experiment with new ways to form meaningful relationships by gaining insight into yourself.

Learn more at campushealth.unc.edu/caps/groups



In addition, CAPS provides a wide range of support groups each semester – many of which could be of help to regular students struggling with everyday stressors – like roommate conflicts or otherwise. Check our website for details about groups.



We know some of you are dealing with serious mental health issues - depression, anxiety, being a survivor of sexual violence, eating disorders, suicidality, panic attacks, and more. CAPS supports students with a full range of severity – from “not that big of deal” to debilitating mental illness and everything in between.



Don't just take our word for it. Here's what students say...



How do you find us?

We are located between the football stadium and UNC hospitals. An easy walk from anywhere on campus.

P2P also offers shuttles so you can still get here even if walking isn't an option for you.



8 am – 6 pm Monday – Friday
Weekend Urgent/Acute Care 8am – 5pm

We are open 8-6 M-F during the school year with urgent/acute care on weekends from 8-5.



But there are times we are closed – and you may have need for emergency care. You can get care for emergencies using 911 or ER. When we are closed our main phone number becomes a HealthLink nurse advice line; Physician and Mental Health Professional on call 24/7



Confidentiality in health care is always important and especially to newly unicornd adults like y'all. Maybe you all have relationships with your family where you tell each other everything. But if not – you don't have to. It is the law that we can not tell anyone about what you come to see us for – unless you specifically tell us (and sign a piece of paper stating) who you want us to tell and what of your medical record you want us to tell them.

So for your roommate that is getting STI tested or on contraception but doesn't want their family to know about it – they can get care with us and we can't tell their family a thing.

Two caveats – age and insurance.

If you are under 18, your parent can get info about your visits **unless** ! those visits are

related to **Substance Abuse, Mental Health Issues, Pregnancy, or Communicable**

Diseases (cough, STIs)

The other caveat is that many of you are still covered by your parent's insurance. So if you came to see us and used your parent's insurance plan to cover the visit, if your parents dug into it, they could see what treatment and diagnosis you received because of the insurance reporting. We do offer the option for students to pay out of pocket and not send encounters to their insurance, which is a way for students to maintain confidentiality about their treatment even while on another person's insurance plan. And of course if you have an insurance plan of your own or opt into UNC's student insurance plan – that insurance information is only shared with you.



Campus Health and CAPS are experts in you – in UNC students. We’re connected with all of the services that support your adulting trials and tribulations. We collaborate with residence life to make your on campus living as health-supportive as possible. We are able to work with the dean of students office to get you academic accommodations due to medical or psychological needs as your situation may require. We partner with the university community in providing health care and counseling services to survivors of sexual violence. We’re connected with campus and you – making us the best choice for your health care while you’re at UNC.



Which is why 70% of all UNC students visit Campus Health or CAPS at least once per year, and over half of UNC students see us 3 or more times per year.

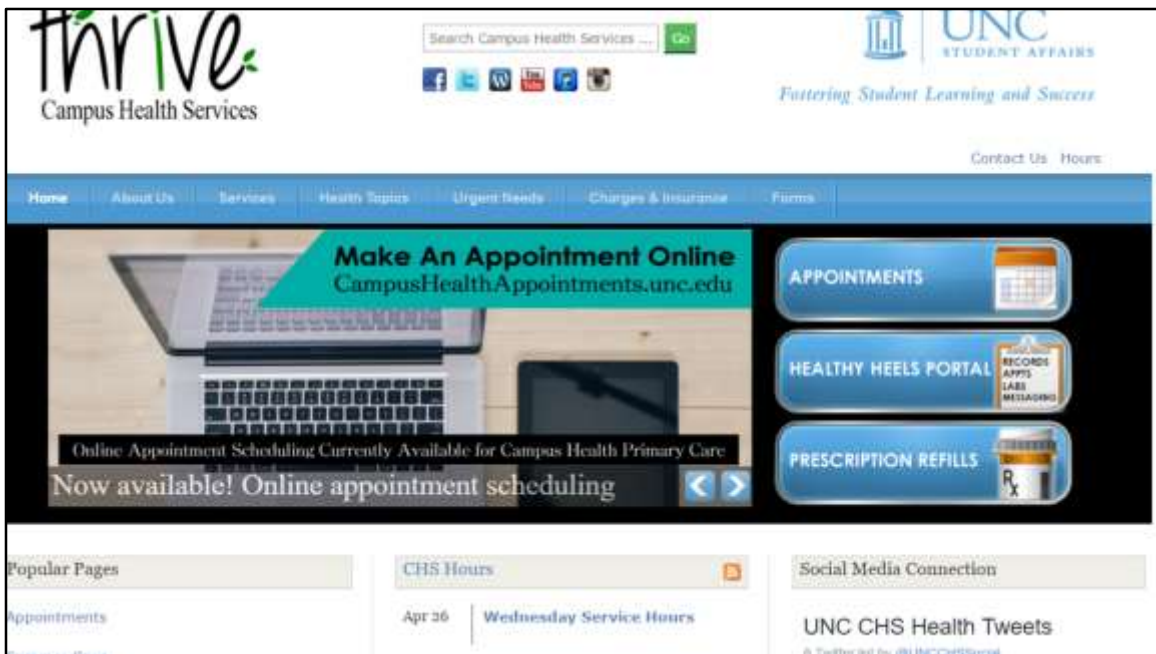


We work hard to keep up with technology.

For example – online appointment scheduling is available for our primary care services. You can go to a webpage, find your provider’s open appointment times, and put yourself into an open appointment slot that works for your schedule. This will be expanded to beyond just primary care in the near future.

Plus you can always request appointments online for any of our services and a scheduler will call you back to set up the final time slot.

Or – you can call.



We have a website that has all the info and all the details. It's searchable and user friendly. Check it out.

phone 919-966-2281
CAPS phone 919-966-3658
website campushealth.unc.edu
web portal healthyheels.unc.edu
health history form connectcarolina.unc.edu
hard waiver bcbsnc.com/student
online appointments campushealthappointments.unc.edu

We are active on social media – Instagram, facebook, twitter, and youtube.

So pull out your phone. We’re going to get a few things done to set you up for connecting with us for if one of those things happens to a friend of yours.

Don’t check your notifications.

Just start off by opening Facebook if you’re on Facebook– search for UNC healthy Heels. Like our page.

Now open Twitter if you’re on it. Search for UNC Healthy Heels. Follow us.

Open Instagram and search for UNC Healthy Heels. Follow us!

Then go to your contacts on your phone. Add in Campus Health Services at 919-966-2281. This is a 24/7 phone line. After hours it connects you to a nurse line. During regular hours it’s how you can make appointments and get in touch with us.

That’s it!

You can also take a picture of this slide to refer to later.

If time, what questions do y’all have?