

100% of patients/clients surveyed said they would use the service again, if needed.

“Excellent care and service! Better than going to the clinic back home.” UWW Student

Frequently asked questions

*** Do you have doctors?**

Yes, we have doctors, nurse practitioners, nurses, psychologists, clinical social workers and more!

*** Can my parents or anyone else find out what I talked about during my exam or counseling session?**

No, that is confidential information protected by law. That information cannot be shared with anyone outside UHCS without your written permission or under specific circumstances authorized by law, e.g. a life threatening situation.

*** Is it expensive?**

No, services are already covered by your tuition and fees or are provided at moderate cost.

*** Do I need to buy the student health insurance to use UHCS?**

No, but if you are not covered by someone else's policy, student health insurance is available for purchase.

*** Do I need an appointment?**

Yes, an appointment means a staff member has set aside time to address your needs. In Health Services, same day appointments are often available.

*** What if I am in crisis and need to talk to someone?**

The Counseling Service provides crisis intervention services during regular office hours. After hours there is a 24 hour crisis line.

Emergencies

In case of an emergency call 911 and arrange for immediate transport to an emergency facility, where sophisticated equipment and resources are available. University Health and Counseling Services is NOT an emergency facility.

There are several options for receiving care when the UHCS is closed.

24 hour

- ♦ Rescue Squad 911
- ♦ Crisis Line 262-741-3200 or 800-365-1587
- ♦ Suicide Prevention Lifeline 800-273-8255
- ♦ Sexual Assault Advocacy 262-723-4653
- ♦ Poison Information 800-222-1222
- ♦ Fort Health Care Emergency Department 920-568-5330

M-F, 5 - 9 PM; Saturday, 9 AM - 2 PM

- ♦ Mercy Whitewater Medical Center 262-473-0400

M-F, 5 -11 PM; Weekends noon -11 PM

- ♦ Fort Health Urgent Care 920-568-5330

*UHCS is **accredited** by the Accreditation Association for Ambulatory Health Care, Inc.*



The laboratory is also CLIA accredited through COLA

The University of Wisconsin-Whitewater is committed to equal opportunity in its educational programs, activities, and employment policies for all persons regardless of race, color, gender, creed, religion, age, ancestry, national origin, disability, sexual orientation, political affiliation, marital status, Vietnam-era status, parental status and pregnancy.

Document Name: T:\UHCS\CATALOG\Brochures\Wellness-Prevention\UHCS W 04.doc

Date Reviewed: 6/10

Next Review: 7/11

University Health and Counseling Services

The UHCS staff is committed to providing high quality physical and mental health services that address the unique needs of college students.

We emphasize enhancing the well being, academic success and dignity of our clients in a confidential, efficient and cost effective manner.

Staff

The UHCS provider staff consists of: Doctors, Nurse Practitioners, Registered Nurses, a Physical Therapist, Medical Technologists, Medical Assistants, a consulting Psychiatrist, Clinical Social Workers, Psychologists, Counselors, and graduate level counseling Interns.

All professionals at the UHCS are licensed and/or certified in their fields.

Location

UHCS is in the Ambrose Health Center, **710 Starin Road**, on the corner of Prairie and Starin Roads, across from the Winther parking lot. There is free parking for patients in back of the building in the designated slots. Ask for a patient parking permit at the reception window.

Hours

Monday - Friday, 8 - 4:30 except state holidays. Call **262-472-1300** for a health appointment and **262-472-1305** for a counseling or massage appointment.

Services

- Treatment for illnesses and minor injuries
- Laboratory tests and medications
- Allergy injections and Immunizations
- Smoking cessation
- Pelvic exam and Pap test
- Contraceptives, STI and HIV testing
- Travel medicine and some physicals
- Men's health needs
- Phone consultations with a nurse
- P.T. for students with disabilities
- Massage therapy
- Crisis intervention
- Alcohol and Other Drug Assessment
- Individual and group counseling for concerns, such as:
 - Relationships, Depression, Sexual assault and abuse, Anxiety, Self-esteem, Sexual orientation, Alcohol and other drug use, and Stress.


Fees


There are no fees for counseling services or health visits. Medications, laboratory tests, allergy shots, some immunizations, procedures, physicals and supplies are available at a moderate cost. We are a Family Planning Waiver Provider. You can pay with Purple Points, cash, check, or charge the fee to your university bill. You do not need insurance to use UHCS. If you want to file an insurance claim, you must request a receipt after your appointment and send it directly to your insurance carrier yourself.

Exception: Massage therapy is \$10-\$45 payable by cash directly to the massage therapist. Gift certificates are available.


Wellness


FREE! FREE! FREE!

 Wellness Resource Center: located in the lobby it contains self care DVD's, CD's and tapes you can check out and 200 different brochures.


 Web site: Ask UHCS, Links, Health Information, Assessments, Information on our services and upcoming events.

www.uww.edu/uhcs

 Programming: Professional staff members are available to present programs on a wide variety of topics. Bulletin board kits can be checked out for peer education.

 Student Health 101 Magazine: To see the current issue of this interactive online magazine, visit our web site and then sign up on the first page of the magazine for your free subscription.

 Tai Chi Sessions

 Wellness Fairs: Activities, freebies, brochures, prizes, and food.

Student Involvement

Students can do an internship at UHCS or serve on our Student Health Advisory Committee. (see website for more information.)

*"The experience I have had here at UHCS has been wonderful! The staff maintains a high degree of professionalism, courtesy and respect."
UWW Student*