Campus Health provides health care to students, post-docs and spouses that is convenient and accessible right on campus, located between Kenan Football Stadium and UNC Hospitals. Campus Health also provides health education and public health leadership to the University community.

**When is Campus Health open?**
8am – 6pm weekdays and 8am – 5pm weekends during the semester
8am-5pm weekdays during the summer and academic breaks
Student Stores Pharmacy is open 10am – 6pm weekdays and Saturdays 10am – 2pm

**How do I make an appointment?**
- ONLINE at CampusHealthAppointments.unc.edu (for Primary Care, Gynecology, Nutrition or Immunizations) or HealthyHeels.unc.edu Patient Portal (request appointment, for all services)
- CALL 919-966-2281 ext.2

**What do students do when Campus Health is closed?**
Students can call Campus Health at: 919-966-2281 and opt to speak with a HealthLink nurse. HealthLink is a nursing telephone triage staffed through UNC Health Care.

**What is the Campus Health Fee?**
All degree-seeking students at UNC-Chapel Hill pay the mandatory health fee through fees/tuition.

**What are the options regarding payment of fee-for-service charges?**
UNC One Card, Health Spending Account Cards, cash or check, MasterCard or Visa, or billed to the student’s account at the Office of Student Accounts and University Receivables.

Students should come for treatment even if they do not have an immediate way of paying.

**What happens with insurance?**
All degree-seeking students enrolled in the UNC system colleges and universities, including UNC Chapel Hill, are required to have health insurance. If the student is uninsured, they may buy their own policy or participate in the University-sponsored plan which covers most services at Campus Health. More details at campushealth.unc.edu/insurance.

Campus Health is in network with most students’ insurance plans. If any charges are incurred for services, Campus Health will electronically file the student’s primary insurance. Any charges not covered by the student’s insurance are forwarded to the Office of Student Accounts and University Receivables. Campus Health Pharmacy and Student Stores Pharmacy are in network with virtually all US health insurance plans. For international insurance plans, Campus Health provides the necessary information for students to file their own claims.

**SERVICES COVERED BY THE HEALTH FEE**
- Unlimited provider visits in Primary Care, Gynecology, Sports Medicine
- Any patient-portion charges after insurance pays for services rendered in Physical Therapy, Nutrition counseling
- Counseling and Psychological Services initial assessment, brief therapy, group therapy, referral management and any copays after insurance has been filed for the initial Medication Evaluation and Management visit
- Access to the on-site Campus Health Pharmacy, Student Stores Pharmacy, and Healthy Heels Shoppe
- Access to specialty care within Campus Health at significant savings compared to community charges
- Academic interventions for medical and psychological reasons
- Sexual assault counseling
- Certified Diabetes Educator
- Preconception & pregnancy counseling
- Nurse consultations on health issues
- Campus public health and collaboration with health agencies
- Secure web interactions with the medical team
- Specialty clinic referral service and insurance assistance
- 24 hour nurse advice line and on-call physician
- 24 hour on call student crisis support
- The Campus Health Fee also funds health promotion and violence prevention services offered by Student Wellness.
What happens if a student needs specialty care or emergency care?
A referral specialist works with students to make sure that they are referred to a provider who is in network with their health insurance. Often we refer to the Ambulatory Care Center, operated by UNC Hospitals. If there is an urgent or emergent problem, we will help the student see an appropriate specialist immediately through an emergency consult or direct referral to the UNC Hospitals Emergency Department. UNC Hospitals is a separate organization from UNC Campus Health. In many instances, a student can receive charges from three sources if they must go outside Campus Health for appropriate care – Campus Health, the facility visited, and the provider (or provider organization) for that facility.

If a student has a special medical problem?
We encourage students with special medical problems to notify Campus Health of their issue, send copies of pertinent medical records, and plan care with a Campus Health physician before arrival. This will allow us to establish referral networks with specialty physicians at UNC Hospitals as appropriate, and integrate services with the Office of Accessibility Resources & Service when indicated.

If a student needs allergy shots can they get them at Campus Health?
Yes! UNC students who have started an allergy desensitization program (allergy shots) with an allergist can have their injections administered at Campus Health.

What immunizations do incoming students need?
All new students who are taking four (4) or more hours are required to submit an Immunization Form. Instructions for accessing the form will be on the students Connect Carolina Student Services page under the General Items “To Do list” once the student has been matriculated into the University. A list of required immunizations are online.

Is transportation available to Campus Health?
Yes. The Point to Point (P2P) campus shuttle will transport a student from anywhere on campus to Campus Health upon request. Return transportation can be provided if considered necessary by our nurse or doctor.

How confidential are students' medical records at Campus Health?
For 18 year old+ students, Campus Health records can only be released when the student signs a release of information form. Students must complete a new form each time they wish to have information released. Campus Health does not accept “blanket” authorization to release information.

How does Campus Health communicate?
A secure patient portal (healthyheels.unc.edu) is used for patients to message the health service, review lab results, request appointments and view portions of their electronic health record. Patients will receive text message appointment reminders. In addition, we provide Healthy Heels social media channels to communicate with students about health education and initiatives.

<table>
<thead>
<tr>
<th>SERVICES BILLED</th>
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<tbody>
<tr>
<td>• After-Hours Care (weekends during the fall and spring semesters)</td>
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<tr>
<td>• Allergy injections</td>
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<tr>
<td>• Immunizations</td>
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<tr>
<td>• Laboratory tests including STI Tests</td>
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<tr>
<td>• Procedures (labs, stitches, casting, etc.)</td>
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<tr>
<td>• Orthopedics</td>
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<tr>
<td>• Prescription and non-prescription medications</td>
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<tr>
<td>• X-ray services</td>
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<td>• Supplies (i.e. braces, crutches)</td>
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<tr>
<td>• Travel clinic</td>
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<tr>
<td>• On-going psychiatric medication management*</td>
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<tr>
<td>• Physical therapy</td>
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<td>• No show visit charges</td>
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*Psychiatric Medication Management
The initial medication management evaluation visit is provided with no out of pocket costs. Insurance is filed and the health fee covers any remaining patient balance not paid by insurance. Subsequent medication follow up visits will be provided for $150.00/session.

learn more at
CAMPUSHEALTH.UNC.EDU