The Student Health Center is located on the UCSC campus, on McLaughlin Drive across from Colleges 9 and 10.

**Lobby Hours:**
- 8:00am — 5:00pm
- Wednesdays 9:30am — 5:00pm

**Clinic Hours of Service:**
- Monday 8:30am — 4:30pm
- Tuesday 8:30am — 4:30pm
- Wednesday 9:30am — 4:30pm
- Thursday 8:30am — 4:30pm
- Friday 8:30am — 4:30pm
- **Lab** 9:00am — 4:30pm
- **X-ray** 11:30am — 4:30pm

Closed on Saturdays, Sundays and University holidays.

**Confidentiality**
Your right to privacy is respected to the fullest extent. Information about your health will not be released to anyone without your permission, including your family. Charges for services at the Student Health Center will appear on your monthly University account. For additional information on our privacy practices and to view the UCSC Student Health Center privacy notice please visit our web site: healthcenter.ucsc.edu

Always stay on the line until the operator’s questions are answered. For 911 calls originating on campus, Emergency Medical Technicians from the campus Fire Department will respond and dispatch an ambulance if needed.

**In an Emergency Call 911**

**Student Health Services Phone Numbers**

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>EMERGENCY</td>
<td>911</td>
</tr>
<tr>
<td>Appointments</td>
<td>459-2500</td>
</tr>
<tr>
<td>Information</td>
<td>459-2211</td>
</tr>
<tr>
<td>Billing Office</td>
<td>459-4480</td>
</tr>
<tr>
<td>Counseling &amp; Psychological Services includes after hours</td>
<td>459-2628</td>
</tr>
<tr>
<td>Director</td>
<td>459-2869</td>
</tr>
<tr>
<td>Insurance</td>
<td>459-2389</td>
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<tr>
<td>Medical Records</td>
<td>459-3063</td>
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<td>Medical Records Fax</td>
<td>459-3546</td>
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<tr>
<td>Pharmacy</td>
<td>459-2360</td>
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<tr>
<td>Pharmacy Refill Line</td>
<td>459-1546</td>
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<tr>
<td>Pharmacy Fax</td>
<td>459-3564</td>
</tr>
<tr>
<td>Psychiatry</td>
<td>459-2628</td>
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<tr>
<td>SHOP</td>
<td>459-3772</td>
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<tr>
<td>Sexual Assault Prevention</td>
<td>459-2721</td>
</tr>
<tr>
<td>X-ray</td>
<td>459-2509</td>
</tr>
<tr>
<td>Advice Nurse</td>
<td>459-2591</td>
</tr>
</tbody>
</table>

**Student Health Services General Information**

**On-campus Health and Medical Services**
- On Site Primary Care
- Medical Appointments
- Urgent Care
- Travel Consultations
- Nutrition Services
- Allergy Immunotherapy
- On Site Pharmacy
- On Site Laboratory
- On Site X-Ray
- Health Promotion
- Wellness
- Screening Services
- Counseling
- Psychiatry
Primary care/Urgent care/Medical Clinics
A Triage Nurse is on duty to screen patients and direct them to the appropriate level of care. Appointments are scheduled for routine care such as physical exams, PAP tests, contraception, routine STD testing, follow-up, and ongoing care. Urgent Care is available on a walk-in basis for students requiring prompt attention for illness or injury.

Pharmacy
Prescriptions, OTC medications and other health products are available at the Pharmacy. Prescriptions and special orders can be filled or transferred from any physician or clinician in the US.

Radiology
On-site X-ray facilities provide high quality imaging for routine diagnostics, SCUBA physical exams, and other needs.

Laboratory
Phlebotomy and routine lab procedures are provided in-house; special tests are sent out to a reference lab. Tests may be ordered by the Student Health Center or outside clinicians.

Allergy/Immunization/Travel (AIT) Clinic
Allergy shots, immunizations, tuberculosis testing, and travel consultation for students planning to travel or study abroad.

Nutrition Counseling
Students may see a registered dietitian for preventive nutrition, vegetarian diets, weight management, eating disorders, and other individual nutritional needs. Counseling for medical nutrition therapy is available to help manage heart disease, high blood lipids, high blood pressure, diabetes, and other conditions.

Student Health Outreach & Promotion (SHOP)
SHOP provides culturally sensitive, non-judgmental information, education, programs and services for UCSC students around issues related to Alcohol and other Drug Use, Sexual Health, Rape Prevention, Managing Stress and other health concerns. Students can get involved with SHOP through our unique Internship and Volunteer programs.

Counseling and Psychological Services (CAPS)
CAPS staff provide brief individual and couples counseling, group counseling, psychiatric services and medication management, crisis intervention and referral services to registered UCSC students. CAPS also provides education, programs, and trainings to the UCSC community on different mental health issues. Counseling and psychiatric services are confidential and free of charge to all registered UCSC students.

Psychiatric Services:
Psychiatric services are provided through CAPS. Students may see a psychiatrist or a nurse practitioner for psychiatric services and medication management by referral only.

Online Services Now Available
The UCSC Student Health Center has a secure website which allows communication to and from the Student Health Center. Presently, you may make an appointment (Women’s Annual only), refill your prescriptions, receive your lab results, receive your billing statements, and submit various forms on line. We will keep you informed as new features are activated.

Insurance Requirement
The University of California requires that all students be covered by a health insurance plan. All undergraduate and graduate students are automatically enrolled in the university sponsored Student Health Insurance Plan (SHIP) unless they choose to submit an insurance waiver showing proof of comparable coverage.

What is SHIP?
SHIP is an affordable health insurance plan tailored to the health care needs of UCSC students. It features year-round, world-wide coverage using the Anthem Blue Cross network, and includes prepaid access to care at the UCSC Student Health Center for illness or injury. This means students can receive convenient, high quality on-campus care when they are sick or injured without having to be concerned about cost or availability of the care they need. The SHIP plan provides optimal coverage for services on campus and in the Santa Cruz community, and peace of mind for both parents and students.

Considering Waiving SHIP?
Consider the following:
Many health plans do not provide adequate coverage for treatment at the Student Health Center. Most insurance is designed to provide coverage only at a designated or “preferred” facility. While this type of plan may be sufficient while living at home, it is usually not a practical or affordable solution for UCSC students. This is particularly the case in the event of illness or injury, when transportation from campus to a designated primary care facility may be inconvenient or ill-advised. Furthermore, many insurance plans are not easily portable and may not cover physicians and facilities in the Santa Cruz area.

CruzCare
If you choose to waive SHIP coverage consider purchasing CruzCare, an inexpensive pre-paid access plan for busy students seeking on-campus health care. CruzCare provides unlimited Student Health Center visits for care of illness or injury, including Health Center lab and X-ray. For students waiving SHIP, CruzCare is the best and most cost effective way to take advantage of the on-campus convenience and college health expertise available at the UCSC Student Health Center.

For information regarding insurance matters, contact the Student Insurance office:
phone (831) 459-2389
email insure@ucsc.edu