

Where to Go When You Need Care Now

With UC SHIP, your first stop for non-emergency care is always your student health center (SHC). But when you can't wait to get care, you have options.

NON-URGENT CARE

Student Health Center

Start here when you can. Your SHC provides outpatient medical, preventive care, mental health, and substance use disorder services. It's staffed with board-certified physicians, certified nurse practitioners, and physician assistants, all of whom are experts in meeting student health care needs. Certain SHCs also provide pharmacy services.

NEED MENTAL HEALTH CARE?

From 24/7 one-on-one support to app-based treatment, UC SHIP offers a variety of emotional well-being care options.

Visit myucship.org for more information.

24/7 Advice Nurse

Average copay: \$0

Call your SHC's 24/7 advice nurse or Anthem's 24/7 NurseLine (available 365 days a year, holidays included) for assistance with questions like:

- Can my problem be treated at home?
- Do I need to see a doctor?
- Should I head to the emergency room?

LiveHealth Online

Average copay: \$0-\$25, depending on your campus

See a doctor online, 24/7, with [LiveHealth Online](#). If you need a prescription, they'll send it to your local pharmacy. You can use LiveHealth Online for common medical conditions, including:

- Flu
- Minor rashes
- Allergies
- Cold and fever
- Diarrhea
- Headaches
- Pinkeye
- Tooth pain



myucship.org

URGENT CARE

Student Health Center

Call your SHC to see if a same-day appointment is available. You may be able to speak with a doctor by phone, even if you can't wait for an appointment.

Urgent Care Center

Average copay: \$25-\$50 (in-network);
40%-50% coinsurance after deductible (out-of-network)

Go to an urgent care center for immediate care for an illness or injury that isn't life-threatening but needs to be treated right away. Some urgent care centers do X-rays, lab tests, and stitches.

Common urgent care needs include:

- Earaches
- Sore throats
- Fevers
- Tests for flu, strep and urinary tract infections
- Simple cuts
- Nausea, vomiting and diarrhea
- Mild asthma

KNOW BEFORE YOU GO

You'll pay a moderate copay if you choose an urgent care center in the [Anthem network](#) (Find Care > Log In or Search as a Guest). You'll pay a lot more if you go to an out-of-network urgent care center.

EMERGENCY CARE

Emergency Room

Average copay: up to \$200; copay waived if you're admitted

Head to the emergency room or call 911 for a life-threatening emergency, including:

- Severe shortness of breath
- Loss of consciousness
- Coughing up or vomiting blood
- Broken bones
- Major injuries
- High fever with mental confusion
- Chest pain; numbness in the face, arm or leg; or difficulty speaking