



A STUDENT'S GUIDE TO UNIVERSITY HEALTH SERVICES

UMass**Amherst**

Center for Health Promotion



UNIVERSITY HEALTH SERVICES
GUIDEBOOK BROUGHT TO YOU BY:

Student Wellbeing Advisory Board & UHS Staff

*A campus-wide project to address the health and
wellness of undergraduate and graduate students at
UMass Amherst.*

GET IN TOUCH WITH US!

FB: @UMSWAB

ADVISED BY TOMMY CLAIRE:

ATHOM1@UMASS.EDU

We wish you a happy and healthy year at UMass!

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Before Move-In Day Checklist

Submit Immunization Records

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Massachusetts law requires that college students have certain immunizations before coming to school, and submit proof of completion. UMass reviews students' immunization records and helps students get missing immunizations. To download and submit the appropriate forms, to go www.umass.edu/uhs and go to Services & Programs > Medical Care > Immunizations.

Health Insurance Waiver

☐

Students taking 5 or more credits are automatically enrolled and billed for the UMass Student Health Benefit Plan. If you and your family already have health insurance coverage that is accepted at UMass (see website for details), **you must waive** your health care coverage at www.spire.umass.edu. You must fill out the waiver **every fall** you are a student at UMass. Students who have MassHealth must enroll in the premium assistance program. If approved, the state will pay for the student health plan. (Also found at www.spire.umass.edu).

Insurance Card

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If you have primary insurance, make sure you bring a copy of your insurance card with you to UMass! You can also bring photocopies of your card (both sides) if needed. You will be asked for your insurance card at each visit. Therefore, it's a good idea to always keep the card on hand, and to bring it to all scheduled and walk-in visits.

A Coverage Conversation

☐

Before you head to UMass for the semester, talk to your parents or guardian about what's covered under your health insurance plan. For instance, patients insured by a health maintenance organization (HMO) must obtain referrals from a primary care provider (PCP) to receive care at UHS. Talk to your parents and guardians about other limitations.
** Co-pays are waived for students, but deductibles apply. (See glossary for definition of terms)

Transfer Your Medical Records

☐

If you have important medical records, bring copies with you, or have your provider send them to UHS ahead of time. If you choose not to transfer your records, make sure to review your medical history to accurately update your UHS provider. To authorize your release of medical information, visit www.umass.edu/uhs and go to Using UHS > Forms > Release of Medical Information.

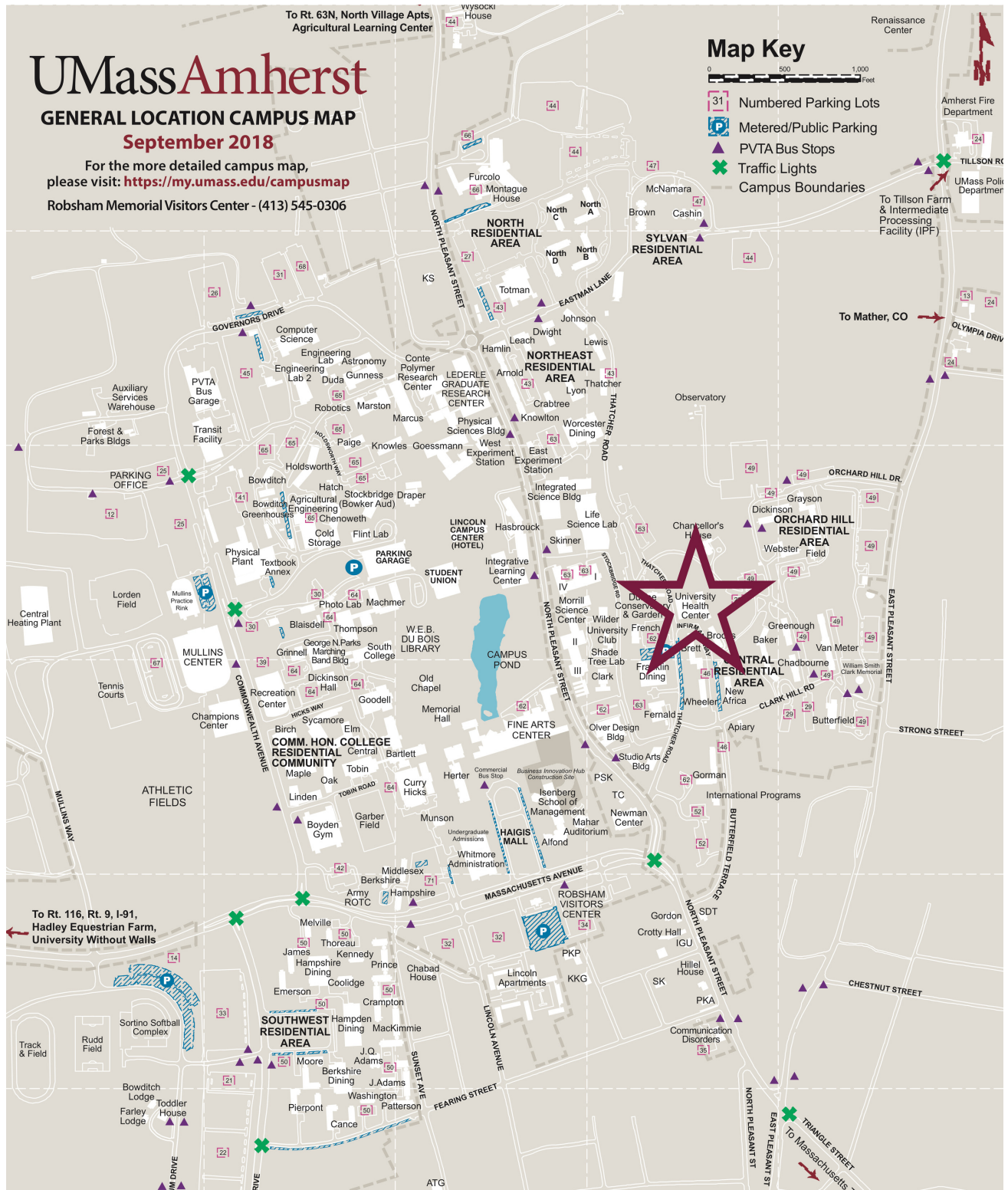
Under 18?

☐

If you're under 18, the law requires your parent/guardian to give written consent for you to receive medical care. Plan ahead and get it signed before coming to UMass! To download the Consent to Treat Minor Patients form visit www.umass.edu/uhs and go to Using UHS > Forms > Before Your First Visit.

FINDING UHS

KNOW WHERE TO GO



Getting to UHS



PVTA Bus Routes

Route 34: Orchard Hill via Sylvan
(Get off at Chadborne Hall)

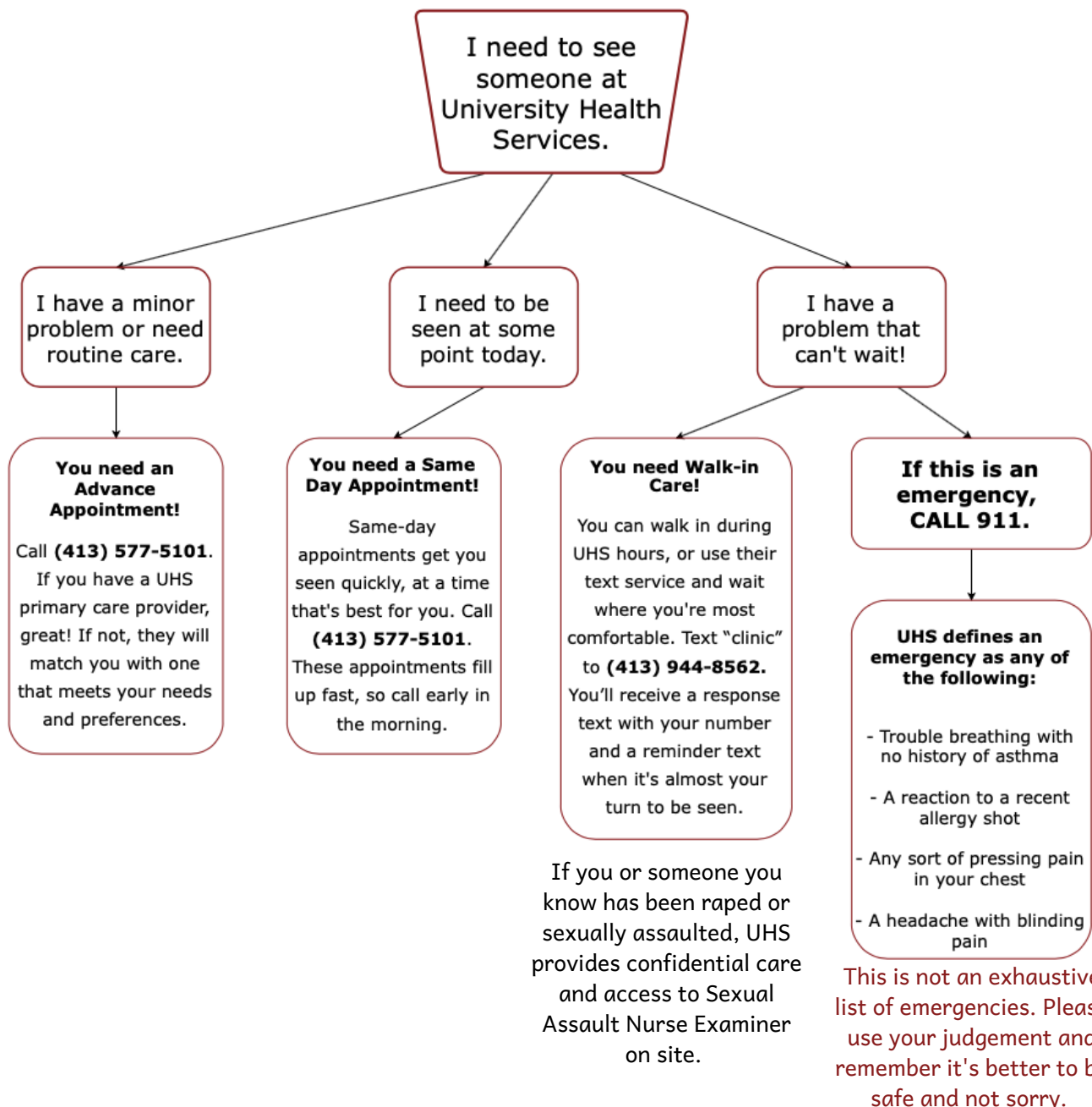
Route 35: Mullins Center via Southwest
(Get off at Chadborne Hall)

Transportation Services

The UHS Shuttle offers free rides from any residence hall. Rides can be scheduled up to two days in advance! Same day rides can be scheduled up to 45 minutes before UHS closes. To schedule a ride, call **(413) 577-7425**
(Student ID required for rides)



USING UHS: A STEP BY STEP GUIDE



Call a UHS Triage Nurse to help you choose the best course of care at **(413) 577-5229**.



TRAUMA- INFORMED CARE



Sexual Assault Nurse Examiners (SANE)

Registered nurses who have completed specialized education and clinical preparation in the medical forensic care of the patient who has experienced sexual assault or abuse.

UHS is a designated SANE site for the Five Colleges, providing confidential, compassionate services for female, male and transgender survivors. Contact or come to Walk-in Care as soon as possible after the assault. SANE exams must be performed within five days of the assault to ensure evidence quality.

UHS staff will assist you in meeting with a counselor advocate from the Center for Women and Community. If you choose not to have a complete forensic exam, we still strongly encourage you to come to UHS to be checked for possible injury, infection or unintended pregnancy, and for post-trauma counseling. If you have any questions, please contact a triage nurse at (413) 577-5229.

MEET YOUR PRIMARY CARE PROVIDERS

Leora Cohen-McKeon, D.O.

Medical interests:

Primary care; family medicine; addiction medicine; women's health

More about me:

I've volunteered and worked on organic farms and educational wooden sailboats. I love to cook and bake, and enjoy spending time outdoors with my family.



Jessica D.K. Conrad, RN, MSN, FNP-BC

Medical interests:

Sexual health, family planning, chemical dependency care

More about me:

I enjoy hiking, skiing, ice skating, being outside with my family, cooking and knitting.



Laisa-Sheila Cuevas, RN, MSN, WHNP-BC

Medical interests:

Women's health, family planning, sexual health

More about me:

I enjoy running (I hope to run in a marathon someday), hiking, singing (especially karaoke), and spending time with my husband and son. I am fluent in Spanish.



Michelle E. Duffelmeyer, MD, FACP

Medical interests:

Adult primary care; hypertension; hyperlipidemia; travel medicine

More about me:

I enjoy running and biking.



MEET YOUR PRIMARY CARE PROVIDERS

Maria Gallo, MD

Medical interests:

Women's health, addiction care, domestic violence prevention, health education, physical therapy.

More about me:

I have two children, enjoy dancing, learning Italian and traveling.



Gail Gnatek, RN, FNP

Medical interests:

Asthma, migraine, women's health, travel medicine

More about me:

I'm the mother of three adult children. I enjoy writing, knitting and singing karaoke in the basement with my husband!



Marissa L. Gray, PA-C

Medical interests:

Urgent care, family practice

More about me:

I'm married with two awesome school-age kids and two furbabies, Stitch and Flora. When I'm not at work or hanging out with my family, I enjoy hot tamales, sleeping and watching "Dexter."



Christine Horn, NP

Medical interests:

Extensive experience with diabetes; women's health, transplants. Faculty sponsor and medical liaison to the College Diabetes Network at UMass.

More about me:

I'm a percussionist/drummer with the band Taking Back Eden, and enjoy hiking, photography and organic cooking.



MEET YOUR PRIMARY CARE PROVIDERS

Lisa Lazarz-Ciesla, MD

Medical interests:

Women's health, with additional experience as a general practitioner, providing care in outpatient and inpatient settings.

More about me:

I'm a proud mother of two young sons; enjoy working in my flower garden and hiking; and speak Polish as a second language.



Gregory W. Little, MD

Medical interests:

Sports medicine, internal medicine, pediatrics

More about me:

I'm the proud father of two gorgeous girls and enjoy playing piano. My memberships include the American Academy of Pediatrics and the American College of Sports Medicine.



Patricia A. Mertes, FNP

Medical interests:

Primary and preventive healthcare, including mental health.

More about me:

I speak Spanish and annually volunteer on medical relief missions to Honduras, with past trips to Peru, Kenya, and Sri Lanka. I enjoy family time spent kayaking and hiking with my husband and three children.



Tamara L. Pascoe, MD

Medical interests:

Primary care; kinesiology; healthcare for underserved populations

More about me:

I grew up in small-town Idaho and developed a great love for the outdoors and sports. My current favorite pasttimes are golf, photography and downtime with my family and friends!



MEET YOUR PRIMARY CARE PROVIDERS

Claudia Phillips, FNP, MPH

Medical interests:

Quality assurance, sports injuries, women's health, mental health, addictions.

More about me:

I'm an avid athlete active in CrossFit and rowing, a gardener, cook, and musician; I particularly enjoy spending time with my family.



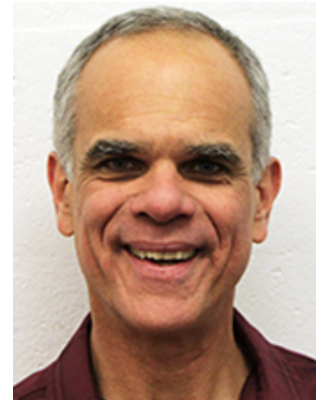
Pierre Rouzier, MD

Medical interests:

Family medicine, sports medicine

More about me:

Prior to medical school, I was a high school teacher and coach. I enjoy mountain biking, road cycling and cross country skiing and traveling.



Ilana Levenson Schmitt, MD, MPH

Medical interests:

Behavioral pediatrics, adolescent medicine, reproductive health

More about me:

I have a husband, Bill, and 3 college-age sons. I enjoy playing the flute, dancing, food and gardening.



Constance B. Schwaiger, DNP, FNP

Medical interests:

Women's health, occupational health and DOT physicals

More about me:

I have been a registered nurse since 1976, and an Advanced Practice Nurse since 1997. I am experienced in surgical intensive care, cardiac care, urgent care and family practice.



MEET YOUR PRIMARY CARE PROVIDERS

Adam Kobiakla, DO

Medical interests:

Sports medicine, family medicine, fracture care

More about me:

I'm happy to be back in Massachusetts, where I grew up. I'm enjoying my role as Team Physician and when I'm not working I like to hike, run and bike.



George A. Corey, MD, Executive Director

Medical interests:

Family, emergency, inpatient and hospitalist practice; clinical instruction; research

More about me:

I am board certified in family practice and have more than 27 years of experience in a variety of clinical settings. Prior to joining UHS, I was a member of the hospitalist program at Cooley Dickinson Hospital in Northampton, Mass.; my background also includes work in emergency, family and inpatient medicine, and as a clinical instructor for programs in California, Florida, Pennsylvania and Vermont. I am a published author, researcher and presenter, and inventor of a patented device which recaps hypodermic needles.



MEET YOUR SPECIALTY PROVIDERS

Molly E. Barnes, M.S., R.D., L.D.N.,
C.D.E., Clinical nutritionist



Daniel P. Gray, O.D., Optometrist



Barbara J. Miner, R.D.O., Optician



Jana Lussier Lic. Ac., Acupuncturist



Shelley Quinlan, R.D.O., Optician



MEET YOUR SPECIALTY PROVIDERS

Jack Radner Lic. Ac., Acupuncturist



Marlo Lagrant, PT



Joe Mathers, PTA



Claire Dwyer, PT



Justine Smith, PT





ALL ABOUT STIs

WHO NEEDS TO GET SCREENED?

The CDC recommends that all sexually active people be tested for HIV and STIs.

People at high risk should be tested often:

- People with multiple partners
- Men who have sex with men
- People who use condoms inconsistently
- IV drug users



WHAT DOES UHS DO?

**Testing is accessible to all UMass Students.
Results are available in 2-3 days.**

- **Gonorrhea & Chlamydia Test:** refrain from urinating 1-2 hours before the test!
- **HIV Finger Stick Test:** results in 30 min.
- **Syphilis Test:** Blood test may be ordered and drawn at UHS lab.



ALL ABOUT STIs

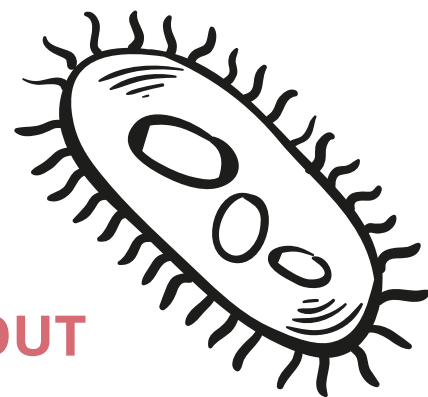
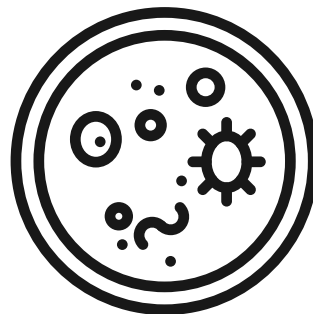
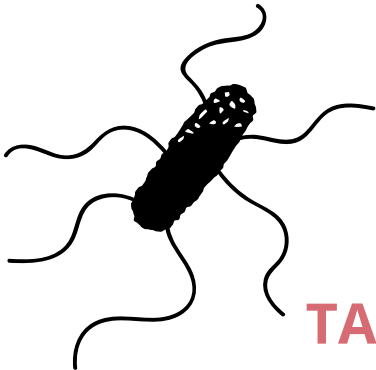
USING INSURANCE

- Many insurance companies cover at least part of screening tests for STI's and HIV.

- Call your health insurance carrier to ask about having your "explanation of benefits" sent to your campus address for more privacy.

- If your insurance plan does not cover tests which have been performed, or if you don't provide current insurance information to UHS, you will be billed.

- You're ultimately responsible for the cost of your care.



**TALK TO YOUR PROVIDER ABOUT
CONFIDENTIAL BILLING.**

ALL ABOUT STIs

SCREENING COSTS

If you choose not to use insurance for testing, you can pay out-of-pocket.

HIV test: \$42

Syphilis test: \$5

Gonorrhea and Chlamydia:** \$68

Based on your risk assessment, your provider may recommend multiple testing sites and methods. Each of these are considered different tests, meaning each will incur a separate charge*.

*Charges are subject to change.

** Your provider will recommend which sites should be tested, based on your risk assessment.



Vaccinations

GET YOUR FLU SHOT

The CDC recommends that everyone be vaccinated against flu.

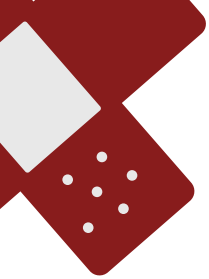
UMass Amherst holds walk-in clinics around campus every fall during flu season. You can also get your shot by appointment at UHS by calling (413) 577-5101. Bring your insurance ID!



TRAVEL CLINIC

Many students travel abroad during college. Many places require proof of vaccinations!

You can get vaccinated at UHS, please check with your health insurance about your coverage. Call **(413) 577-5101** to make your schedule your appointment 1 month before you leave!



FREQUENTLY ASKED QUESTIONS



Who can use UHS?

UHS serves UMass Amherst students, faculty and staff, along with their spouses, domestic partners and dependents. Ill or injured visitors can be seen at UHS on a fee-for-service basis.

When is UHS open?

Visit UHS website for up to date hours of operation. Medical and mental health advice is available 24/7 with a triage nurse at **(413) 577-5229**. Call to make an appointment at **(413) 577-5000**.

What should I do in an emergency?

In a life-threatening emergency, call 911 for transportation to a hospital. UHS defines an emergency as: trouble breathing with no history of asthma, a reaction to a recent allergy shot, any sort of pressing pain on your chest, or a blinding headache. This is not an exhaustive list. Be safe and not sorry.

Who will be taking care of me?

The primary care provider staff is comprised of board-certified physicians, nurse practitioners, physician assistants, registered nurses, and certified medical assistants. Specialists in acupuncture, obstetrics and gynecology, orthopedics and sports medicine have office hours at UHS. UHS also has a laboratory and pharmacy on site.

What else does UHS have?

UHS services include an eye care and optical center, women's health clinic, radiology, physical therapy, allergy, travel medicine and specialty clinics, laboratory for on site blood work and a Pharmacy to fill your prescriptions!

Do I need a referral?

Patients insured by a health maintenance organization (HMO) or point-of-service (POS) plan which requires a referral from their primary care provider (PCP) must obtain a referral for care at UHS.

Who will know I was seen at UHS?

By law, all UHS visits and medical records are confidential. No information can be released, either verbally or in writing, unless you sign a consent form. Bills are mailed from UHS, so make sure the address UHS has on file is where you want potentially sensitive information and materials sent.



FAQ CONTINUED

What if I'm sexually assaulted?

UHS is a confidential resource for survivors. Designated Sexual Assault Nurse Examiners (SANE) are available on site. Go to page 8 for more information on trauma-informed care.

Is NARCAN available?

Yes and without a prescription at the Pharmacy. UHS staff are currently training interested students in the proper identification and use of NARCAN in the event of an overdose. For more information about getting NARCAN please call the UHS Pharmacy at **(413) 577-5030**.

What is "Minutes Matter"?

If you seek help for someone under the influence of alcohol or drugs who needs medical attention, neither you nor that person will be charged with a Code of Student Conduct or Residence Hall Community Standards violation. In a life-threatening emergency related to substance use, call 911 for transportation to a hospital. For more information about University policy, please visit: <https://www.umass.edu/studentlife/community/off-campus/party-tips/minutes-matter>

How do I use the Pharmacy?

Call **(413) 577-5030** or order your refills online at the UHS website to have refills ready by the next business day. UHS may also be able to mail your refill to you for a \$2.25 fee per prescription. Ask the pharmacist if your prescription qualifies. Be sure to bring your insurance card!

Can UHS help me quit smoking?

Whether you are ready to quit tobacco or just worried about how to get through the day without it, nicotine replacement therapy can help. The UHS Pharmacy offers the patch, gum or lozenge. Come to UHS and ask the pharmacist for a discount voucher for \$10 off a two- week supply.

GLOSSARY OF TERMS

Co-pay

A fixed dollar amount to be paid at the time medical service is received. This is separate from a deductible. If you are an undergraduate student, **co-pays for UHS providers are waived.**

Deductible

A fixed dollar amount you are required to pay **before** insurance makes payment on covered medical services. This resets every benefit period (typically per year).

Co-Insurance

This is when your health insurance requires you to pay a percentage of medical expenses **after** the deductible (if any) was paid.

POS- Point-of-Service Plan

"HMO/PPO" hybrid. Health insurance plan that resembles HMO's for in-network services. Services received outside of the network are usually reimbursed based on a pre-set fee schedule or amount allowed by the insurance. This type of plan allows members to seek services with any provider they choose.

HMO- Health Maintenance Organization

A health insurance plan that requires you to have a primary care provider (pcp) who is contracted with the HMO plan.

PPO- Preferred Provider Organization

An insurance plan where coverage is provided through a network of selected health care providers. You may go outside the network but it would cost more money in the form of higher deductibles, co-insurance rates, or charges from the providers.

Preventative Care

The care you receive to prevent illnesses or diseases. It also includes counseling to prevent health problems. Getting preventative care, such as screenings and immunizations, can help you stay healthy.