



How to Use UHS During the COVID-19 Pandemic



University Health Services is open,
with precautions in place to protect
the health of patients and staff.

Contents:

1. Accessing Our Services
2. To-Do List
3. Contact Us
4. What to Do If You Need Care
5. MinuteNurse and Urgent Care
6. COVID-19 Symptoms? Get Tested!
7. COVID-19 Testing: What to Expect
8. Patient Portal and UHS Pharmacy

UMass**Amherst**

University Health Services

University Health Services
150 Infirmary Way
Amherst, MA 01003
413-577-5000
umass.edu/uhs

Accessing Our Services




Walk-In Clinic is closed, but UHS is open for in-person and telehealth appointments, urgent care, and MinuteNurse Care Consults by phone or secure message!

All patients and staff will be screened for COVID-19 symptoms before entering the building.

When you arrive at our building, you will need to wait outside. It is very important that you maintain social distancing and wear your mask! Upon arrival, follow the signs and instructions for checking in.

For information on our current hours, services, providers, insurance, getting to UHS, and more, visit our website: umass.edu/uhs

To-Do List



Make sure your Patient Portal account is set up. Visit umass.medicatconnect.com to register. You will use the Patient Portal to submit required forms, schedule COVID-19 testing, and more. If you need help, contact uhsportalhelp@umass.edu.



Opt-in to receive text messages from UHS.

Text messages may include appointment reminders, telehealth appointment links, reminders to complete forms, and more.

1. Login to umass.medicatconnect.com.
2. Select your **name** (top right).
3. Select **Edit Your Profile**.
4. Check box for **I would like to receive text message reminders**.
5. Select **Save**.



Contact Us



Main Number: 413-577-5000

Advance, Same-Day and Telehealth Appointments:
413-577-5101

MinuteNurse Care Consults:
Text CLINIC to 413-944-8562, or call 413-577-5229

24/7 Health Advice: 413-577-5229

Patient Portal: umass.medicatconnect.com

New COVID-19 Symptom:
Text SYMPTOM to 413-944-8562 to self-schedule an appointment for COVID-19 testing.

UHS COVID-19 Hotline: 413-577-5128

Hearing or speech impairments?
Access the UHS TTY system: 413-545-5905

For All Department Phone Numbers, Visit
umass.edu/uhs/contact



Instagram: [instagram.com/UMassUHS](https://www.instagram.com/UMassUHS)

Facebook: [facebook.com/UMassAmherstUHS](https://www.facebook.com/UMassAmherstUHS)

Twitter: twitter.com/UMass_UHS



What to Do If You Need Care

I have a minor problem or need routine care.



You need an Advance Appointment!
Call 413-577-5101.

Our receptionist will help you determine if you need a telehealth or in-person appointment. If you have a UHS primary care provider, great! If not, they will match you with one that meets your needs and preferences.

I need to be seen at some point today.



You need a Same-Day Appointment!
Call 413-577-5101.

Same-day appointments get you seen quickly, at a time that's best for you. These appointments fill up fast, so call early in the morning. Our receptionist will help you determine if you need a telehealth or in-person appointment.

I have a health concern and I'm not sure what to do.



You need a MinuteNurse Care Consult!
Text CLINIC to 413-944-8562.

You will receive a text back with your place in the queue, and a link to complete a required form. When you are in first place in the queue, you will be notified to expect a call or secure message from the MinuteNurse within 5 minutes. They will help determine your best course of care, whether that is self-care, an Advance or Same-Day Appointment with a UHS provider, an appointment for testing, or an ambulance to the hospital.

OR, call 413-577-5229.

Leave a message with your phone number and a nurse will return your call.

I have a new symptom of COVID-19.



You need to Get Tested!
Text SYMPTOM to 413-944-8562.

You will receive a text back with a link to the Patient Portal, where you will complete a required form and self-schedule an appointment to come to UHS for testing ASAP.

Emergency? Call 9-1-1!

UHS defines an emergency as any of the following:

- Trouble breathing with no history of asthma
- A reaction to a recent allergy shot
- Any pressing pain in your chest
- A headache with blinding pain

This is not an exhaustive list. Please use your judgment and remember, it's better to be safe and not sorry!

I have a problem that can't wait!*

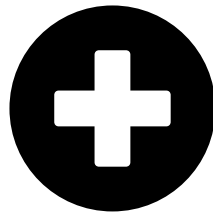


**For urgent care at UHS, see next page.*

MinuteNurse

To keep the environment at UHS healthy and safe for staff and patients, we need to limit the number of people in the building at all times. That's why, for Fall 2020, **Walk-In Clinic is closed**. Instead of walking in, we ask you to **text or call the UHS MinuteNurse** when you have a health concern that can't wait for an appointment. The MinuteNurse will contact you for a consult by phone or secure message, determine your best course of care, and schedule an appointment for you with a UHS provider if necessary.

Text CLINIC to 413-944-8562 OR Call 413-577-5229



Urgent Care

For truly urgent needs - think sexual assault, allergic reaction, acute orthopedic injury (like a broken bone or fracture), or bleeding, you can come to UHS right away and be seen by our Acute Care Nurse.

For all other non-emergency health concerns, please call or text the MinuteNurse for a quick, convenient care consult!

In an emergency, always call 9-1-1!

COVID-19 Symptoms? Get Tested!



If you have any new symptom of COVID-19, please stay in your room and text SYMPTOM to 413-944-8562.

You will receive a text back with a link to the Patient Portal, where you will complete the COVID-19 screening form and self-schedule an appointment for testing at UHS as soon as possible. You may receive a call from a nurse with additional questions.

Possible Symptoms of COVID-19:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea



Questions About COVID-19? Contact Our COVID-19 Hotline:
413-577-5128. Leave a message with your name and number
and a nurse will return your call.

COVID-19 Testing: What to Expect



COVID-19 testing for symptomatic patients is available at UHS

Mon-Fri, 9 am - 12 pm and 1 - 4:30 pm, and Sat-Sun, 11 am - 4 pm.

For information about **asymptomatic testing**, please visit umass.edu/coronavirus/covid-19-testing-programs.



When you come in for your appointment, a member of our staff will perform a molecular PCR test, which will involve taking a swab of the inner front portion of your nose.

Your test results will be available within 24-72 hours.

Wait for test results in your room, unless instructed otherwise. Please note that the UHS lab cannot give you your test results.

If your test is negative, you will receive a notification in your Patient Portal. You may need to quarantine; if so, you will be contacted with further instructions.

If your test is positive, you will be contacted by a member of the UMass Public Health Team. You should self-isolate right away. You will receive guidance on next steps, including contact tracing and health care.



Patient Portal

Make sure your Patient Portal account is set up!

If you develop a symptom of COVID-19, you will use the Patient Portal to schedule an appointment to get tested. You will also use the Patient Portal to access MinuteNurse care consults and secure messaging with UHS providers.

Set Up Your Patient Portal: umass.medicatconnect.com



UHS Pharmacy

Our full-service pharmacy will be open:

Monday - Friday, 9 am - 5 pm

Prescription refills and over-the-counter products will be dispensed through a window on the ground floor of UHS, so pharmacy customers do not need to enter the building.

Please call ahead with your inquiry: 413-577-5030

Learn More: umass.edu/uhs/services/pharmacy