

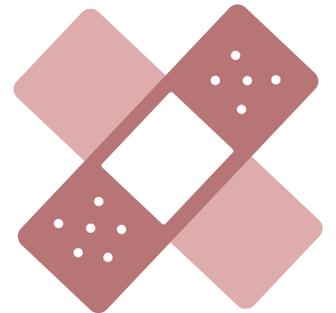
How to Use UHS

Spring 2021

University Health Services (UHS) is open by appointment only, with precautions in place to protect the health of patients and staff. To learn about our hours, services, insurance, and providers, visit umass.edu/uhs

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UMassAmherst

University Health Services

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

1. Action Items

Make sure your Patient Portal account is set up.

Visit umass.medicatconnect.com to register. You will use the Patient Portal to submit important forms, schedule symptomatic COVID-19 testing at UHS, and more. If you have trouble registering or accessing the portal, please review the FAQs at umass.edu/uhs/umass-patient-portal or email uhsportalhelp@umass.edu

Opt-in to receive text messages from UHS

so you can receive important communications via text, including Zoom links for your telehealth appointments.

1. Login to SPIRE at spire.umass.edu
2. Once logged in, click "Main Menu" > "My Personal Information" > "Phone Numbers"
3. Select "Local and/or Cell Phone" from the dropdown menu, make sure your cell phone number is listed correctly, and click "Save"
4. Login to the Patient Portal, umass.medicatconnect.com. Click the "Forms" tab, select "Texting Opt In/Opt Out," and follow instructions to opt in

2. Accessing Care

 For our current business hours, visit umass.edu/uhs

 If you have symptoms of COVID-19, see page 6

In a life-threatening emergency, call 911.

UHS is not an emergency room.

UHS is open by appointment only. Due to COVID-19, we no longer offer walk-in care. In-person and telehealth appointments are available, including same-day appointments.

- **Same-day and future appointments** can be made by phone; call 413-577-5101
- **COVID-19 testing is available at UHS** for UMass students, faculty & staff with symptom(s) of COVID-19. *Learn more on page 6*
- **For all other health concerns and medical questions** that arise during UHS business hours, submit the Minute Nurse Triage Form on the Patient Portal: umass.medicatconnect.com. *Learn more on page 4*
- **After hours**, call 413-577-5229 for health advice

UHS is located at 150 Infirmary Way, near Franklin Dining Commons. For more info on getting to UHS, visit umass.edu/uhs/accesstocare/locations

3. Our Services

 *To learn about each of our services, visit umass.edu/uhs/services*

 *Contact information for each department can be found at umass.edu/uhs/contact*

- Acupuncture
- COVID-19 Testing
- Eye Care & Optical Services
- Flu Vaccine
- General Medical Care
- Immunizations
- Laboratory
- Nutrition Services
- Occupational Health
- Pediatrics
- Pharmacy
- Physical Therapy
- Primary Care & Referrals
- Radiology
- Sexual Health
- Sports Medicine
- Tobacco Treatment
- Transgender Health
- Travel Medicine
- Urgent Care
- Women's Health

To make an appointment, call 413-577-5101

Health advice is available 24/7

*During UHS business hours, submit the Minute Nurse Triage Form on the UMass Patient Portal: umass.medconnect.com
After hours, call 413-577-5229 to speak with a triage nurse.*

4. Minute Nurse Triage Form

Submit the Minute Nurse Triage Form on the Patient Portal for health concerns & medical questions during UHS business hours. This is the fastest way to reach a nurse for advice.

How to Submit the Minute Nurse Triage Form:

1. Login to the portal at umass.medicatconnect.com
 2. Click the “Forms” tab and look for Section A: UHS Forms
 3. Select the Minute Nurse form, fill it out with detailed information, and submit it
- If received by 4:00 p.m. on a business day, a nurse will review the information you send and respond the same day by phone or secure message. If received after 4 p.m. or when UHS is closed, a nurse will respond the next business day.
 - If you need help accessing your Patient Portal account, review our FAQs at umass.edu/uhs/umass-patient-portal or email uhsportalhelp@umass.edu
 - If you do not have internet or Patient Portal access, call 413-577-5229. Leave a message with your name and number, and a nurse will return your call the same day if received by 4 p.m.
 - Minute Nurse Triage Form submissions and voicemails will be responded to in order of urgency, and if necessary you will be seen the same day for acute health needs.

5. Telehealth Visits

If you have a telehealth appointment at UHS, here's what to expect:

1. **Once you've made your appointment, check your email.** You should have received a confirmation email from noreply@medicat.com containing the Zoom URL for your appointment, as well as your appointment date and time.
2. **Visit the UMass Patient Portal.** Login to umass.medicatconnect.com and click the "Forms" tab. See if you have any required forms you need to fill out, and opt-in to receive text messages from UHS. When you opt-in, you will receive text message reminders from UHS on the day of your appointment, including the Zoom URL to join your appointment.
3. **Starting 45 minutes before your appointment,** you can check in on the UMass Patient Portal. Login to umass.medicatconnect.com. On the home page, scroll down to Upcoming Appointments to find the blue check-in button. Complete any forms required for check-in.
4. **15 minutes before your appointment,** expect a phone call from a certified medical assistant. They will review your medications, allergies and reason for your visit.
5. **At your appointment time, click the Zoom URL** you received via email or text message to join your appointment waiting room.

6. Symptomatic COVID-19 Testing at UHS

UHS provides COVID-19 testing for UMass community members with symptoms of COVID-19.

Symptoms of COVID-19 can include:

- 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

UMass Students: If you develop a symptom of COVID-19, follow these instructions to schedule your test as soon as possible:

1. Login to the UMass Patient Portal: umass.medicaconnect.com
2. Click the "Appts" tab.
3. Follow instructions to self-schedule a COVID-19 test at UHS Respiratory Clinic.

UMass Employees: See next page

6. Symptomatic COVID-19 Testing at UHS

UMass Employees: Employees will continue to use the My UMass App Daily Checklist or printed daily checklist, and if they have any of the symptoms should follow these steps:

Step 1: Stay home, and call your supervisor

Step 2: Call or email the COVID-19 HR Response Team at 413-687-2283 or COVID19HR@umass.edu

Information about the daily screening will remain private. The data is not stored on the app.

Please Note: You are considered a direct contact if you were within 6 feet of an infected person for a total of 15 minutes or more.

7. COVID-19 Testing at UHS: What to Expect

When you come to UHS for COVID-19 testing or with symptoms of COVID-19, please do not use the UHS Main Entrance. Instead, **follow signs for Respiratory Clinic**. This appointment-only clinic has a separate entrance in the rear of the building, a negative-pressure exam space, and staff outfitted with full personal protective equipment.

After Your Test

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 be notified via email that you have a new secure message in the UMass Patient Portal. You can login to umass.medicaconnect.com to view your result.
- **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.

If you have a COVID-19 health question,
submit the Minute Nurse Triage Form or call 413-577-5128

8. Asymptomatic Testing

The asymptomatic testing program for COVID-19 is conducted at the Public Health Promotion Center (PHPC) at the Mullins Center. This testing is designed to mitigate community spread through the early detection of infection. Testing is free, fast and critically important in our efforts to prevent the spread of COVID-19.

Testing is required for:

- UMass Amherst students living on or off campus
- Faculty who are teaching or conducting research on campus
- Staff who regularly work on campus

If you are eligible for asymptomatic testing, you can schedule your tests on the Campus Health Hub:

uma.force.com/campushealth/

Learn More:

umass.edu/coronavirus/covid-19-testing/covid-19-testing-programs

9. Contact Us

Main Number: 413-577-5000

Same-Day & Future Appointments: 413-577-5101

Health Advice & Medical Questions: Submit the Minute Nurse Triage Form at umass.medicatconnect.com under "Forms"

After-Hours Health Advice: 413-577-5229

UHS COVID-19 Hotline: 413-577-5128

Patient Services (Health Insurance): 413-577-5192;
patientservices@uhs.umass.edu

Patient Portal: umass.medicatconnect.com

Patient Portal Help: uhsportalhelp@umass.edu

Feedback: uhsfeedback@umass.edu

For all department phone numbers, visit umass.edu/uhs/contact

DIVERSITY PATIENT ADVOCATES

- Patients with concerns about ethnic or racial discrimination, contact **Pierre Rouzier, MD:** 413-577-5211; rouzier@uhs.umass.edu
- Patients with concerns based on gender, gender identity, or sexual orientation, contact **Cindy Hildebrand, RN:** 413-577-5040; cdugan@uhs.umass.edu

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