Parent & Family Orientation

University Health Service (UHS)

Your student’s campus health & well-being resource

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June 20, 2022 @ 10:00 am EST
What is your biggest health & well-being concern for your student this year?

○ Infectious illnesses (COVID-19, flu, mono, etc.)
○ Alcohol and/or drug use
○ Sexual health & intimate partnerships
○ Mental & emotional health (depression, anxiety, ADHD, relationships, etc.)
○ Managing a chronic physical illness
○ Injuries
○ Squirrel bites
○ Other/something not on this list
I. College health

II. Clinical services

III. Health promotion & education

IV. Take-home points & to-dos
Prevention & intervention at every stage

Source: www.phsd.ca

Source: The Commonwealth Health Hub
Mission
Promote and protect the health and well-being of students and the broader campus community in order to enable individuals to better achieve their educational and personal goals.

Vision
Healthy and thriving campus community where students flourish.

Impact
We make an impact through our clinical services, programs, and partnerships.
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Clinical care

- Primary Care: 44,945
- Gynecology & Sexual Health: 4,705
- Psychiatry: 3,253
- Eye Care: 3,017
- Allergy: 2,316
- Physical Therapy: 3,063
- Optical Shop: 652
- Dermatology: 818
- Sports Medicine: 830
- Nutrition: 545
- Social Work/Care Management: 87
- Sleep/Neurology: 128
- Eating & Body Image Concerns: 184
- Travel: 109
Multidisciplinary staff

- Board-certified physicians
- Advanced practice professionals (NPs, PAs)
- Nurses
- Social workers

Complex care teams

- Clinical Case Management Team (CCMT)
- Eating Issues Network (EIN)
- Sexual Assault Response Team (SART)

We encourage students to establish care with a clinician when they arrive to campus.
Additional clinical services

- Lab
- Radiology
- Pharmacy
Prevention
- Vaccines – COVID-19 & flu
- Coordinate with campus surveillance testing

Clinical Care
- Direct – In-person and telehealth visits
- Indirect – Portal messages and phone calls

Support
- Nurse calls
- MPOTA
- Social work assistance
On-campus services
- Clinical
- Supportive
- Consultative

Off-campus services
- Community/Ann Arbor providers
- Home providers
Unsure what to do? Get advice.
- Call UHS day or night at 734-764-8320 and select the Nurse Advice prompt
- Check out the Health Topics A-Z page of the UHS website for some of the most frequently asked question

Make an appointment
- Call 734-764-8320
- Self-schedule through your patient portal (select services)
- Send a request through your patient portal

In a medical emergency
- Call 911 or go to the closest emergency department
Health service fee (HSF)

- Paid as part of tuition by U-M Ann Arbor students
- Funds clinical and health promotion services that improve campus climate and well-being for everyone
- Subsidizes cost of care for students who may not be covered by health insurance
- Covers many services at UHS ("free")
  - Most clinic visits, including specialists
  - Nurse advice by phone, day or night
  - Wellness coaching
  - Initial evaluation for physical therapy
Services billed to insurance and/or that have out-of-pocket costs (HSF does not cover):
- Medications
- Immunizations
- Medical devices or equipment
- Labs, except some STI tests
- Radiology (xray, ultrasound)
- Services outside UHS (e.g., Michigan Medicine, ambulance, sleep studies, etc.)

Between semesters of enrollment, or 1 year after graduation?
- Students can purchase a prepaid plan to continue accessing UHS

Quick note: UHS is different from Michigan Medicine!
By law, UHS services are confidential to:

- Students 18 years and older
- Emancipated minors

Students must consent to release of medical information, even to parents

- [Consent form](#)

Parents of minors

- Complete a [Consent to Treatment Form](#)
- Are entitled to medical information, except:
  - Sexual health issues, including birth control
  - Some mental health counseling/therapy
  - Substance abuse treatment
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Fostering personal and community well-being for U-M students, in person and virtually

- Partner with academic units on campus and in the broader community

Addressing college health and well-being concerns

- Top public health issues
- Help seeking

Providing comprehensive services for individuals & groups

- Wellness coaching, workshops, and events
- Collegiate Recovery Program
- Communication, including campaigns and social media
- Online resources
- Free giveaways

Percentage of first-year students who reported being very concerned about these facets of their well-being (December 2020)
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Tips for a healthy transition

1. **Recommended: A physical exam or check-in with home medical provider**
   - Bring refills of prescriptions (medications, contact lenses, allergy shots) to Ann Arbor
   - Make sure your student knows their health history

2. **Updated immunizations**
   - Recommended: COVID-19, flu, meningitis, HPV, MMR, hepatitis, and Tdap

3. **If student has a chronic medical problem that may or will need follow-up**
   - Obtain summary letter and/or send records to UHS
   - Schedule first appointment at UHS

4. **Assemble a health care kit**
   - See [here](#) for suggestions to send with your student
5. **Students need insurance**
   - Give a copy of your medical and Rx card to your student (paper or picture)
   - Check if your insurance provides coverage in Ann Arbor
     - If not, consider asking for an “out of area waiver”
   - Gaps in insurance? (job change, divorce, etc.)
     - Consider U-M Student Health Insurance Plan (SHIP); more details [here](#)
     - UHS can assist with Medicaid applications

6. **And they need to know how insurance works!**
   - Talk to your student about how insurance works (e.g., copays, deductibles)

7. **Sign up [here](#) for a patient portal account**
   - Allows students to send messages to providers, view results and records, etc.
1. Immunization record and insurance information
   ● Click [here](#)

2. Consent to treatment form (for students under 18 years old)
   ● Click [here](#)

3. Upload COVID-19 vaccine record once fully vaccinated
   ● Click [here](#)

Please submit info at least 6 weeks before classes begin.
Mental health

Click [here](#) for list of mental health resources at UHS
Click [here](#) for resources for stress and mental health

Health records

Click [here](#) for information on sending your health records to UHS

Contact UHS

Website [www.uhs.umich.edu](http://www.uhs.umich.edu) and [www.uhs.umich.edu/parents](http://www.uhs.umich.edu/parents)
Phone (734) 764-8320
Email [ContactUHS@umich.edu](mailto:ContactUHS@umich.edu)
Student insurance (734) 764-5182
Thank you,
and
GO BLUE!