

# 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 other 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](http://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

## 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 Basic 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



[myucship.org](http://myucship.org)