

smoking cessation services

The Health Services staff is very committed to helping students stop smoking. Students can talk with a physician or nurse practitioner or a wellness educator/counselor about smoking cessation options. These options include individual consultation and support, hypnosis, medical acupuncture, non-prescription and prescription medications. A student can make an appointment with his/her physician or nurse practitioner at 862-2856 or a wellness educator/counselor at 862-3823.

stress management

Our wellness educators/counselors are available to meet with students to assist them in identifying stressors and develop or expand ways of managing stress and caring for self.

STUDENT HEALTH ADVISORY COMMITTEE (SHAC)

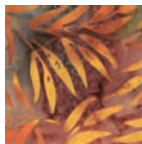
This student organization serves in an advisory capacity to the executive director of Health Services to address student concerns, and make recommendations for change in Health Services. Interested students should call the Office of Health Education & Promotion at 862-3823.

SERVICES FOR UNH EMPLOYEES

Some services are available to UNH employees. For more information go to: www.unh.edu/health-services/services/faculty-and-staff.

QUALITY IMPROVEMENT

Health Services continuously works to improve its services. Please feel free to call our quality improvement coordinator at 862-3430 if you have a compliment, concern or suggestion.



CONFIDENTIALITY

All visits to Health Services are kept strictly confidential. For more information, see our Notice of Privacy Practice at www.unh.edu/health-services/privacy.

AFTER-HOURS URGENT CARE

During the academic year, UNH Health Services has an agreement with a local hospital to provide after-hours services when a student's medical needs cannot wait until Health Services is open. A student may call 862-1530 to talk with the hospital nurse on duty. The nurse will assist the student in determining if s/he needs to be seen immediately or can wait until Health Services is open. Under this agreement, a student receives services for a co-payment based on level of care.

Visits to the hospital for complex problems or when a student arrives by ambulance are not covered by the agreement between the hospital and Health Services but may be covered in part or full by a student's personal health insurance.

If at any time a student has a medical emergency, call 911. There is a charge for ambulance services, but health insurance generally pays for emergency transportation. The ambulance company will not deny services to uninsured students.

WITHDRAWALS FOR HEALTH REASONS

Undergraduate students who want to request a withdrawal from the University for health (medical or psychological) reasons should visit www.unh.edu/health-services/withdrawals or contact the executive director's office at 862-1098. Graduate students should contact the Associate Dean of the Graduate School at 862-3000.

HEALTHONLINE

HealthOnline is a convenient and confidential way for students to make some appointments and send messages to Health Services staff, all from their own computer! Visit www.unh.edu/healthonline.

HEALTH SERVICES IS OPEN

Monday, Tuesday, Thursday, Friday	7:30 a.m. - 4:30 p.m.
Wednesday	7:30 a.m. - 7:30 p.m.
Saturday and Sunday	12 noon - 4:00 p.m.
Labor Day, Veteran's Day & Martin Luther King Day	12 noon - 4:00 p.m.
Semester Break/Summer	M-F, 8 a.m. - 1:00 p.m.
Spring Break	M-F, 8 a.m. - 4:30 p.m.

PHONE NUMBERS

Emergency (ambulance)	911
Health Services (general)	862-1530
TTY Number	862-0807
Business Office	862-0066
Community Health Nurse	862-3823
Executive Director	862-1098
Laboratory	862-1090
Medical Records	862-4557
Occupational Medicine	862-4961
Office of Health Education & Promotion	862-3823
Pharmacy (information & prescription refill)	862-1094
Quality Improvement/Patient Representative	862-3430
Radiology	862-2852

Appointments

Medical Care (ill or injured)	862-2856
Routine Care (physicals, travel, immunizations, etc.)	862-1806
Women's Health	862-1806
Self-Care Advice	862-2856
Alcohol, Tobacco & Other Drug Counseling	862-3823
Massage Therapy	862-3823
Nutrition Counseling	862-3823
Stress Management Education & Counseling	862-3823
Cancellation Line for Appointments (available 24 hrs)	862-1216

Fax Numbers

Clinical Staff, Medical Records, Administration, Radiology	862-4259
Women's Health	862-2223
Pharmacy	862-3220
Office of Health Education & Promotion, Laboratory, Quality Improvement	862-2947

FRIEND US, FOLLOW US

Web Site www.unh.edu/health-services
Twitter: UNHHealth
Facebook: University of New Hampshire Health Services
This publication is available in alternate formats upon request. Please call (603) 862-3823.



Health Services

12 Ballard St. • Durham, NH 03824 • (603) 862-1530

www.unh.edu/health-services



UNIVERSITY OF NEW HAMPSHIRE

Health Services offers medical care and wellness education services to UNH students, faculty and staff. Health Services is proud to be nationally accredited by the Accreditation Association for Ambulatory Health Care (AAAHC).

MISSION

The University of New Hampshire Health Services promotes, maintains and improves the health and well-being of the University community in support of the institution's academic mission. This is accomplished by providing primary health care services, by teaching health care consumerism, illness prevention and health promotion, by providing co-curricular learning opportunities, and through its public health role. Services are student-focused, accessible, cost effective, and provided in a caring and professional manner. Health Services continuously improves the quality of its care and services.

HEALTH FEE

Students pay a required health fee. The health fee covers basic care at Health Services. This includes most physician and nurse practitioner visits, some lab tests, many commonly used medications, and most health education services.

The health fee does not cover some medication co-payments, lab tests, radiographs (x-rays), orthopedic equipment, allergy and immunization injections, certain sports medicine services, massage therapy, ambulance fees or referral to health care providers off campus.

Services for eligible non-students are provided on a fee-for-service basis.

HEALTH INSURANCE

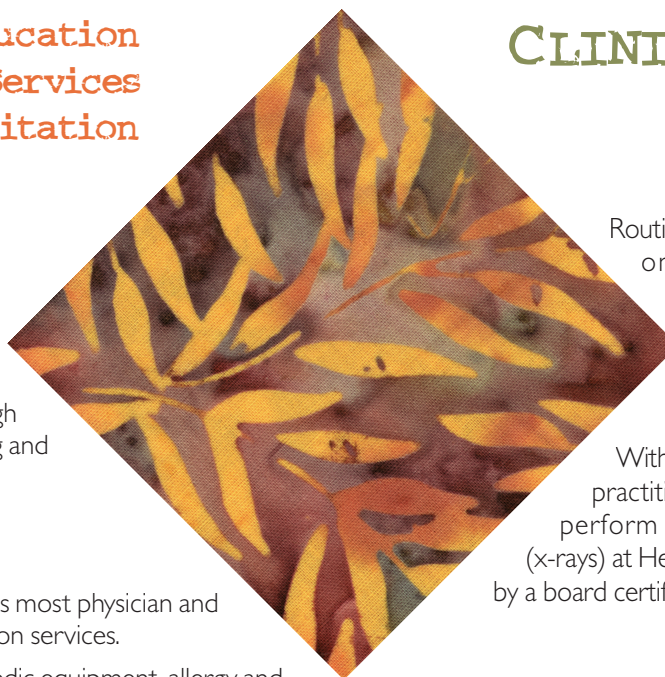
UNH requires all full-time degree students to have health insurance as a condition of enrollment. Health insurance is essential to ensure that students have appropriate access to health care beyond the services available on campus at Health Services and the Counseling Center. Information about the insurance requirement, waiver information and the Student Health Benefits Plan that is available through the University can be found at www.unh.edu/shbp.

ELIGIBILITY

UNH degree students are eligible for a full range of services. Other persons with a UNH relationship are eligible for some services. Anyone seeking services must show identification. For UNH students, a UNH ID is required.

STAFF

The Health Services staff consists of physicians, nurse practitioners, nurses, medical assistants, laboratory and radiologic technologists, wellness educators/counselors, pharmacists, licensed massage therapists, and administrative staff.



CLINICAL SUPPORT SERVICES

laboratory

Routine laboratory tests are performed on site by certified medical technologists. Some lab tests are forwarded to outside reference laboratories.

radiology

With a referral from a physician or nurse practitioner, our radiologic technologists perform limited diagnostic radiographs (x-rays) at Health Services. Radiographs are read by a board certified radiologist.

pharmacy

The pharmacy is staffed by registered pharmacists who fill prescriptions written by physicians and nurse practitioners associated with Health Services or transferred to our pharmacy by outside providers. Most commonly needed prescription medications are available. The pharmacy also has a variety of non-prescription medications/products available at reduced cost. Students may call in prescription refills at 862-1094.

MEDICAL SERVICES

primary care

Health Services staff uses a team approach to provide medical care for a large variety of common concerns. Examples include respiratory illnesses, all kinds of injuries, mental health concerns, asthma, dermatologic and intestinal disorders, and much more.

women's health services

Women's health care is provided by appointment. Services include annual examinations, diagnosis and treatment related to abnormal Pap smears, testing and treatment for sexually transmitted infections, pregnancy testing and counseling, contraceptive services, limited sexual assault services including medical care follow-up, and care for other women's health concerns. Individual and group education and counseling regarding contraception and women's health are also provided.

allergy/immunizations

Allergy injections and routine immunizations, including those needed or recommended for international travel, are provided by appointment. A fee is charged and insurance may cover it. Individuals may store their allergy serum at Health Services.

travel clinic

Health Services also has a travel clinic that can conveniently meet travel needs for students, faculty and staff traveling for academic, professional, or personal reasons. If you are a student, visits to the travel clinic are free. There is a charge for immunizations but it is less expensive than most external providers. For faculty and staff, all services are chargeable, but most are less expensive than most external providers. Insurance may also cover some of the cost.

OFFICE OF HEALTH EDUCATION & PROMOTION

The Office of Health Education & Promotion (OHEP) coordinates health and wellness promotion activities on campus. Wellness educators/counselors provide seminars, workshops, individual counseling and support on personal health issues. The office maintains a resource library and information on various physical, emotional and spiritual health issues including wellness, alcohol, tobacco and other drugs, sexuality, nutrition and eating concerns, stress and more.

As part of Health Services' holistic approach to health and well-being, programs such as massage therapy, biofeedback, light therapy, meditation, and yoga are offered through OHEP as well. Additional information on OHEP can be found at www.unh.edu/health-services/OHEP.

community health nurse

Our community health nurse assists students with the overall management of chronic health problems. The nurse also works with students to resolve academic issues arising from illness, hospitalization, or medical withdrawal.

nutritional counseling

Our registered dietician is available to meet with students individually by appointment to discuss various food and nutritional topics, including eating concerns.

HIV/AIDS counseling

Health Services provides confidential HIV testing and counseling.

alcohol & other drug counseling

Our alcohol and other drug counselor is available to meet with students to discuss concerns about one's own or another's use of alcohol and/or other drugs.

