

# Feedback from Student Comments

Thank you for your participation in our on-line surveys & Quick Comment Card options. We appreciate your feedback and value your opinions. In response to student comments, Student Health Services, which includes the Medical Clinic, Counseling and Psychological Services, Pharmacy and Student Health Outreach Program, has made the following changes:

## About Waiting

- SAME DAY Appointments were implemented two years ago to lessen wait times. If someone walks into the clinic and is ill or injured, that person is triaged for immediate care based on severity. Students with less severe illness will be provided a same day appointment later in the day. Students may call for a same day appointment as well.
- The Same Day Care Clinic is least busy first thing in the morning but appointments are available in the afternoon as well, to meet your scheduling needs around classes.
- There will always be longer wait times at lunchtime when we rotate our staff for their lunches but the Same Day Care Clinic continues to care for the more severe cases during the 12n-1pm time block.
- Some medical care requires more time, especially if the patient needs suturing, splinting, IV hydration, Laboratory or Radiology procedures. This may result in less ill students waiting longer while the more severely ill students are treated.
- APPOINTMENTS – There is much less waiting with a designated appointment and we believe continuity of care with the same health care provider enhances quality and saves you time.
- Feeling rushed? Or have more health care needs than can be addressed on your initial visit? Initial appointment visits are scheduled for 20 minutes but follow up visits can be blocked for additional time. Your health care provider will provide you with a Follow Up Appointment Request slip and can designate additional time for your next visit.
- Counseling and Psychological Services (CAPS)– Has hired more staff and has streamlined the intake system to reduce the wait list for counseling services. Individual, couples, group visits are available for brief therapy and crisis evaluations are available during business hours. Services are confidential and currently free for registered students.

## About Making Appointments

- To make a Same Day or Routine medical appointment Call 459.2500
- To make a CAPS appointment Call 459.2628
- Students can currently make appointments online for Women's Annual Exams. We are looking forward to offering greater online appointment making as the year progresses.

## About Privacy

- We provide private, self check-in for your appointment at computer kiosks in our lobbies.

## About Expanding Services

- Women can get contraceptives started by seeing a nurse and returning for an appointment with a clinician – ask for a COPE (*contraceptive options prior to exam*) appointment!
- The Pharmacy is open during the summer
- Flu shots are available from the pharmacist
- Free and Anonymous HIV testing is done all year, including summer in SHOP
- Self-directed STI tests can be done by filling out an evaluation and bringing it directly to the Student Health Center Laboratory without a physical examination by a health care provider
- Some services can be accomplished on-line, like your initial Education Abroad Program (EAP) clearance

## About Insurance Coverage

- Health insurance provided by UCSC is part of a UC wide plan, called UC SHIP and now there is no deductible for care provided at Student Health Services
- There are currently no additional charges or co-pays for OFFICE visits for illness and injury, nor in-house laboratory tests or X-rays at the Student Health Center
- Procedures performed at the SHC do incur additional costs, as do health clearances
- Generic medications have a low \$5 monthly co-pay and brand name medications have a \$25 co-pay
- Coverage of transgender services has been expanded to include hormonal and surgical treatments

## About Parking

- Students shared that on campus parking is often a challenge. In response to this feedback, we have simplified the process to get your parking pass by having a student worker conveniently located in our basement lobby to issue 2 hour meter parking passes for your visit.

## About the Building & Facilities

- Public Restrooms can be found on Floor 1 West Wing near the windows and for your convenience, Single Person Public Restrooms are available adjacent to the Laboratory on the basement level, as well as in the East Wing next to SHOP. All of our restrooms are ADA approved.
- We are WiFi enabled
- This building was originally built in 1970 to take care of up to 10,000 students and was modeled after military health services. Much has changed – including a significant privacy requirement and of course, many more students. The students voted on referenda that allowed us a significant remodel and upgrade to your Student Health Center which is now a GOLD LEED Certified Building!

**PLEASE FEEL FREE TO LET US KNOW HOW WE ARE DOING BY DEPOSITING A QUICK COMMENT CARD IN THE COMMENT BOXES LOCATED IN ALL OF OUR LOBBIES**