

If the Student Health Center is Closed: After-Hours Care



Always dial 911 for Life-Threatening Events or Major Crime

Off-Campus COVID-19 Tests: <https://bit.ly/3qMnev2>



Get Advice Fast! Talk to an Advice Nurse 24/7

Use when your issue isn't life-threatening and you want advice from a skilled healthcare professional. The nurse will help you decide your next steps.

If your call goes to voicemail, leave a message and we'll get back to you right away. This is a free service for all UCSC students.

Call (831) 459-2591.



LiveHealth Online Appointments for Mobile Devices or Computers

Talk to a healthcare provider anytime, any day. No appointment needed except for mental health consultations. Use for common issues like colds, urinary tract infections, fever, & headaches. Psychotherapy and psychiatry are also available.

Costs are \$10-\$25/visit with UC SHIP, and \$59/visit without UC SHIP. Get started at [LiveHealthOnline.com](https://livehealthonline.com). Have a credit card and your insurance card/app handy.



Need an Urgent Care facility?

- Palo Alto Medical Foundation Westside:
11301 Mission Street, Santa Cruz.
(831) 458-6310 (X-ray)
- Palo Alto Medical Foundation Midtown:
2021 Soquel Ave. & Capitola Rd, Santa Cruz.
(831) 458-5537 (X-ray, CT, & MRI)
- Doctors on Duty: 615 Ocean Street, Santa Cruz
(831) 425-7991 (X-ray)
- Kaiser Urgent Care: 5615 Scotts Valley Dr, Scotts Valley. (831) 430-2740 (not for UC SHIP)



Need a Hospital?

- Dominican Hospital Emergency Room:
1555 Soquel Drive, Santa Cruz.
(888) 471-8990
- Nearest Kaiser Hospital: Watsonville Hospital, 75 Nielson St., Watsonville.
(831) 724-4741
- Find a Kaiser location near you at <https://thrive.kaiserpermanente.org/>



Hours and access may change without notice; always call the facility ahead of time.

Who to Contact for Help After Hours

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Need Mental Health Help?

- CAPS Afterhours Crisis Services: (831) 459-2628
- Santa Cruz County Crisis Stabilization Program
Telecare: (831) 600-2800
- 24 Hour Suicide Prevention Service:
(831) 458-5300 or (877) 663-5433



Need Help for Sexual Assault or Domestic Violence?

- Monarch Services
(Women's Crisis Support/ Defensa de Mujeres)
Domestic Violence Hotline (bilingual)
(888) 900-4232



Need a Pharmacy?

These pharmacies are all located on the West Side/ Downtown. Check their websites for more locations.

- Westside Pharmacy: (831) 423-7175 (Mission St.)
- Safeway: (831) 420-0785 (Mission St.)
- CVS: (831) 457-2481 (Mission St.)
- Walgreens: (831) 425-3911 (Soquel Ave.)



Rough day?

Here are places on campus to relax. Look them up online (some may be closed due to COVID-19) and drop by:

- Chadwick Gardens
- Arboretum
- Upper Campus or Pogonip hiking trails
- Yoga Room in McHenry basement

Got UC SHIP Insurance?

Student Health Insurance Plan

UC SHIP covers after-hours, emergency care, and urgent care visits. Your copay will be \$10-\$25 for off-site urgent care or LiveHealth Online and \$125 for an emergency room visit. Here's how it works:

- If you are enrolled in UC SHIP and need non-emergency medical care, you must first go to the Student Health Center (SHC) during regular business hours.
- If SHC is closed or you have an emergency, go to an urgent care center or a hospital emergency room. Within 24 hours or by the next business day, you need to notify the SHC Insurance Office at (831) 459-2389 (select option 2) about your off-campus treatment to ensure coverage.
- Follow-up care must be provided at the SHC. A written referral must be provided for continuing off-campus care. Services that are not referred by the SHC are not covered.