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

**Always** dial 911 for Life-Threatening Events or Major Crime

**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.

Costs are $10-$25/visit with UC SHIP, and $49/visit without UC SHIP. Get started at LiveHealthOnline.com. Have a credit card and your insurance card/app handy.

**Need an Urgent Care facility?**

- Palo Alto Medical Foundation Westside:
  1301 Mission St., Santa Cruz.
  (831) 458-6310 (X-ray)
- Palo Alto Medical Foundation Midtown:
  2025 Soquel Ave. & Capitola Rd., Santa Cruz.
  (831) 458-5537 (X-ray)
- Dignity Health/Dominican Urgent Care:
  1820 41st Avenue, Suite C, Capitola.
  (831) 684-7611 (X-ray)
- Kaiser Urgent Care: 5615 Scotts Valley Dr, Scotts Valley. (831) 430-2740

**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/

HC:816 (8/16/19) After Hours Care Info Sheet
Who to Contact for Help After Hours

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) 421-9142 (Front St.)

Rough day?
Here are a few places on campus to relax. Look them up online and drop by:
- CAPS Massage Chair
- Chadwick Gardens
- Arboretum
- Upper Campus or Pogonip hiking trails
- Yoga Room in McHenry basement

Got UC SHIP Insurance?
UC SHIP covers after-hours, emergency care, and urgent care visits. Your co-pay 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 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.