



# Supporting Your Student's Health & Wellness at UNT

## \*GENERAL INTRODUCTION\*

Today's presentation will review information about our services and explain how to help your student access care.

Feel free to take pictures of the slides or scan any QR codes along the way if that's easier for you. Everything we cover today will also be linked through one final QR code at the end of the presentation.

# Who Are We?

We are a group of services that offer quality on-campus healthcare and wellness options at affordable prices for UNT students.



## Student Health & Wellness Center

On Campus  
Doctors' Office



## Student Health & Wellness Center

Office of Health Promotion



## Additional Services

Campus Smiles  
College Optical Express  
L-Evated Chiropractic  
Massage Therapy

UNT offers a variety of healthcare and wellness resources all conveniently located in Chestnut Hall. Both the on-campus doctors' office and Office of Health Promotion are part of the Student Health and Wellness Center.

We also partner with independently operated businesses to offer massage therapy, chiropractic, optical, and dental services.



# Student Health & Wellness Center (SHWC)

2nd floor, Chestnut Hall

## General Services



### Primary Care

Wellness Exams  
Physicals  
Illnesses or Injuries  
Chronic Conditions



### Lab & X-ray

Full Service Laboratory  
Monthly Lab Specials  
Walk-In STI Testing  
X-Ray Services



### Vaccinations

Routine Vaccines




### Treatments

Allergy Injections  
Breathing Treatments

You'll find the SHWC on the 2nd floor of Chestnut Hall. We have a fantastic team of knowledgeable and kind providers who offer compassionate and personalized care for students who are sick, injured, or in need of routine medical care.

We also provide convenient services like on-site labs, x-rays, vaccines, and treatments.




**WALK-IN APPOINTMENTS  
ARE AVAILABLE!**

# Bacterial Meningitis Vaccination

**Please bring:**

- ✓ UNT ID Card or UNT Acceptance Letter
- ✓ Payment for Copay or Out of Pocket Cost

5	10	22
A booster is required if vaccination wasn't given within the 5 years.	The vaccine must be administered at least 10 days before the first day of classes.	Required for all students under the age of 22.



**Scan for more info!**

The SHWC is a convenient option for students to receive the meningitis vaccine without an appointment. Please visit our website for updated hours.

The Office of the Registrar can answer any questions about the vaccine requirement, exemptions, documentation, and deadlines.



# SHWC Specialty Services

Chestnut Hall, 2nd Floor



## Gynecology

Annual exams, pap smears, birth control counseling, etc.



## Travel Medicine

Personal & UNT travel abroad.



## Nutrition

Individualized guidance for most nutrition concerns.



## Psychiatry

Psychiatric evaluations, treatment plans, & medication management.



## ADHD Medication Management

Medication management with prior diagnosis.

The Student Health and Wellness Center also offers several specialty services. We have a gynecologist for routine care, travel medicine for trips abroad, and a Registered Dietitian for nutrition guidance.

In addition, we provide mental health support with psychiatric evaluations, treatment planning, and medication management.

If you've been diagnosed with ADHD, we can help with prescriptions. For students seeking an ADHD diagnosis, we provide referrals for testing.

### Psychiatry

Complete Psychiatric Record

### ADHD

Documentation of Diagnosis

Copy of Psychological Testing

Summary of Medications Used & Dosages

### \*Chronic Conditions

Summary of Condition(s)

Current Treatment Plan

\*Optional



### Fax

Attn: Medical Records

(940) 369-7042

## Medical Records

We recommend you send records before appointments so they can be reviewed.

### Mailing Address

UNT Health Center

Attn: Medical Records

1155 Union Circle #305160

Denton, TX 76205-5017

We don't need or require medical records for every student who receives care at the clinic. Students may, however, need to send records to receive treatment for certain services, including psychiatric care or management of ADHD.

It can also be helpful for providers to have information about chronic conditions, such as diabetes, asthma, thyroid disease, depression, or prior diagnostic tests. We request that records are sent via fax or postal mail to protect student privacy.

# Billing & Insurance



Student Health  
Insurance Plan

[unt.myAHPcare.com](http://unt.myAHPcare.com)



## Insurance

We are currently **in-network** with most major health insurance carriers, including the UNT-endorsed **student health insurance plan**.



## Self-Pay

We offer **affordable** self-pay pricing for students without health insurance coverage.



## Office Visit Charges

There is an office visit charge for each clinic visit. The total visit cost will vary based on insurance coverage, type of visit, & tests or procedures performed.

We accept most major health insurance plans and also offer affordable self-pay options.

If you're looking for cost-effective coverage, UNT partners with Academic Health Plans (AHP) to offer medical, dental, and vision insurance options. Information about coverage and cost can be found on the AHP website. With this plan, most eligible services at the SHWC are covered at 100% after a small copay.

### SHWC Billing Department

Our Billing Department can discuss cost of services and whether a student may qualify for discounted pricing. Students will never be turned away for necessary medical treatment based on ability to pay.

**(940) 565-2333, OPTION 5**

### SHWC Insurance Department

Our Insurance Department is available to answer questions about insurance coverage.

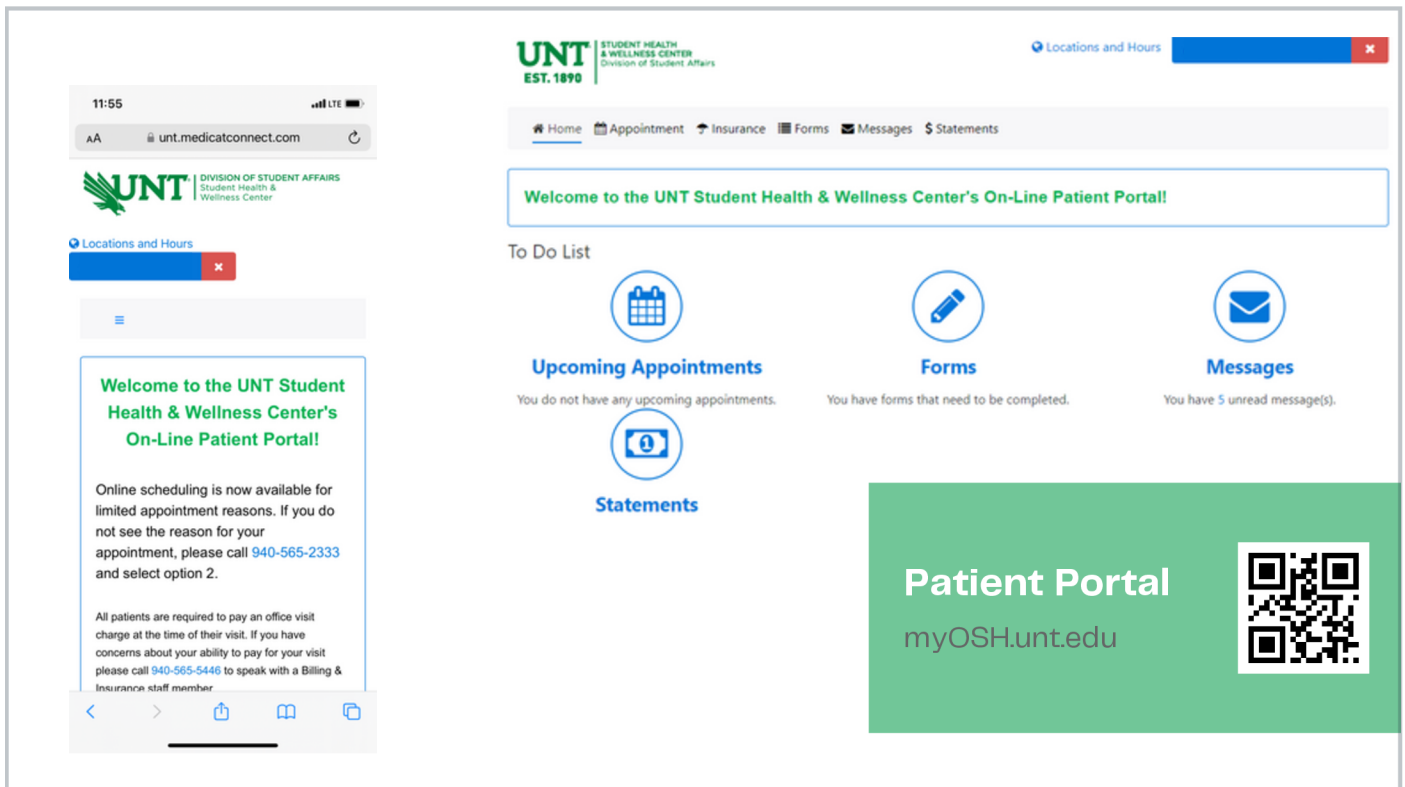
**SHWCinsurance@unt.edu**



**Upload insurance  
information to the  
Patient Portal!**

We encourage students to upload their insurance information to our online patient portal so our Insurance Department can verify benefits and coverage before their appointment.

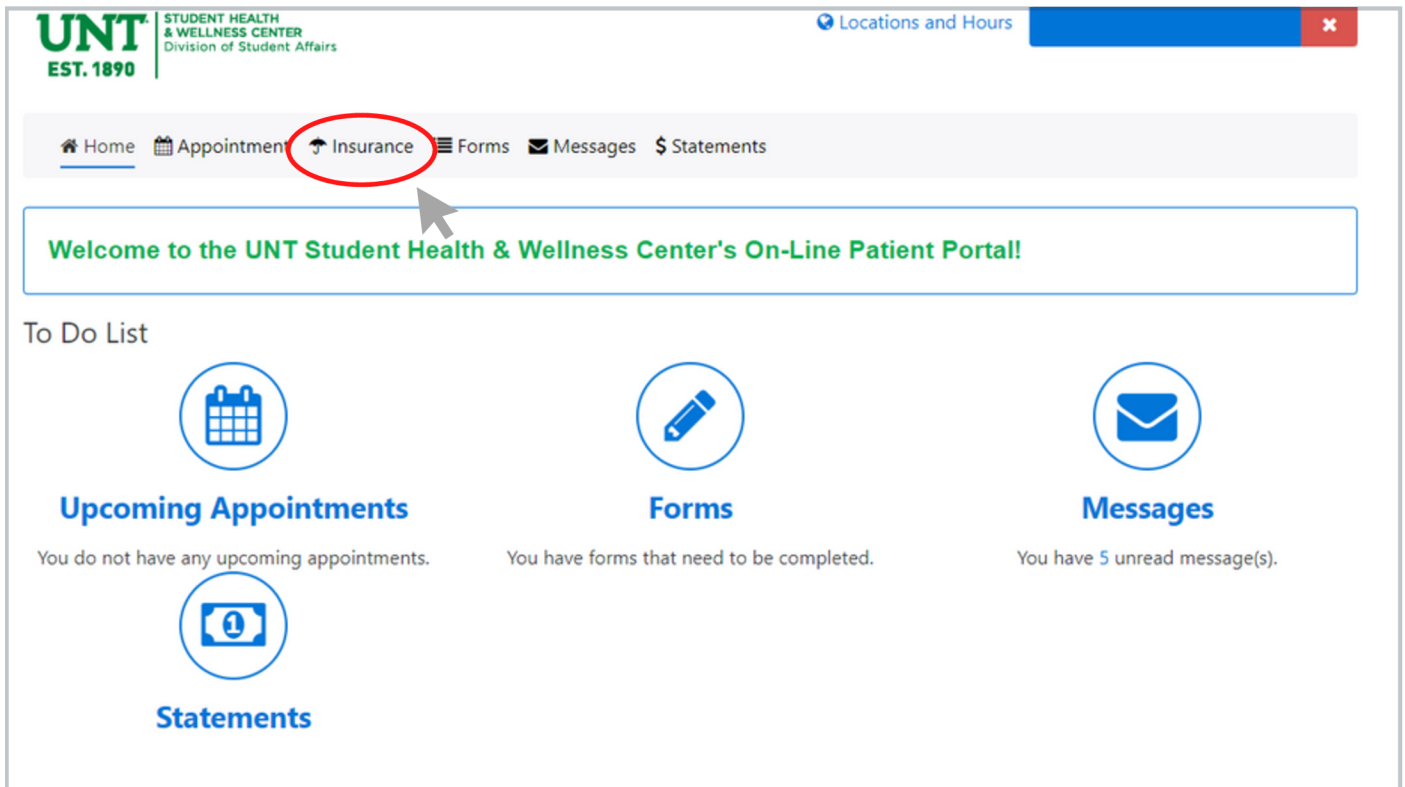
If you or your student have questions about cost of services, discounted pricing, or insurance coverage, our specialists are here to help.



This is the home page of the online patient portal. We recommend your student save this link.

The image on the right is the desktop or laptop view. Menu options are located on the top bar.

The image on the left is what you'll see if you're accessing the site on a phone or tablet. To view the menu options, click the 4 lines in the upper left corner.



Students can select the INSURANCE tab in the Patient Portal to enter insurance information and upload pictures of the front and back of their insurance card. We recommend students enter this information before their first appointment.





# Minor Consent & Patient Privacy

## Parents & Guardians of Minors

If a student is under the age of 18, we must have a Minor Consent on file before they can be seen at the medical clinic. Parents & guardians can access most medical records for minors.

## HIPAA & FERPA

We encourage students to involve parents or guardians in their care, but are unable to disclose information without a student's written consent once they're 18 or older.

For students under 18, we need to have a Minor Consent form on file before they can get care at the clinic—even for something simple like a flu shot.

Once your student is 18 or older, they'll need to give written permission for parents or guardians to have access to their medical records. That includes things like whether they visited the clinic, why they were seen, and any test results.

Keep in mind, if your student starts school as a minor, we won't be able to share their medical info with you once they turn 18 unless they've given us that written consent.

**UNT**  
EST. 1890


STUDENT HEALTH  
& WELLNESS CENTER  
Division of Student Affairs


Locations and Hours


[Home](#) [Appointment](#) [Insurance](#) [Forms](#) [Messages](#) [Statements](#)


Welcome to the UNT Student Health & Wellness Center's On-Line Patient Portal!

To Do List

  
**Upcoming Appointments**  
You do not have any upcoming appointments.

  
**Forms**  
You have forms that need to be completed.

  
**Messages**  
You have 5 unread message(s).

  
**Statements**

Required forms can be found by selecting the FORMS icon. Health History, Consent to Treat, Records Release, and Minor Consent forms are all in this section.

# Appointments

Accommodations are  
available by request.



**Virtual**



**In-Person**



## Patient Portal



**myOSH.unt.edu**



- Make an appointment
- Upload insurance information
- Complete forms



## Phone

**(940) 565-2333, OPTION 2**



- Make an appointment
- Talk with a nurse
- Ask questions

Visits are only available by appointment and most appointments can be scheduled online through our online patient portal.

To schedule by phone, call the main number and select OPTION 2 to speak with one of our nurses.

To best meet student needs, we ask that requests for interpretation services & other accommodations are made in advance when possible.

**UNT** STUDENT HEALTH & WELLNESS CENTER  
EST. 1890 Division of Student Affairs

Locations and Hours

Home **Appointment** Insurance Forms Messages Statements

### Welcome to online scheduling!

The types of appointments that can be scheduled online are limited. **If your desired appointment time is not available, or if you need to schedule for an appointment reason not listed, call 940-565-2333 and select option 2.** If you schedule with an appointment reason different than what you are needing to be seen for, your appointment may be cancelled and rescheduled for a later date.

Please remember you must check-in at least 15 minutes prior to your appointment time, and bring your student ID card.

We do not file claims with any insurance carrier other than the University-sponsored student health insurance. You are responsible for any charges incurred during your visit, and payment is expected at time of service.

[View Appointment History](#)

#### Search for next available appointments

Clinic:  
UNT Student Health and Wellness Center

Reason:  
Cold, Flu, Cough, Sore Throat, Allergies, Sinus Issues  
Respiratory Issue (asthma, Wheezing, Coughing, Etc.)

Submit

Students can select the APPOINTMENT tab in the Patient Portal to conveniently schedule an appointment.



### **Free Health Education Programs**

Students can take charge of their wellbeing with our fun events and programs happening all year long!



### **Free Wellness Coaching**

Wellness coaching supports health and wellness goals through personalized guidance, motivation, and action planning.



### **Free Safer Sex Resources & Screening**

After completing a quick virtual quiz, students get access to free weekly safer sex kits through our vending machine. We also offer free HIV & STI screening at different times and locations throughout the semester.



## **SHWC Office of Health Promotion (OHP)**

The Office of Health Promotion, or OHP, is the SHWC's health education department. The OHP provides a variety of free services, including health education programs and events, wellness coaching, HIV and STI screenings, and safer sex kits.

# Additional Services

Through community partnerships, independent businesses offer these services at a discounted rate.



**Campus Smiles**

Suite 154



**College Optical Express**

Suite 101



**L-Evated Chiropractic**

2nd Floor  
Located in the SHWC



**Massage Therapy**

Suite 301  
Located in the OHP

Our community partnerships allow us to offer a variety of additional services conveniently located in on campus in Chestnut Hall.





## Campus Smiles

Suite 154

The UNT dental office provides routine dental cleanings and treatments.

**[campus-smiles.com/UNT](https://campus-smiles.com/UNT)**

**(940) 273-2184**

Campus Smiles is the on-campus dentist's office. They offer comprehensive dental services are contracted with many dental insurance plans.

UNT students also have access to custom dental insurance that includes \$0 out of pocket cost for all covered procedures at the campus clinic. Visit the Campus Smiles website to learn more.

# College Optical Express

Suite 101

College Optical Express offers comprehensive eye exams,  
glasses, & contacts.

**coeUNT.com**

**(940) 369-7441**



College Optical Express is the on-campus eye doctor. Students have access to a full-service optical center that offers eye exams, glasses, and contacts.

# L-Evated Chiropractic

2nd Floor (in the SHWC)

Chiropractic visits take place in the  
Student Health and Wellness Center clinic  
1-day each week.

**levatedchiropractic.com**

**(940) 323-2335**



Dr. Joseph Jones provides a range of chiropractic treatments within the SHWC medical clinic. The L-Evated Chiropractic office handles all scheduling, insurance, and payment for their services, so contact them directly for details.

# Massage Therapy

Suite 301 (in the OHP)



Services can be scheduled through the SHWC's  
[Office of Health Promotion](#).

**[healthcenter.unt.edu/Massage](https://healthcenter.unt.edu/Massage)**

**(940) 565-2787**

Massage services are provided by contracted therapists who utilize our quiet and peaceful massage therapy suite in the Office of Health Promotion. Students, faculty, and staff can contact the OHP to schedule an appointment.

# FAQs

## What should my student bring for their appointment???

- ✓ Cell phone (for check-in & forms)
- ✓ Insurance card (if applicable)
- ✓ Photo ID
- ✓ Payment
- ✓ Current list of medications
- ✓ List of personal & family medical history

## How can I help my student navigate UNT's health services?

**Review** the on-campus services together & talk about how to schedule appointments. If able, have them practice scheduling their own healthcare appointments before they leave home.

**Insurance** can be incredibly confusing! If they have medical coverage, make sure they have their insurance card & talk about how insurance works.

**Write down** a list of their current medications (names & doses) & medical history (personal & family).

**Encourage** them to ask if they have questions. We're here to help!

We understand that it can be difficult for your student to begin navigating their own healthcare needs. We encourage you to discuss the available healthcare options on campus and how to prepare for an office visit.

We also suggest you help your student make a list of current medications and medical history.

# FAQs

## Supply List

- ✓ Small First Aid Kit (or basic supplies)
- ✓ Reusable Hot/Cold Pack
- ✓ Thermometer
- ✓ Sunscreen
- ✓ Needed Prescription Medications
- ✓ OTC Medications For:
  - \*Allergies
  - \*Fever/Pain
  - \*Cough/Cold
  - \*Heartburn
  - \*Diarrhea

### How can I help my student care for themselves at their dorm or other home away from home?

**Talk** about how to treat minor injuries & illnesses at home using over-the-counter (OTC) products & medications.

**Send** medications & supplies for your student to keep in their room. In addition to prescription medications, we suggest sending over-the-counter (OTC) items. You may also choose to send additional items based on your student's medical history and unique needs.

Medical supplies are often overlooked when packing for college. Consider what your student may need for minor medical needs, such as headaches, cuts, colds, etc.

This is also a great time to discuss how to treat minor illnesses and injuries at home.



# FAQs

## General Clinic Hours

- ✓ **Monday–Thursday**  
8:00 am – 5:00 pm
- ✓ **Friday**  
9:15 am – 5:00 pm

## What if my student needs medical care after hours?

### Medical Emergency

911

### Student Health Insurance Plan

24-hour telehealth line: (855) 355-7998

### Other Health Insurance Plans

Consult the back of your insurance card for care options

### Parkland Nurse Call Line

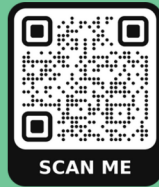
Available to all students, regardless of insurance coverage:  
(214) 266-8777

### Medical Treatment

24-hour pharmacy, minor emergency, emergency room, hospital

The SHWC is open Monday through Friday during regular business hours and is closed during all official UNT closures and holidays. Please always visit our website for current hours of operation and updated after hours care options.

# Connect With Us!



**Website**

[healthcenter.unt.edu](http://healthcenter.unt.edu)



**Phone Number**

(940) 565-2333



**Email Address**

[askSHWC@unt.edu](mailto:askSHWC@unt.edu)



**Social Media**

[@untSHWC](https://twitter.com/untSHWC)



Thank you for allowing us to help care for your student while they're in college. We're here to help, so please don't hesitate to reach out with any concerns. What other questions do you have?