



Student Health & Counseling

Student Academic Affairs

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[Home](#) > Urgent/Emergent Care

Emergencies & After Hours Care

Life-threatening Emergency: Call **911** or go to the nearest ER. To find a local emergency room closest to you, see [ER Locations in SF](#) ^[1].

-Medical or Mental Health

Please note: For ER visits, make sure to send us the clinical notes from your visit as soon as possible. The clinical notes are needed for follow-up care with your provider.

When SHCS is open:

Contact SHCS at (415) 476-1281 or walk into one of our [clinics](#) ^[2]. SHCS is open Monday through Friday 8 am to 5 pm.

When SHCS is closed:

If SHCS is closed and you cannot wait until SHCS opens, visit an urgent care center. See [Urgent Care Locations](#) ^[3].

Urgent Care:

If you are out of area:

Call SHCS at (415) 476-1281 and ask to speak to a nurse or visit the nearest urgent care facility. See [Urgent Care Locations](#) ^[3].

-Medical Concern

If you are out of the country:

Call [Bluecard PPO](#) ^[4] or visit a local health care provider.

Please note: Urgent Care visits need to be authorized by SHCS. To get retro-authorization, request the medical record and physician notes from your visit be sent to SHCS as soon as possible. For more information, visit [ER/Urgent Care Claims](#) ^[5].

When SHCS is open:

Call SHCS at (415) 476-1281 or walk in to one of our [clinics](#) [2]. A SHCS registered nurse will make an appropriate plan of care.

When SHCS is closed:

If SHCS is closed, and you are experiencing an urgent mental health issue, you can speak with a mental health provider over the phone via our Mental Health Crisis Line. Dial **(415) 476-1281 and press option 7**. This line is answered Monday through Friday 5 pm to 8 am and 24 hours on weekends and holidays.

If you are out of the area:

Urgent Care:

-Mental Health Concern

Call SHCS at (415) 476-1281 to speak to a nurse or, after hours, you may call the SHCS Mental Health Crisis Line. Dial **(415) 476-1281 and press option 7**. You may also visit the nearest ER. See [ER Locations in SF](#) [1] for local resources.

If you are out of the country:

Call a [Bluecard PPO](#) [4] or visit a local health care provider.

Please note: Urgent Care visits need to be authorized by SHCS. To get retro-authorization, request the medical record and physician notes from your visit be sent to SHCS as soon as possible. For more information, visit [ER/Urgent Care Claims](#) [5].

Assisting a Student in Need

For guidance when helping a student who appears to be in crisis, call SHCS at (415) 476-1281. For more information, see [Assisting Students In Need](#) [6] or [Caring for Yourself and Your Colleagues](#) [7].

If you have visited an urgent care center or emergency room recently, and need to get authorization for your visit, see [ER/Urgent Care Claims](#) [8].

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[UCSF Main Site](#)

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Source URL: <https://studenthealth.ucsf.edu/emergencies-after-hours-care>

Links:

[1] <https://studenthealth.ucsf.edu/emergencies-after-hours-care/er-locations-sf>

[2] <https://studenthealth.ucsf.edu/location-directions-hours>

[3] <https://studenthealth.ucsf.edu/emergencies-after-hours-care/urgent-care-locations>

[4] <http://www.bcbs.com/already-a-member/traveling-outside-of-the.html>

[5] <https://studenthealth.ucsf.edu/../../../../insurance/billing-process/er/urgent-care-claims>

[6]

<https://studenthealth.ucsf.edu/sites/studenthealth.ucsf.edu/files/PDF/Assisting%20Students%20in%20Need.pdf>

[7]

<https://studenthealth.ucsf.edu/sites/studenthealth.ucsf.edu/files/PDF/Caring%20for%20Yourself%20and%20Your%20Family.pdf>

[8] <https://studenthealth.ucsf.edu/insurance/billing-process/er/urgent-care-claims>