## Medical and Mental Health Services
while Student Health and Counseling Services (SHCS) is Closed

Open normal hours Friday, Dec 21; closed Dec 24-Jan 1

### Mental Health Services

<table>
<thead>
<tr>
<th>Option</th>
<th>What to Expect</th>
<th>How to Access</th>
<th>What it costs (with UC SHIP)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Room</td>
<td>Emergency Care</td>
<td>Proceed to ER of your choice</td>
<td>$125 copay (waived if admitted)</td>
</tr>
<tr>
<td>Mental Health Consult Line</td>
<td>Phone call with a therapist, immediate access or short hold time.</td>
<td>Call 415-476-1281 (option 7); 24/7 access</td>
<td>No cost</td>
</tr>
<tr>
<td>Urgent Care Center</td>
<td>A provider visit if you need an urgent med refill. You will need to secure message SHCS for a retro-referral (MyHealthRecord) if seen at UCSF Urgent Care.</td>
<td>Locate an urgent care center and call to schedule or inquire about drop in availability.</td>
<td>$25 copay (take your paper or mobile insurance ID)</td>
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<tr>
<td>LiveHealth Online – Counseling or Psychiatry</td>
<td>A video-based visit with your choice of therapist or psychiatrist. Appointment lead time may be same day or a day or two. Psychiatry can refill urgent med requests.</td>
<td>Log on to LiveHealthOnline Create a user ID/password Enter your UC SHIP member ID Select a provider &amp; schedule!</td>
<td>$15 copay (will need to enter your UC SHIP policy number)</td>
</tr>
<tr>
<td>Other Resources</td>
<td>National and local resources</td>
<td>National Suicide Prevention Lifeline National Domestic Violence Hotline San Francisco Women Against Rape National Sexual Assault Hotline</td>
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**Emergency Room**
- Proceed to ER of your choice
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**Mental Health Consult Line**
- Phone call with a therapist, immediate access or short hold time.
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**LiveHealth Online – Counseling or Psychiatry**
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- Log on to LiveHealthOnline
- Create a user ID/password
- Enter your UC SHIP member ID
- Select a provider & schedule!
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**Other Resources**
- National Suicide Prevention Lifeline
- National Domestic Violence Hotline
- San Francisco Women Against Rape
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# Medical Services

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<td>Urgent Care Center</td>
<td>A provider visit to address your concern. You will need to secure message SHCS for a retro-referral (<a href="#">MyHealthRecord</a>).</td>
<td>Locate an urgent care center and call to schedule or inquire about drop in availability.</td>
<td>$25 copay (take your paper or <a href="#">mobile insurance ID</a>)</td>
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| LiveHealth Online       | A video-based visit with your choice of primary care provider. Appointment lead time may be immediate or a few minutes or few hours. | • Log on to [LiveHealthOnline](#)  
• Create a user ID/password  
• Enter your UC SHIP member ID  
• Select a provider & schedule! | $25 copay with UC SHIP policy number; $49 for all other students |
| Nurse Advice Line       | Speak to a registered nurse about a health concern                             | Call 877-351-3457                                                           | No cost                                      |