

# THE UCLA ARTHUR ASHE STUDENT HEALTH & WELLNESS CENTER



## CONTACT US

310.825.4073

## WEBSITE

[www.studenthealth.ucla.edu](http://www.studenthealth.ucla.edu)

## VISIT US

Across from Ackerman Union,  
next to the Wooden Center

## HOURS OF OPERATION

*fall, winter, & spring quarter:* Mon-Thurs 8am to 6:30pm  
Fri 9am to 6:30pm

*winter break & during the summer:* Mon-Thurs 8am to 5:00pm  
Fri 9am to 5:00pm

The Ashe Center is closed all nights, weekends, & University holidays. When we're closed, all registered UCLA students can contact the **Nurseline** for advice & information: (877) 351-3457.

## SNAPSHOT OF SERVICES

- primary care
- women's & men's health
- walk-in & telephone triage (advice & information)
- specialty clinics
- immunizations
- laboratory
- pharmacy
- optometry
- radiology
- acupuncture
- chair massage
- travel clinic
- physical/occupational therapy

P  
A  
T  
I  
E  
N  
T  
  
G  
U  
I  
D  
E

The UCLA Arthur Ashe Student Health & Wellness Center is your gateway to quality, comprehensive, and affordable healthcare during your time at UCLA. All currently registered UCLA students can take full advantage of the wide variety of services the Ashe Center has to offer.

## HOW & WHEN TO ACCESS MEDICAL SERVICES

### Emergencies *Life Threatening Illness OR Injury*

In the event of a serious illness or injury with a clear threat to life, obtain paramedic or ambulance assistance right away.

- DIAL 9- 9-1-1 on campus or use a blue emergency phone.
- Call 9-1-1 off campus OR from your cellular phone.
- Be prepared to provide your exact location and a brief description of what is wrong.

You will be taken to the Emergency Room at the UCLA Ronald Reagan Hospital.

You can reach the UCLA ER directly at (310) 825-2111. You and your insurance company will be responsible the total cost of any care you receive outside of the Ashe Center.

Remember to follow-up with your Ashe Center Primary Care Provider (PCP) if you are seen in the UCLA ER.

#### Examples of Medical Emergencies.

- Difficulty breathing for any reason; severe asthma
- Major injury e.g. open chest wound with trouble breathing; spinal or neck injury with loss of sensation or motion; obvious fracture, especially with visible bone
- Severe allergic reaction with throat swelling
- Unconsciousness or unresponsiveness i.e. drug or alcohol overdose

### Urgent Conditions *Urgent Illness OR Injury , not Life-Threatening*

During our regular business hours, the Ashe Center is your point-of-entry for accessing medical services for urgent conditions.

We recognize that getting sick is not always predictable. You have the option of scheduling an appointment online, by phone, or in-person but we also offer the following: when we are open

- *Walk-In Triage* , advice and Information from an Advanced Nurse Practitioner, is available on the 1st floor of the Ashe Center. A House Doctor is also on-call throughout the day. Note that patients are seen on a first come, first served basis. Wait times vary.
- *Telephone Triage*, advice and information from an Advanced Nurse Practitioner, is also available. Students may call the Ashe Center main line at (310) 825-4073 and choose option #2 to leave a message for the “advice nurse.” The nurse will assess your symptoms and return your call within 2 hours.
- *Nurseline*, advice and information from a registered nurse, is also available when the Ashe Center is closed. The number to the *Nurseline* is (877) 351-3457. The nurse can assess your situation and help you determine whether or not you may need to be seen at the UCLA ER.

#### Examples of Urgent Conditions.

- Significant pain in the chest, head, neck, abdomen, or ear, especially with fever OR any injury with significant pain or swelling
- Possible fracture or dislocation
- Laceration or any open wound requiring stitches
- Allergic reaction that involves hives or swelling

### Routine Care *Illness, Injury, or in Need of Medical Service*

We prefer that you access our services for routine care by appointment.

Schedule an appointment with your Primary Care Provider (PCP) using one of the three methods below:

- *Online*. Visit the Ashe Center website, [www.studenthealth.ucla.edu](http://www.studenthealth.ucla.edu), and make, reschedule, and cancel appointments using our secure patient portal. Use your UCLA log on id and password to access the portal.
- *Phone*. Contact the Ashe Center Scheduling Department by calling our main line (310) 825-4073 and choosing option #1, option #1 again.
- *In-person*. Visit any Scheduling Desk on the 1st, 2nd, or 3rd floor of the Ashe Center.

Please note, specialty appointments, including in-house specialty clinics and physical and occupational therapy, require a referral from your Ashe Center Primary Care Provider (PCP).

#### Examples of Routine Problems.

- Colds and flu-like symptoms
- Sprains, strains
- Abrasions (scrapes), cuts, or bruises
- Allergies
- Annual wellness exams
- General health questions and concerns
- Health clearance assessments
- Travel advice and information
- Women’s annual examinations
- Men’s annual examinations

At the Ashe Center, every UCLA registered student is assigned a Primary Care Provider (PCP) who can provide preventative care, health teaching, and answer any health-related questions you may have. View your assigned PCP by logging onto our secure patient portal and learn more about your PCP by visiting the About Us section of our website. Remember, your PCP can help provide preventative health care and health teaching, identify and treat common medical conditions, assess the urgency of medical conditions and direct you to the best place for care, make referrals when necessary, & help you manage your health during your time here at UCLA.

## HEALTH –RELATED REQUIREMENTS

### Undergraduates.

The University Hepatitis B Requirement is a condition of enrollment for all students who are 18 years of age and younger and requires such students to provide proof of immunity to Hepatitis B prior to enrollment. An online questionnaire must be completed on the Ashe Center Hepatitis B Requirement portal which can be accessed from the Ashe Center website, [www.studenthealth.ucla.edu](http://www.studenthealth.ucla.edu); click on “Hepatitis B Requirement” under the *New Bruins* section then click on “Hepatitis B Requirement Portal” to log on using your UCLA log on and password. There are 4 ways to satisfy the requirement; all of them require you to complete the online questionnaire and please note that NO paper documentation is required:

- Completing the Hepatitis B immunization series (3 shots),
- A positive Hepatitis B surface Antibody Titer that shows you have immunity to Hepatitis B,
- A medical reason why you can't have the vaccinations, OR
- A statement of non-belief in immunizations

### Graduates/Professionals.

Graduate/Professional students should check with their specific program coordinators to see if there are any health-related requirements associated with their program. A health clearance assessment is required for students entering the following programs: Dental, Medical, Nursing, or Social Welfare. The following “Health Screening Requirements” must be completed for entry to the Dental, Medical, Nursing, or Social Welfare programs, respectively, in order to fulfill the school mandate (depending on your individual program deadlines). Please note that the requirements must be completed within the time frames as listed below:

- Tuberculosis Skin Test (PPD/Mantoux) – completion within 6 months of entry to school.
- Tetanus/Diphtheria (Td) or Tetanus/Diphtheria/Pertussis (Tdap) – completion within 10 years.
- Measles, Mumps, Rubella – demonstration of immunity to Measles, Mumps, Rubella.
- Hepatitis B – demonstration of immunity to Hepatitis B.
- Varicella – titer is required and a copy of the lab report must be submitted to the Ashe Center at the attention of “health clearance”; be sure to include the name of your professional school e.g. Dental, Medical, Nursing, or Social Welfare

Visit the Ashe Center website, [www.studenthealth.ucla.edu](http://www.studenthealth.ucla.edu), and click on “Professional School Health Clearance” from our homepage to submit your health clearance information. To learn more about health clearance requirements, please feel free to reference the “Instructions/FAQ” PDF which is located in the same section.

## INSURANCE

Having health insurance is a condition of enrollment at UCLA for all students—undergraduates, graduates, and professional students alike. Undergraduate SHIP (USHIP) includes medical, vision, and behavioral health coverage. An upgrade to USHIP Plus that adds dental coverage is available online at the Ashe Center website and requires enrollment for the academic policy year or when first eligible. Graduate SHIP (GSHIP) includes medical, vision, behavioral health, and dental coverage. The UCLA Student Health Insurance Plan (SHIP) is automatically assessed as a part of your registration fees. If you intend to stay enrolled in SHIP, there is nothing different you need to do. However, if you would like to waive SHIP, you will need to provide information for a qualified private health insurance plan that meets the waiver criteria as follows:

- Be a recognized USA Insurance Company that is owned, operated, and headquartered in the USA, and is NOT a travel insurance policy.
- Have no more than \$5000 in out-of-pocket expenses.
- Have at least \$250,000 in lifetime benefits.
- Have a facility (hospital) within 25 miles of the UCLA campus where you can receive full services.
- Not be a travel insurance policy or a reimbursement program.

Waiving SHIP can ONLY be done online and must be completed by the fee payment deadline each term. For quarter students, the fee payment deadline is the same as the deadlines for your registration fees. For semester students, please check your program's academic calendar. There are NO retroactive waivers. To submit your waiver, visit the Ashe Center website, [www.studenthealth.ucla.edu](http://www.studenthealth.ucla.edu), and click on “Waive Student Health Insurance Plan (SHIP)” from under the “Insurance Information” section OR the “New Bruins” section on our homepage. You will be redirected to a secure portal; log on using your UCLA log on and password and follow the prompts.

## HELPFUL HEALTH HINTS

### Recommended Vaccinations for College Students.

CDC's Advisory Committee on Immunization Practices (ACIP) currently recommends the following vaccinations for college students:

- Tetanus-Diphtheria-Pertussis vaccine
- Meningococcal vaccine\*
- HPV vaccine series
- Hepatitis B vaccine series
- Polio vaccine series
- Measles-Mumps-Rubella (MMR) vaccine series
- Varicella (chickenpox) vaccine series
- Influenza vaccine
- Pneumococcal polysaccharid (PPV) vaccine
- Hepatitis A vaccine series

Although the only explicit required immunization is for undergraduates is the Hepatitis B vaccine series, it may be worthwhile to consider obtaining the above immunizations from the Ashe Center during your time at the University—"vaccinate before you graduate"! Please refer to the Ashe Center Comprehensive Fees Flyer for pricing information.

### Medical Records.

We encourage students to submit copies of any health records directly to the Ashe Center Medical Records department, particularly if you have a pre-existing condition. Feel free to mail copies of your records to the following address: 221 Westwood Plaza, Box 951703, Los Angeles, CA 90095-1703. Please also be sure to note the phrase 'Please scan into my Ashe Center Electronic Medical Record' and include your most recent contact information. Contact our Medical Records department if you have questions related to current medical records or would like to request copies—our Medical Records department can be reached directly by phone at (310) 825-4694.

### Snapshot of Services by Floor.

#### *First floor.*

The first floor of the Ashe Center offers primary care and specialty services in addition to housing our Triage (walk in advice and information for when you do not have an appointment but would like to be seen that day) and Radiology (x-ray) Department. The first floor is open from 8:00am to 6:30pm Mondays through Thursdays and 9:00am to 6:30pm on Fridays during the Fall, Winter, & Spring Quarter; during the Winter and Summer Break, the first floor is open Mondays through Thursdays from 8:00am to 5:00pm and Fridays from 9:00am to 5:00pm. Note: our Radiology Department currently closes at 5:00pm.

#### *Second floor.*

The second floor of the Ashe Center offers women's health and mind/body services (Acupuncture) in addition to housing our Optometry clinic, Optometry retail space, & Pharmacy. The second floor is open from 8:00am to 6:30pm Mondays through Thursdays and from 9:00am to 6:30pm Fridays during the Fall, Winter, & Spring Quarter; during the Winter and Summer Break, the second floor is open Mondays through Thursdays from 8:00am to 5:00pm and Fridays from 9:00am to 5:00pm. Note: our Pharmacy opens at 9am every 3rd Monday of the month.

#### *Third floor.*

The third floor of the Ashe Center offers primary care and specialty services in addition to housing our Immunizations Clinic and Laboratory. The third floor is open from 8:00am to 5:00pm Mondays through Thursdays and from 9:00am to 5:00pm Fridays during the Fall, Winter, & Spring Quarter and during the Winter and Summer Break. Note: our Laboratory currently closes at 5pm; please arrive no later than 4:45pm to ensure adequate time for lab test procedures.

#### *Fourth Floor.*

The fourth floor of the Ashe Center, through primarily administrative, houses our Physical Therapy, Occupational Therapy, and Massage services. You may also need to visit the fourth floor if you would like to speak with our Insurance Department fro SHIP or *BruinCare*-related questions or help. The fourth floor is open from 8:00am to 5:00pm Mondays through Thursdays and from 9:00am to 5:00pm Fridays during the Fall, Winter, & Spring Quarter and during the Winter and Summer Break.