

# ATTENTION STUDENTS

## \*\*IMPORTANT INFORMATION ABOUT SCHEDULING APPOINTMENTS AT THE UHS CLINIC\*\*

The University Health Service Center (UHS), also known as the clinic, has seen a large increase in office visits over the past year. Although new physicians have been hired, the clinic remains very busy. In order to provide quality comprehensive medical services at no cost to eligible students and fellows, UHS offers the following tips for appointment scheduling:

- Scheduling appointments can be made by phone or walk-in. When requesting to be seen, it is best to call ahead. Wait time for walk-ins can be long as your case is evaluated by a triage nurse.
- Every effort will be made to provide students with reasonable appointment times.
- Routine care appointments (physicals, annual gynecological exams, etc.) may take up to 4 weeks or longer to schedule.
- Plan ahead! If you are due for an annual exam, call the clinic 4-6 weeks ahead of time to schedule your appointment.
- Urgent care appointments (i.e. a health need that requires prompt attention, but may not be serious enough for a trip to the emergency room) may take up to 1 day to schedule.
- Students should be prepared to provide flexible availability for urgent care appointments. This may mean scheduling appointments that conflict with class time or other commitments.
- If you feel you really can't get an appointment at a reasonable time, ask to speak with a nurse who will evaluate your symptoms and schedule you appropriately.
- The UHS Center will offer a courtesy call the day before your appointment as a reminder provided full staff is available that day.
- If you cannot keep your appointment, please call UHS as soon as possible so that your time slot can be given to another student.
- Note that patient volume at the clinic is high all year round, not just during September through May.
- Because the clinicians are constantly seeing patients throughout the day, they may not be able to return your call right away. They will call you back before clinic closure.
- Care is provided by full-time faculty and board-certified internal medicine fellows only. While no medical residents or students provide care at the clinic, you may know some of the physicians at the UHS Clinic in a personal or professional capacity and may not feel comfortable having them see you at the Clinic as a patient. Photos of treating physicians have been posted at the clinic so that you may decide whether or not you are comfortable seeing a particular physician.
- With every appointed visit, it is very important that you bring your insurance card and orange hospital plate with you. Registration process can be delayed without them. If you do not already have one, you will receive your orange hospital plate upon your first visit to the clinic.

The UHS Center is located at 401 N. Caroline St. (at the corner of Caroline & Orleans), telephone # 410-955-3250. The clinic website is [www.hopkinsmedicine.org/uhs](http://www.hopkinsmedicine.org/uhs).