

What do I do if.... **Information for SHI Benefits Plan members**

Examples of when to **schedule an appointment at the Wilce Student Health Center:**

- Fever
- Cough or sore throat
- Ear problems
- Mole checks
- Vomiting/diarrhea/nausea
- Depression/anxiety*
- Eye and Dental exams
- Physical therapy
- Birth control and gynecological care
- Allergy testing and shots

If you can't be seen at Wilce Student Health Center, schedule an appointment with a provider in the

- ✓ OSU Health Plan Network in Franklin County (call 614-292-4700 for search assistance) OR
- ✓ UHC Options PPO Network outside Franklin County (call 1-844-206-0374 for search assistance)

**For mental health needs, Counseling and Consultation Service is also an available on-campus resource. Learn more about their services by visiting ccs.osu.edu or calling 614-292-5766.*

Visit shi.osu.edu > **Find a Provider** for online search tools.

Examples of when to **call 9-1-1 or go to the Emergency Department (ED):**

- Car accident injuries
- Shortness of breath or difficulty breathing
- Loss of consciousness
- Acute chest pain with no recent history of respiratory infection
- Bleeding that won't stop
- Severe pain, particularly in the abdomen
- Deep cuts that require stitches
- Broken bones
- Feelings of hurting yourself or others
- Sudden weakness or dizziness

If the Wilce Student Health Center is closed and you cannot wait but it is *not* an Emergency:

- Go to an **Urgent Care location**.
 - Closest to campus: AfterHours Care at Martha Morehouse Pavilion, accessible by CABS
- Call **HealthiestYou Telehealth**, a 24-hour-a day service that allows you to talk to a doctor, using the telephone number on your UHCSR Member ID card

Urgent Care is care for conditions that are not threatening to life or limb and for symptoms that appear gradually. Locations are typically open weeknights and weekends.

Location information:

- ❖ WILCE STUDENT HEALTH CENTER STUDENT HEALTH SERVICES. 1875 Millikin Road. 614-292-4321.
- ❖ AFTERHOURS CARE AT MARTHA MOREHOUSE PAVILION. 2050 Kenny Road, Pavilion 2nd Floor, Suite 2250. 614-685-3357. *Services include treatment for: Colds, coughs and sore throats; Minor cuts and abrasions; Minor burns, rashes and insect bites; Strains and sprains; Abscess draining; X-rays and computed CT scans; Nebulizer treatments; Splints for minor injuries; Stitches and suturing; Wound care.*
- ❖ OHIO STATE UNIVERSITY HOSPITAL EMERGENCY DEPT. 410 West 10th Avenue. 614-293-8333.
- ❖ HEALTHIESTYOU TELEHEALTH: Find the toll-free number beginning with 1-855 on your member ID card.

Notice: This document is for informational purposes only and is NOT medical advice.

Non-emergency health questions should always be directed to the Wilce Student Health Center or the HealthiestYou Telehealth Line. *Document prepared by:* Student Health Insurance | shi.osu.edu | 614-688-7979 | shi_info@osu.edu | 830 Lincoln Tower