



University of New Hampshire
Health Services
AFTER-HOURS CARE
Attention Students!



Per agreement between the University of New Hampshire (UNH) and Wentworth-Douglass Hospital (WDH), UNH students who need medical services when UNH Health Services is closed have the following options available to them. *(PLEASE NOTE: the agreement is not in effect during the summer, winter or spring breaks.)*

- ◆ **Medical Emergency:** for a medical problem requiring immediate assistance, call 911. OR, call UNH Health Services **(862-1530)** and **press 1**. Either of these numbers will connect you with an ambulance. *(NOTE: ambulance fees are not covered in the UNH-WDH agreement.)*
- ◆ **Minor Illnesses & Injuries:** If medical treatment is not urgent but you are not sure treatment can wait until UNH Health Services is open, call UNH Health Services **(862-1530)** and **press 2**. You will be automatically connected to the Emergency Department (ED) at WDH where a nurse will conduct a phone assessment, and make suggestions for additional care options, including a possible visit to the WDH ED in Dover or the WDH Urgent Care Center at Lee.
- ◆ **Urgent Care Visits:** If a visit to the WDH ED or WDH Urgent Care Center at Lee is necessary, and you take private transportation (not an ambulance), the agreement will cover minor to moderate injuries and illnesses such as: sore throats, earaches, abrasions or contusions, simple burns, bronchitis, dermatitis, simple flu, sprains and strains. Unfortunately, one cannot know prior to evaluation how serious the problem is and there is a possibility the visit may not be covered under the agreement. **At a minimum there will be a \$25 co-payment for which you will be billed later. However, patients arriving by ambulance are not covered by this agreement and are responsible for the entire hospital bill. You will be responsible for any charges not covered by this agreement.**

Examples of diagnoses and care not covered by the agreement : moderate to severe illness or injury that may require intravenous injection or admission to the hospital, CT scans or ultrasounds, non-emergency department physician consultations, or the use of an ambulance to or from the hospital.

Examples of excluded diagnoses: *deep lacerations requiring stitches, complicated asthma, seizures, alcohol intoxication, chest pains, overdose, abdominal pain and extremity fractures.*

Points to Remember!

- ◆ If possible, use **UNH Health Services (862-1530)** for medical problems.
Hours: Monday, Tuesday, Thursday and Friday, 7:30 a.m. - 4:30 p.m.
Wednesday, 7:30 a.m. - 7:30 p.m.
Saturday and Sunday, 12 noon - 4 p.m.
- ◆ After-hours emergency, call 911 or use UNH Health Services phone line (862-1530) & press 1. Press 2 for direct connection to Wentworth-Douglass Hospital's Emergency Department.
Follow nurse advice for next steps - no charge for phone services.
- ◆ If an urgent care visit is needed:
 - ◆ If you arrive by transportation other than an ambulance minimum \$25 co-pay is charged for a minor injury or illness. You do not need payment at the time of the visit. You will be billed later for the co-payment by Health Services.
 - ◆ If you are transported by ambulance, neither the ambulance services nor subsequent treatment at WDH are covered in the agreement. You will be billed for the full cost of transportation and treatment.
 - ◆ Personal insurance information is necessary in case emergency care exceeds the level of coverage provided by the agreement.

Note: Information provided in this summary is for general reference only.

Actual cost may vary due to the specific nature of individual cases.

For information contact: Dennis Dupuis, Quality Improvement Coordinator, UNH Health Services, 862-3430.

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Mental Health Emergency Services

UNH Counseling Center

What is an Emergency?

A mental health emergency is an emotional or behavioral crisis that warrants same day attention by a mental health professional. This may include, but is not limited to, significant changes in behavior that are not characteristic of a person, the presence of disruptive symptoms that interfere with the responsibilities of daily living, direct or indirect expressions of the intent to harm self or others, or the experience of a trauma.

Daytime Emergency Services

The Counseling Center provides emergency services 24 hours per day. From 8 a.m. to 5 p.m. students may call the Counseling Center (862-2090) and ask to be scheduled for an emergency appointment or request to speak with the on-call clinician. If the clinician is not available, s/he will typically return calls on the hour. Clinical staff responds immediately to imminent crises.



Students requesting an emergency visit are expected to accommodate the time offered for an appointment, e.g., by missing a class if necessary.

After-Hours Emergency Services



Students in crisis after 5 p.m. or on weekends may call 862-2090 and have the call forwarded to speak with someone from the Center for Behavioral Health at Portsmouth Hospital (CBH). In-person evaluations after hours are conducted at Portsmouth Hospital in the ER by CBH clinicians; students and/or their insurance companies are billed for these face-to-face evaluations. Students transported to the ER by ambulance will be financially responsible for those services.

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