What services are provided at Student Health Services?
• General Medical Care & Preventative Health Care
• Psychiatric Services/Mental Health
• Pharmacy
• Laboratory
• Radiology
• Physicals: Aviation, Sports, General, Pre-Op
• Women’s Health Care
• Men’s Health Care
• STD Screening
• HIV Testing and Counseling
• Family Planning / Birth Control
• Nexplanon® & Mirena® IUD Insertion
• Immunizations
• Foreign Travel Consults
• Allergy Shots
• Acne and Wart Treatment
• Minor Surgical Procedures

Do you provide women’s health care services?
Yes, we provide a variety of women’s health care services including pap smears, breast exams, treatment for yeast infections, screenings and treatment for sexually transmitted infections, and as well as a variety of other personalized health and wellness services.

Where are you located and what are the hours?
Student Health Services is conveniently located behind the Memorial Union in McCannel Hall. McCannel Hall is between Abbott Hall and O’Kelly Hall on Second Avenue North, south of the Memorial Union. Our address: McCannel Hall, Room 100 2891 2nd Ave N Stop 9038 Grand Forks, ND 58202-9038

Hours: Monday - Friday 8:00 a.m. to 4:30 p.m.

Do I need to make an appointment to be seen at Student Health Services?
You can make an appointment by calling 701.777.4500. Some appointments can be scheduled online at myhealth.UND.edu. We encourage you to make an appointment for all services; however, we do our best to work in students who have an urgent medical situation.

To avoid a No-Show Fee, please go online or call prior to your scheduled appointment if you need to cancel or reschedule your appointment.

Does Student Health have an online patient portal?
Yes, go to myhealth.UND.edu to:
• Access your health information and immunization records 24/7
• Get secure notifications of your test results and treatment guidelines
• Receive appointment reminders, upload records, complete forms, view billing statements and more

Will my health information remain confidential?
Yes! All information in your record is confidential. Access to information contained in your file is limited to you (the patient) and Student Health Services personnel, unless you give written permission to release it, except by court order or when there is imminent risk of harm to self or others. All employees sign a confidentiality pledge.

Is Student Health Services a real clinic?
Yes, Student Health Services is an accredited full-service medical clinic with a pharmacy, lab, and radiology department. You can obtain treatment for most medical and psychiatric conditions right here on campus. Students who need specialized care will be referred to community providers. Student Health Services has licensed physicians, family nurse practitioners, and physician assistants.

I need to update my immunizations. Can you give them to me?
Yes. Many students come to Student Health Services for shots including MMRs (measles, mumps, and rubella), tetanus, Hepatitis B, HPV, meningitis, travel shots, and others.

Can I choose my provider?
Yes, many of our patients have a provider they prefer for a variety of reasons. Some women may prefer to see a female provider, and some men may prefer to see a male. Some students may wish to be seen by a physician and others prefer our family nurse practitioners or physician assistants. The choice is yours!

Is Student Health able to accommodate special needs?
Yes, we are able to provide English language translation services and we work with our patients to accommodate other needs they may have such as limited mobility, hearing and/or visual impairment.
• Please make needs known when making your appointment.

Can my spouse and child(ren) be treated at Student Health Services?
Spouses of enrolled students may use Student Health Services and will be charged an office visit. Other charges may be incurred as a result of labs, x-rays, medications, etc. Dependent children of UND students can be seen at local clinics for their health care needs. Prescriptions for spouses and dependent children may be filled at the Student Health Services pharmacy.
How much does it cost to be seen at Student Health Services? Like any doctor visit, there is a fee for services provided. If you have insurance, Student Health will assist you with submitting these charges to your insurance company to reduce or minimize your out-of-pocket expense. Your patient responsibility will be determined by your insurance plan.

Charges are incurred for:
- Provider Office visits
- Ancillary services such as lab work, x-ray, prescriptions, minor surgery, immunization, wart treatment, ear wash, allergy injections, and procedures.
- Physical exams such as pre-employment, pre-operative, FAA (flight), and women’s and men’s annual exams.

How do I pay for services at Student Health Services? Insurance claims will be filed for those individuals providing health insurance information at their visit(s). Pharmacy claims will also be filed for participating insurance plans. Any balance remaining after insurance payment is the responsibility of the student and will be charged through Student Account Services and identified on your student account as a “Student Health Service” charge.

The Pharmacy offers several options for payment including cash payments, checks, use of passport cards, credit cards or billing to your University account. The Pharmacy participates in many insurance plans which will be billed on-line. If the pharmacy does not participate in your plan, you will be provided with a statement that you can submit to your insurance company for the reimbursement.

Do I need to have health insurance to be seen at Student Health Services? No, most young adults are eligible to stay on their parent’s family plan until they turn 26. Student Health Services will submit charges to your insurance provider or help you submit charges on your own, depending on your insurance company, to minimize your out-of-pocket costs.

Please validate with your insurance carrier if UND Student Health Services is considered to be an “in-network” participating provider. Some plans allow you to ask for an “out-of area” network waiver form, which will reduce your out-of-pocket costs. The phone number to call and inquire is typically located on the back of your insurance card.

Students also have the option of subscribing to the Student Health Insurance Policy (United Healthcare Student Resources) available through the ND University System (NDUS).

UND.edu/student-health/ndushealthcare

Domestic students who are looking for other insurance options can access affordable health care insurance through MHEC and IX Solutions.

www.ixshealth.com/UNDshs

What do I do if I need after hour care?

Emergency: call 911

Please visit UND.edu/health for a full list of after hours providers in the local community.

For any further questions regarding UND Student Health Services:
Call: 701.777.4500 | Web: UND.edu/health

No-show Fee: A “no-show” occurs if a patient misses a scheduled appointment without prior notice to SHS. There is a $25 fee assessed to your Campus Connection account if you do not cancel or reschedule your appointment prior to your scheduled appointment. To avoid a no-show fee, you may cancel or reschedule:
- Online at myhealth.UND.edu
- Call 701.777.4500
- In person at Student Health Services

More information and a Fee Appeal form are available at UND.edu/health