

“You-Centered Care”

From your providers at USC
Student Health
2023-2024 Academic Year

- Medical Care
- Counseling and Mental Health
- Campus Public Health
- Prevention Education
- Student Health Insurance Program (SHIP/Aetna)

24/7 student phone line:
213-740-9355 (WELL)

<https://uscsthealth.info/new-students>



Whole health & well-being for students

Patient-centered approach to health services:

- preventative screenings, programs and patient education
- medical services
- mental health services
- athletic medicine
- insurance plan management
- care coordination and referrals
- Support and confidential advocate services for survivors of sexual assault, and students who are experiencing stalking, intimate partner violence

Campus public health coordination:

- promotion of health and safety
- student org collaboration
- surveys and data collection
- COVID-19 safety and policy, and surveillance testing



Health care on the campuses

- Health care visits (medical and mental health) and ongoing programs are funded through the semesterly Student Health Fee (SHF). This is separate from the insurance requirement, and the USC student health insurance program (SHIP)
- A range of services are bookable as appointments in MySHR (usc.edu/myshr), your student health records portal.
- Urgent appointments are available for same-day/next day booking.
- Our services do not require co-pays or use of insurance.

A 24-hour line to reach an advice nurse, mental health professional, or survivor advocate services is available:

213-740-9355 (WELL).

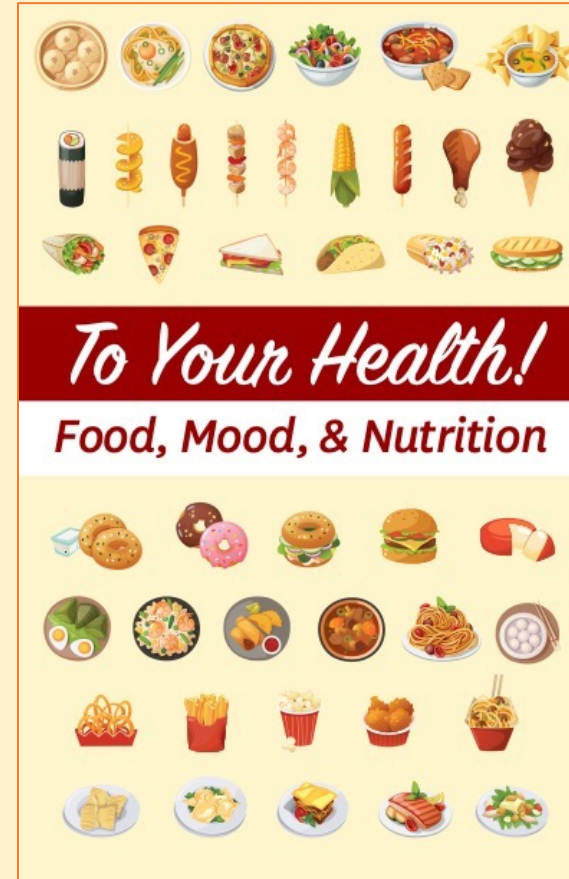
Overnight and after-hours calls will still connect with the USC Student Health care team for continuity of care.



Helping Students Thrive

through programs and skill-building

- Workshops (stress management, sleep hygiene, mindfulness, etc.)
- "Let's Talk" (30 minute issue-specific conversation with a licensed mental health professional)
- Nutrition programs
- Psychotherapy groups
- Educational modules
- Consent and boundaries education (required for all undergraduates, visit my.usc.edu for your assignments)



NEW! Workshops for Well-being

Go to usc.edu/myshr to sign up. Additional sessions will be added throughout the semester, check MySHR for new workshop dates. These single-session workshops can help you find some space and skills to manage the stresses of university life. Setting aside 60 minutes to focus on yourself can go a long way to help you find your footing when things seem to be getting to be a little too much.

- Keep Calm
- Test Anxiety
- Sleep Well
- Stress Less
- Building Our Resilience to Deal with Life's Traumas
- Sleep Well

Keep Calm
Ongoing weekly sessions throughout the semester. Mindfulness is a powerful tool for enhanced well-being. Mindfulness techniques are effective for coping with stress, anxiety and improving the overall quality of life. This is especially important for students in a competitive, busy, and stressful academic setting. In this workshop, you will learn basic principles of mindfulness and practice various ways of being in the present moment. Students will also develop a self-care plan to help them implement the tools they learn.

Sleep Well
Ongoing weekly sessions throughout the semester. Sleep is a common concern and critical for academic performance. Learn the impacts of poor sleep, how sleep works, and understand helpful and unhelpful coping skills for improving sleep.

These programs are made possible by your USC Student Health Fee.


usc.edu/myshr

All workshops are bookable through usc.edu/myshr



Proactive Care

IMMUNIZATIONS

SCREENINGS, MEDICAL:

tuberculosis, Pap, STI testing for chlamydia

SCREENINGS, MENTAL HEALTH:

Depression screenings, alcohol and other substances

A NOTE ON ACES: “adverse childhood events” (ACES) may connect to a person’s future health outcomes and are very common; a one-time screening for ACES is becoming a common recommendation in health care

USC Student Health

Keck Medicine of **USC**

USC Student Health

Keck Medicine of **USC**

studenthealth.usc.edu | 213-740-9355 (WELL)

ROADMAP FOR HEALTH

Preventive Health Recommendations and Screenings for College Students

Measles, Mumps, Varicella (Chicken Pox) are childhood vaccines that are required for USC students.

Childhood Vaccines

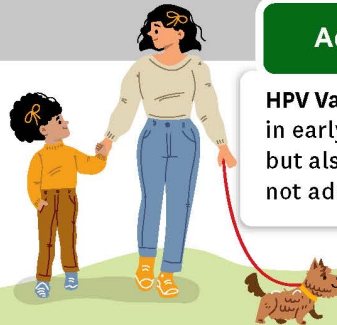


Meningococcal Disease vaccination and boosters recommended, USC students under 21 are required to be up to date on vaccinations.

Ages 11 → 23

Ages 11 → 12

HPV Vaccine recommended in early adolescence; but also up to age 45 if not administered earlier.



Discuss **Breast Cancer Screening** with your provider, based on your history and family health history.

Ages 40 → 49

Pap Test / HPV Test Screening for cervical cancer; again every 3 years if negative.

Age 21+

Age 45+

Colonoscopy Screening for colorectal cancer.



Age 35+

Diabetes Screening in all nonpregnant adults from age 35 who don't have symptoms but may have risk factors.



Age < 25

STI Testing for chlamydia, if sexually active. Testing for Hep B, HIV, gonorrhea, and syphilis may be recommended by population or practices.



ADDITIONAL RECOMMENDATIONS

- **COVID-19** Vaccines and booster
- **Routine visits often incorporate screening questions** for factors that might impact your health, including depression, alcohol use and substance use.
- **Influenza** (annual) vaccination
- **HIV test** (once for everyone when sexually active, more frequent testing if additional risk factors exist)

Note: Annual physicals are not a standard recommendation for college students, nor is non-diagnostic blood work.

Staying Well

empowered self-care through education

- Blogs designed for college students
- Articles cover health topics, well-being, food and nutrition, academics, friendship, and more.
- Free resource to all students

Articles available at
stayingwellat.usc.edu



USC ▾ BODY ▾ FOOD ▾ MIND ▾ ACADEMICS ▾ SELF ▾ RELATIONSHIPS ▾ MONEY ▾ SEXUAL CULTURE ▾ 🔍

CHECK OUT OUR NEW STREAMING SITE! 🎬



Introducing art into your life can make for better mental health



Ask the nutritionist: "What are some ways for vegetarians to get protein?"



9 ways to stop buying stuff you don't need (and what to spend on instead)



Ask the doc: "How can I advocate for myself when doctors don't take my problems seriously?"



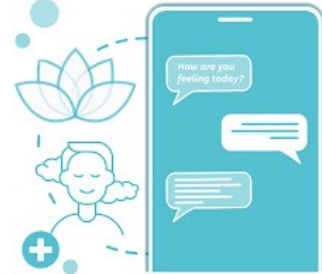
Counseling and Mental Health (CMH) Services: New Digital Resources

Therapy+

Suite of extension services to support USC Students

Prioritize your mental health with

Oasis Chat



An app to help support your mental health:

- Instant message with a trained responder
- Learn new skills for stress management
- Journal with guided prompts and set goals

For all USC students—download today!

A new **Therapy+** resource for USC students

Therapy+ is a suite of extension services to support USC students, selected by Counseling and Mental Health in USC Student Health. The Oasis Chat service provides connection to external therapist services for students. This service is provided for through the USC Student Health Fee (SHF).

Learn more: uscsthealth.info/oasischat

USC Student Health
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Looking for mental health support?

Check out **Uwill**



- Connect to therapist services available within 48 hours
- Select therapist based on cultural experience and expertise
- Choose from text, video, or phone connections

A new **Therapy+** resource for USC students

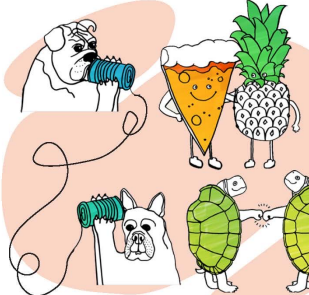
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Learn more: bit.ly/USC-UWILL

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Developing satisfying social connections with

Nod



Nod is like a workout app for your social life. It helps students:

- Set goals & build skills to increase social well-being
- Find science-backed ideas for branching out and staying connected
- Normalize the challenges of maintaining a healthy social life in college

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Learn more: [-----](#)

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Keck Medicine of USC



What it's like to land at college

- Making new social decisions in an environment with **much more freedom**
- Navigating **relationships, sexuality**-(intimate partner relationships and encounters) and developing their identities as sexual citizens
- **Exploring identity and relation to others**, understanding social norms
- Finding **connectedness, purpose, community**
- **Experiencing an increased academic pace**
- **Combatting “imposter syndrome”** and finding support communities
- **Adjusting to college**, to Los Angeles, to the U.S.



The Undergrad Journey

Move in: Excitement and exploration!

- Risks related to new situations (first 6 weeks)
- October: Homesickness / loneliness
- Comparison to others – “Everyone is doing much better than I am.”
- Knocks to self-confidence

How families can help—

- Regular check-ins at pre-agreed intervals.
- “I’m here if you need to talk.”
- Encourage them to seek resources, including seeking community, extracurriculars, scheduling a “Let’s Talk” with a counselor.
- Be familiar with resource offices that can help.



Resources to Note

Campus Health

studenthealth.usc.edu

USC Student Health

Student Health 24/7 213-740-9355
(WELL)

studenthealth@usc.edu

Campus Safety

safety.usc.edu

Department of Public Safety

DPS 24/7 number: 213-740-4321
(University Park)

DPS 24/7 number: 323-442-1000
(Health Sciences)

Concerns for Individuals at USC

Trojans Care for Trojans: bit.ly/tc4t

Office of Campus Support and
Intervention

M-F during business hours:

213-740-0411

uscsupport@usc.edu



Providers and Patient Privacy

- All medical/mental health providers are clinical faculty or staff of the Keck School of Medicine of USC and credentialed through Keck Medicine of USC.
- Students have patient rights and responsibilities when under the care of Student Health.
- Mental health providers and advocates are confidential resources and do not report sexual assault to campus offices.
- Medical records are private to the patient under both HIPAA and FERPA. Students must provide explicit permission to share information with family members unless its an emergency.
- Emergency contact information can be updated in MySHR. Does not require Power of Attorney for family members to be contacted in case of emergency.



Getting Started

- Understand required immunizations
- Upload vaccination documents into MySHR
- Sign Consent for Treatment
- Make insurance decisions (by the 3rd Friday of the semester) every year: **Fall 2023 deadline is SEPT 8**
- Sign up for the required “Trojans Respect Consent” in-person prevention education module, reminder will appear in **my.usc.edu in late August**
- Ongoing: Practicing independent skills

Parents: Do not log-in for your student or ask them to give you their password so you can complete online tasks for them.

PRACTICING INDEPENDENCE SKILLS FOR COLLEGE

Pick up a
prescription

Carry your
insurance card

Make a
medical
appointment



Insurance (SHIP) — SEPT 8 decision deadline

- SHIP (Student Health Insurance Plan, provided through Aetna) covers a range of providers nationally including locally-based inpatient hospitalizations, specialists in Keck Medicine, and extended mental health care coverage.
- Students must submit a waiver **by the third week of the semester** (Friday) or be automatically enrolled. Waivers are submitted annually.
- Plan is split August–January, January–August and will appear on the tuition bill.
- **Specialists within Student Health:** orthopedics, allergy desensitization, limited physical therapy, gynecology, mental health assessments, psychotherapy groups, medication management. Does not require insurance or a co-pay.
- Additional specialist care may be referred to external providers and would be covered through insurance.
- You may bring your own plan to campus but it must provide access to local care.

<https://studenthealth.usc.edu/fees-deadlines>



Emergent Care After Hours / 213-740-9355 (WELL)

Call **Student Health 24/7** for urgent mental health, confidential advocates and advice nurse services.

Telehealth appointments are available 7 days a week at Student Health during the academic year

- **9-1-1** is the general emergency phone number in the United States.
- **9-8-8** is the suicide prevention number for the United States

For non-life-threatening medical services after-hours, the *nearest 7-day a week urgent care is:*

Optum Urgent Care

1120 West Washington Blvd.

213-623-2225.

Emergency Department services are available at nearby *Good Samaritan Hospital.*



Special Protocols

MEDICAL & DENTAL STUDENTS Needlestick Hotline

For USC students in health profession degree programs who are exposed to potential bloodborne pathogens:

During Business Hours: 213-740-9355 (WELL)

After-Hours Needlestick Hotline: 323-442-7900 *Leave a message and a provider will get back to you within 30 minutes.*



<https://uscsthealth.info/urgentmatters>

Also includes information on: Naloxone for opioid overdose reversal • COVID-19 (testing positive) • Health options after unprotected sex

DENTAL TRAUMA “Knocked out Tooth”

- “Save A Tooth” kit available from Student Health and DPS.
- Save tooth in cold, whole milk; OR inside your cheek.
- Seek care within 30 minutes.



Have a specific or personal question?

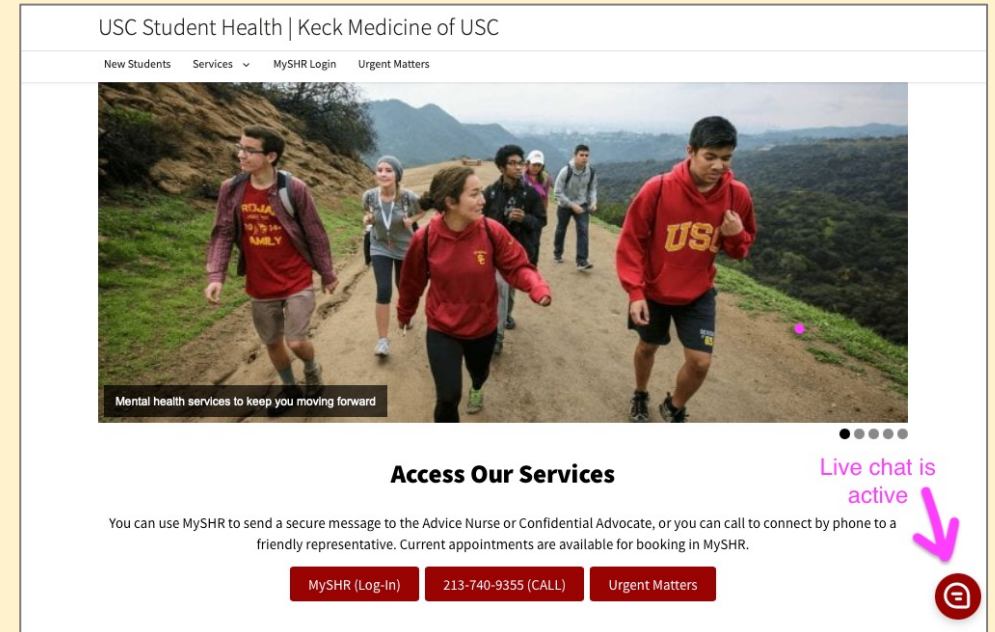
Make an “Appointlet” 10-minutes with a representative

- These 10-minute “appointlets” provide an opportunity to start a conversation about a specific question and are available throughout the summer.
- A new student can also send questions by email to studenthealth@usc.edu, please include your USC ID #, name, and date of birth in the email.



<https://uscsthealth.info/new-students>

Live Chat Feature



The screenshot shows the USC Student Health website interface. At the top, it says "USC Student Health | Keck Medicine of USC". Below that are navigation links: "New Students", "Services", "MySHR Login", and "Urgent Matters". The main content area features a photograph of students hiking on a trail with the text "Mental health services to keep you moving forward". Below the photo is a section titled "Access Our Services" with the text: "You can use MySHR to send a secure message to the Advice Nurse or Confidential Advocate, or you can call to connect by phone to a friendly representative. Current appointments are available for booking in MySHR." There are three buttons: "MySHR (Log-In)", "213-740-9355 (CALL)", and "Urgent Matters". A purple arrow points to a live chat icon in the bottom right corner with the text "Live chat is active".

