

USC Student Health
Keck Medicine of **USC**

“You-Centered Care”

From your providers at USC Student Health

2022-2023 Academic Year



Whole Health & Well-being for Students

Patient-centered approach to health services that integrate:

- preventative screenings, programs and patient education
- medical services
- mental health services
- athletic medicine
- insurance plan management
- care coordination and referrals
- support and advocacy for survivors of sexual assault and gender-based violence

Campus public health coordination including:

- COVID-19 safety and testing
- Promotion of health and safety
- Student org collaboration
- Survey and data collection



Health Care on Campus

A patient-centered medical home for students, made possible through the Student Health Fee (SHF)*

- Health care visits (medical and mental health) and ongoing programs are funded through the semesterly SHF.
- 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.

A 24-hour line to reach an advice nurse, mental health professional, or survivor advocate services is available: **213-740-9355 (WELL)**.

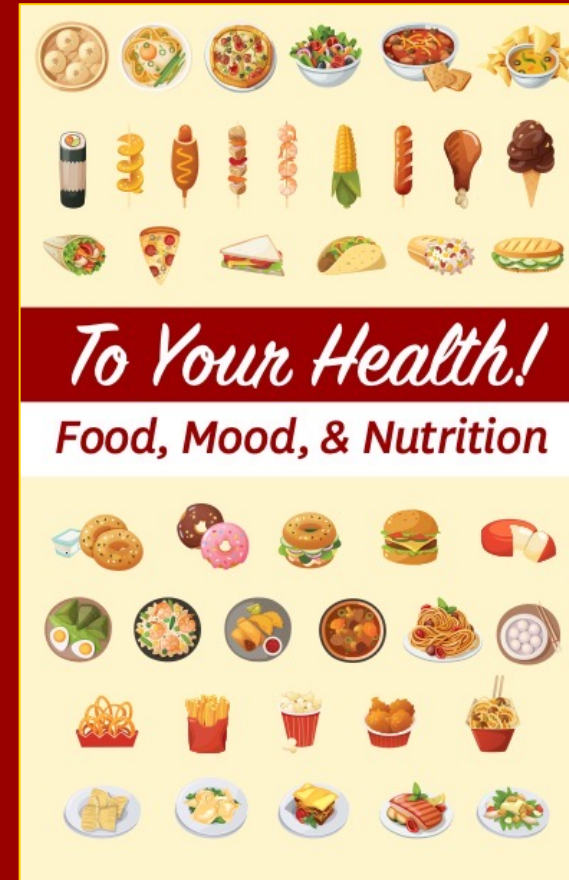
Overnight and after-hours calls will still connect with the USC Student Health care team for continuity of care.

**SHF appears on the tuition bill each semester and cannot be waived.*

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

Staying Well

- Skill-building workshops (stress management, sleep hygiene, mindfulness)
- "Let's Talk" (30 minutes talking through an issue, with a licensed mental health professional)
- Nutrition programs
- Psychotherapy groups
- Educational modules
- Consent and boundaries prevention education

A promotional poster for "KEEP CALM AND FIND SLEEP" workshops. The background is a dark blue sky with white clouds. At the top left, there are three "Z"s with motion lines, suggesting sleep. The main text "KEEP CALM AND FIND SLEEP" is in large, bold, yellow letters. To the right, there is a section titled "NEW! Workshops for Well-being" in white. Below this, it says "Go to usc.edu/MySHR to sign up." and "Additional sessions will be added throughout the semester, check MySHR for new workshop dates." It then lists the workshops: "Keep.Calm", "Test Anxiety", "Sleep Well", "Stress Less", "Building Our Resilience to Deal with Life's Traumas". Below this, there are two sections: "Keep Calm" and "Sleep Well", each with a paragraph of text describing the workshop. At the bottom left, there is a QR code and the text "These programs are made possible by your USC Student Health Fee." and "USC.edu/MySHR".

Preventive Care Screenings



- Depression and mental health screening (all new students)
- Adverse childhood events
- Recommended STI screenings
- Alcohol and other substances

What it's like to land at college

New social decisions
in an environment with
much more freedom



Common Mental Health Topics in College Students

- Young adults navigating relationships, **sexuality** (intimate partner relationships and encounters) and developing their identities as sexual citizens
- **Identity and relation to others**, understanding social norms
- Finding **connectedness, purpose, community**
- **Increased academic pace**
- **“Imposter syndrome”** and finding support communities
- **Adjusting to college**, to Los Angeles, to the U.S.

The Undergraduate Journey

Four years is a long time to go without hitting bumps, obstacles, setbacks, feeling overwhelmed, or needing some type of help; here is a common emotional arc.

Move in: Excitement and exploration!

- New situations
- 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 on 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

- Counseling and mental health workshops, therapy groups
- Embedded counselor program in schools and cultural centers
- Relationship and Sexual Violence Prevention (RSVP) and services office; Advocates program for gender- and power-based harm survivors, including sexual assault survivors
- BIPOC and Community-Centered mental health support
<https://bit.ly/USCbipocmentalhealth>
- USC Student Health patient education materials:
<https://bit.ly/USCpatienteducation>
- Trojans Care for Trojans: bit.ly/tc4t
- [Safety.usc.edu](https://safety.usc.edu)

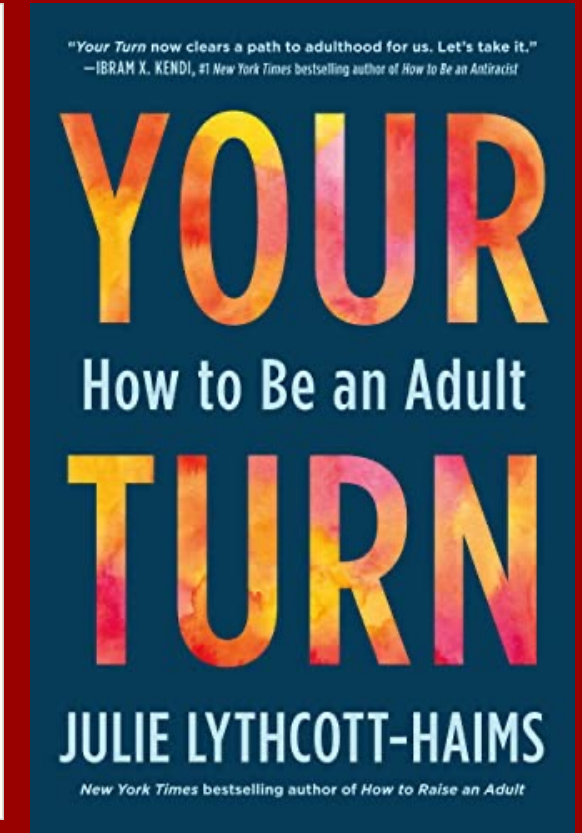
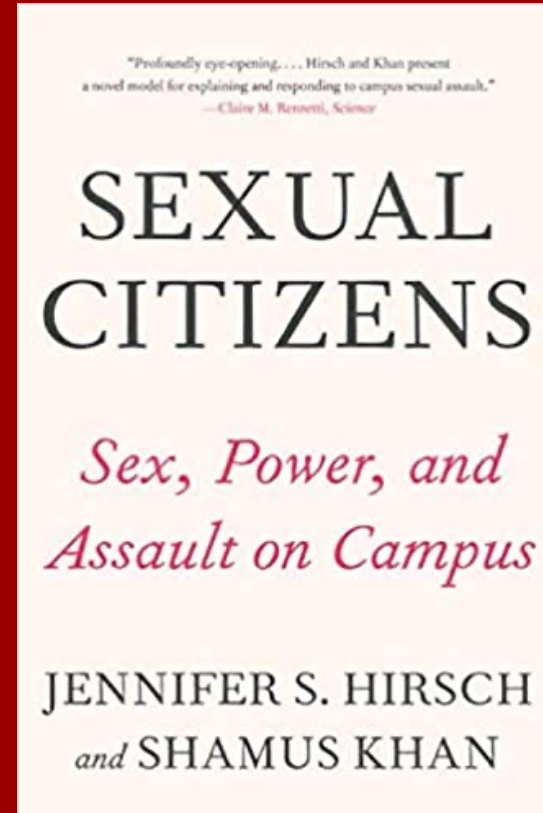
Opportunities to Learn More (Sept.)

“Sexual Citizens”

- Facilitated by Debbie Schleicher, Assistant Director of Relationship and Sexual Violence Prevention and Services.
- Book focuses on a research study and findings that aim to help young adults make intentional, empathetic, and joyful decisions as sexual citizens.

“You’ve Dropped Them Off, Now What?”

- Facebook Live event for parents to learn from experts what the common emotional adjustments to college can be like, and how to help your student.



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.
- Medical records are private to the patient under both HIPAA and FERPA. *Students must provide explicit permission to share information with family members unless it is 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.

Get Started: Student “To Do”

Understanding required immunizations

Uploading vaccination documents into MySHR

Signing Consent for Treatment

Making insurance decisions (by the 3rd Friday of the semester) every year

Sign up for the required “Trojans Respect Consent” in-person prevention education module, reminder will appear in **my.usc.edu** in late August

Practice Independence

- Making a medical appointment
- Carrying an insurance card
- Picking up a prescription

Insurance and Referral

- **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 is the third week of the semester (**Friday, Sept. 9**) or be automatically enrolled. Waivers are submitted annually.
- Plan is split August – Jan, Jan – August and will appear on the tuition bill.
- **Specialists within Student Health:** dermatology, allergy desensitization, limited physical therapy, gynecology, mental health assessments, psychotherapy groups, medication management. Does not require insurance, does not require 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 is must provide access to local care.
- <https://studenthealth.usc.edu/fees-deadlines>

SHIP/Aetna

(<https://www.aetnastudenthealth.com/en/school/474947/members.html>)

- Broad national network covers students wherever they are living, working, or studying.
- Includes prescription coverage
- Extended telehealth mental health through Array Behavioral Health Services
- Eye care (through EyeMed)
- Accepted by USC Psychiatry and Behavioral Sciences Clinical practice
- Tier 1 (covered 90%)
 - Keck Medicine of USC
 - Children's Hospital Los Angeles
 - USC Verdugo Hills Hospital
 - Good Samaritan Hospital
 - USC/Norris Comprehensive Center and Hospital
 - Las Encinas (Behavioral Health)
 - BHC Alhambra (Behavioral Health)
 - Glendale Adventist (Behavioral Health)
 - The Haven @ College (Behavioral Health)

Separate dental plan is available through Delta Dental.

Emergent Care / 213-740-9355 (WELL)

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

- 911 is the general emergency phone number in the United States.
- For non-life-threatening medical services after-hours, the **nearest 24/7 urgent care is Optum Urgent Care, 1120 West Washington Blvd., 213-623-2225.**
- The **Department of Public Safety** is available 24/7 on both USC campuses, 213-740-4321 (UPC) and 323-442-1000 (HSC)
- Emergency Department services are available at nearby **Good Samaritan Hospital.**

COVID-19 Safety (as of May 2022)

Scheduling testing in MySHR.

- **Read your USC emails** for important updates. Visit coronavirus.usc.edu and studenthealth.usc.edu for health updates.
- **Follow guidance** on masking, boosters, and other safety recommendations.
- **If you test positive** with an outside or home test, upload your results and **complete the contact tracing form in MySHR**. The form contains a link to request isolation accommodations. Isolation is a minimum of 5 days, with antigen testing on day 6 to return to activities (if symptoms are resolving and there is no fever)
- **On-campus Housing units** with positive SARS-nCoV2 viral signals in the wastewater will be directing all residents to test within 24 hours.

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.
- Full Guide:
https://issuu.com/uscedu/docs/toothknockedout_dentaltrauma_care

Herman Ostrow School
of Dentistry of USC

My tooth got knocked out! What should I do?

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1. Pick up the tooth by the crown, NOT the root.
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2. If it is dirty, gently rinse the tooth with water.
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3. Reposition the tooth in the socket immediately, if possible. No matter what, keep the tooth moist at all times.
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4. If it isn't possible to keep the tooth in your mouth, put the tooth in cold whole milk or request a “Save A Tooth” kit from USC Student Health or DPS.
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5. Arrange for immediate treatment within 30 minutes.

Have questions? Make an “appointlet”!

(July – Sept, Tues 8-9 AM / Wed 5-6 PM)

- Our teams are happy to field your specific questions about your **immunization records**, **insurance**, and **transferring medical care** to USC Student Health.
- Visit: <https://uscstudenthealth.appointlet.com>
- 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.