



Student Health and Wellness Center Frequently Asked Questions

Where are you located?

- The Student Health and Wellness Center clinic is located on the second floor of Chestnut Hall. For appointments and medical services, please check-in through the main waiting room. To make payments or for billing or insurance questions, you can go to the Payment Window outside the Billing and Insurance Department. The UNT Pharmacy is located on the first floor of Chestnut Hall, across from the front elevator.

How do I make an appointment?

- You can make an appointment for medical services by calling (940) 565-2333. Appointments are available Monday through Thursday 8 a.m. to 4:45 p.m. and Friday 9 a.m. to 4:45 p.m. during the fall and spring semesters. During the summer, appointments are available Monday through Thursday 8:00 a.m. to 4:15 p.m. and Friday 9 a.m. to 4:15 p.m.

Are you open late or on the weekend?

- We do not have any late or weekend hours. However, starting in August we will have a 24 hour nurse call line that can be used by all enrolled students to be triaged over the phone. If something cannot wait, directions to other after hour facilities will be provided.

Where can I go to be treated when the Student Health and Wellness Center is closed?

- The SHWC's hours of operation are posted on our web site (www.healthcenter.unt.edu) and on the previous page. If you find yourself in need of medical treatment when we are closed, you can visit the local hospital of your choice. In Denton, you can choose from (the first four are hospitals/care clinics, the last is a pharmacy for after-hours prescriptions):
 - Denton Regional Medical Center: (940) 384-3500
 - Presbyterian Denton Hospital: (940) 898-7000
 - Care Now : (940) 383-2700
 - Minor Emergency Care of Denton: (940) 382-9898
 - Yarbrough's Professional Pharmacy: (940) 382-5033

What should I bring to my appointment?

- Please bring your student ID card and a form of payment. If you have the University endorsed student insurance policy through United Healthcare Student Resources, then you also will need to bring your insurance card.

Do I get excused from class for being sick?

- No. You can request a statement that you were seen at the clinic to show to your professor. The statement can be requested at the time of checkout. Protected Health Information is not included on these statements.

What if I cannot make it to my appointment?

- Please call ahead of time to cancel. The phone number is (940) 565-2333. We are very busy and another student can use your appointment time.



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Will my insurance pay for my office visit?

- If you have the University endorsed student insurance policy, the Student Health and Wellness Center (SHWC) is considered an in-network provider and most charges are covered. The SHWC only files to the University endorsed student insurance policy through United Healthcare Student Resources. The SHWC is an out-of-network provider for all other insurance policies. If your insurance does cover out-of-network facilities, it is usually at a limited rate. It is wise not to expect your insurance carrier to cover all of your costs. Therefore, an itemized receipt can be requested at check-out for you to file with your insurance carrier for reimbursement. For more information you can call the SHWC Billing and Insurance Department at (940) 565-2792.

How and where do I pay?

- You may pay by cash, check or credit card. All payments are coordinated in the Billing Department, and they should be made at the time of service. Charges for prescriptions are handled in the UNT Pharmacy, on the first floor of Chestnut Hall.

Can my prescriptions from another medical provider be filled at the Student Health and Wellness Center pharmacy?

- Absolutely - as long as we carry the type of medication you need. You may also transfer prescriptions filled at any pharmacy to the Student Health and Wellness Center's pharmacy. See the pharmacist for details. For prescriptions already filled at the SHWC, we also utilize an on-line refill web site at <http://healthcenter.unt.edu/prescription-refills> for your convenience.

What do I need to drop off/pick up a prescription?

- You will need to show your student ID for services at the UNT Pharmacy. You will need to drop your prescription for the medication off at the UNT Pharmacy, located on the first floor of Chestnut Hall. To pick it up, simply return to the Pharmacy and pay for your prescription. If you have an insurance plan that covers prescriptions, please make sure to show your insurance card to the Pharmacy staff at the time of service. All questions about accepted prescription insurance plans should be directed to the Pharmacy at (940) 565-2790.

What immunizations or screenings do I need to attend UNT?

- If you will be entering on-campus housing (including the residence halls and Greek housing) during your first semester at UNT, you will need to have received a bacterial meningitis vaccination at least 10 days before the date you plan to move into housing. Additionally, any international or Intensive English Language Institute students who are considered to be at high risk for tuberculosis as defined by the Centers for Disease Control and Prevention, must be screened and/or tested for TB within the first three (3) weeks of their first term of study on the UNT campus. The SHWC also recommends that all students have current immunizations for polio, diphtheria, pertussis, tetanus, rubella, mumps, and measles. Consideration should also be given to vaccination against hepatitis A, hepatitis B, and varicella. More information about immunizations and screenings, including deadlines and forms, can be found at <http://healthcenter.unt.edu/immunization-requirements/>