



## FAQs Student Health and Wellness Rockford

### 1. How do I schedule an appointment?

If you are a first-time or a returning patient, please call us at 815-395-5870.

### 2. Where are you located?

Student Health and Wellness is located on-campus in the North Building 1<sup>st</sup> floor hallway. Signs are located throughout the north building halls to direct you to our stairwell or elevator down to the first floor. Access is by key-card only.

### 3. What are your hours of operation?

#### Primary Care

Monday 8-4pm

Tuesday 8:30-12:30pm

Wednesday 9-7pm

Thursday 8-4pm

Friday 8-Noon

#### Counseling

Tuesday 8-4pm

Wednesday 2-7pm

Thursday 8-3pm

\*Urgent appointments

available

#### Psychiatry

Dr. Shepherd 9-5pm

3<sup>rd</sup> Wednesday of every month.

Dr. Heinschel 2-7pm

2<sup>nd</sup> and 4<sup>th</sup> Wednesday of every mo.

### 4. Do you offer evening or weekend hours of operation?

We offer Wednesday evening appointments for all providers until 7 p.m. We do not have weekend hours.

### 5. Do I need an appointment to be seen in Student Health and Wellness?

Yes. Appointments allow us to provide the best care possible to all students. Also, appointments give students the ability to schedule for a time that fits their academic schedule.

### 6. What insurance do you accept?

All registered students must maintain health insurance coverage. We accept most major health insurance and managed-care plans. We are the primary location for utilization of your [Student Health Fees](#).

### 7. I feel like I'm having a mental health crisis how can you help me?

Visit our [Crisis Support web page](#).

### 8. What if I need urgent care?

When you are sick, please call 815-395-5870 as we schedule patients on the same day. If you have a medical emergency, you should go directly to the nearest emergency room or call 911.

### 9. I have CampusCare and have questions about that coverage. Can you help me?

CampusCare operates similarly to many HMO insurance plans. Their website and Certificate of Coverage provides detailed information regarding their plan and may be accessed through their [website](#).

### 10. I have a question about a bill, can you help me?

Any and all questions regarding your bills or a statement require that you reach out to the number on the bill and your insurance. If you still have questions, please call us to assist you. Never send private health information via a personal or university email. Also, never ignore a billing statement. Activate your MyChart account to view records, labs, and pay bills. Still have questions? Call us today: 815-395-5870.