

## NON-EMERGENCY ISSUES

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### UMKC Student Health Center

- Location: 4825 Troost, Suite 115
  - Visits are free
  - All you need to know is your Student ID number
  - It is helpful to bring your Student ID with you
  - Additional tests and x-rays have costs
  - Costs will be billed to your student account
  - You should make an appointment

### Specialists (if required)

- It is very important not to self-refer to specialists, this means do not just Google or Yelp a specialist. Make sure you have a referral from the Student Health Center before you visit a specialist. If you self-refer, it can be much more expensive.
- Make sure to bring your Aetna Health Insurance Card with you.

### **KNOW BEFORE YOU GO:** When visiting a non-UMKC specialist/doctor...

- They may have certain expectations of patients:
  - Arrive early for your first appointment.
  - Provide medical history in paperwork before your appointment.
- They may use language that you are unfamiliar with.
  - If this happens, it is OK to tell them that you do not understand.
- They will likely not be familiar with what your expectations of doctors are in your home country.
- Do not be afraid to ask questions if you do not understand all of the information given to you!

## EMERGENCY SERVICES

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- Emergency services can be very expensive in the U.S., so be sure that your situation is a true emergency before you go to an Emergency Room.
- In case of emergency, you can call 911 for an ambulance to the nearest hospital.
- Examples of an emergency: An injury or illness that needs immediate attention, serious bleeding or injury, ingestion of poison or drug overdose, broken bones, severe allergic reactions, or any other health issue that is an immediate threat to someone's well-being or life.

## EYE CARE

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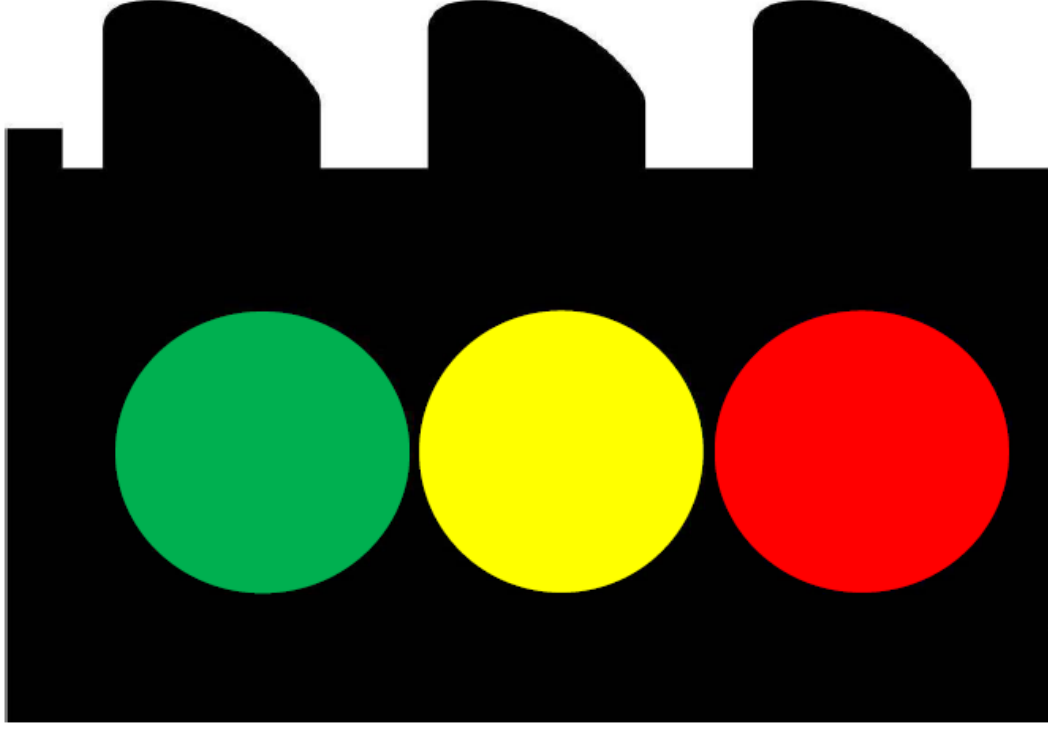
- At this time, a visit to the eye doctor costs about \$45.00 to \$100.00 USD, and eyeglasses can cost \$200.00 USD or more.
- If you have any eye condition that requires more than corrective eyeglasses, then there will be additional costs that your UMKC insurance plan does not cover.
- To save money, have your eyes examined before you leave home and bring a copy of your prescription with you (written in English), so that you will not have to go to another doctor to replace lost or broken eyeglasses.
- The UMKC medical insurance does not cover the cost of eye care.

## DENTAL CARE

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- Dental care in the U.S. is very expensive and is not covered by UMKC student health insurance. There is an option to purchase dental insurance from the same provider, Aetna, on a self-contracted plan. Visit [Aetna's UMKC-specific website](#) for more details.
- If you have access to a dentist at home, we suggest that you have your teeth cleaned and fixed before you leave.
- The UMKC School of Dentistry offers excellent Dental Health Care at a reduced rate compared to private practice in Kansas City.

# I'M SICK, WHAT DO I DO? KNOW WHEN TO GO! AND WHERE!



**UMKC STUDENT HEALTH & WELLNESS CENTER** For treatment of non-serious issues, we recommend this as your first stop. Most of the treatments are free or discounted and are covered by your student health insurance.

Examples of reasons to visit the UMKC Student Health & Wellness Center:

- Common illnesses such as fever, cold, sore throat, ear ache, rash, etc.
- Full range of preventative care
- Stable chronic health issues like Asthma, diabetes, thyroid issues, etc.
- Allergic reactions
- Birth control consultation
- Immunizations or basic lab work

**URGENT CARE** For non-life-threatening issues and if your regular health care provider is closed or too busy, you can visit an Urgent Care clinic. You'll have out of pocket expenses that you will have to pay.

Examples of reasons to visit an Urgent Care clinic:

- Common illnesses
- Allergic reaction
- Stitches
- Bone x-rays
- Tetanus shots or other immunizations that are not available at the UMKC Student Health & Wellness Center

**EMERGENCY!** For a life-threatening or very serious condition, you will want to go to a hospital's Emergency Room (ER) or call an ambulance by dialing 911. Emergency services can be very expensive with out of pocket expenses you'll have to pay so if you only have a cold, you do not need to go to the ER.

Examples of symptoms that may be serious:

- Wound that will not stop bleeding
- Broken bone
- Sudden or unexplained loss of consciousness
- High fever with stiff neck, mental confusion and/or difficulty breathing
- Severe chest pain with numbness in limbs or face, difficulty speaking, and shortness of breath