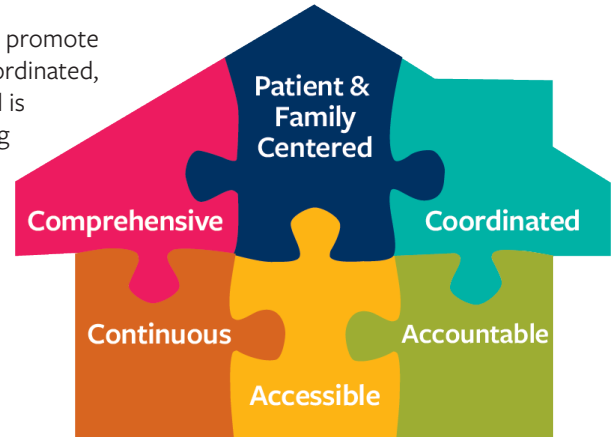


# WELCOME TO YOUR UHS MEDICAL HOME

The staff at University Health Services Tang Center work closely together to promote wellness and offer healthcare in a medical home model: comprehensive, coordinated, and delivered in a manner that best suits your needs. The core of this model is your relationship with a primary care clinician and their team, who by getting to know you and your health history are able to work in partnership with you, your family, and other providers to help you stay healthy during your time at Berkeley, and beyond.

All Berkeley students, regardless of the type of health insurance, have full access to services at UHS. Please review the Patient Rights & Responsibilities document that is posted on the clinic wall and feel free to ask any of the staff if you have any questions.

We look forward to working with you!



## MEET YOUR PRIMARY CARE TEAM

Primary care teams are based in Clinic Teams 1-3, and usually consist of doctors, nurse practitioners, medical assistants, and behavioral health providers (BHPs). UC Berkeley students are automatically assigned a primary care provider (PCP) on registration, based in one of these clinics. We strongly encourage you to see your PCP or one of the other members of their team whenever you visit Primary Care in order to best coordinate your needs—the better we get to know you, the higher quality and more efficient your care! However, should you wish to change your PCP based on specialty interest or personal preference you are always able to do so online through eTang, and we frequently consult with each other to ensure you receive the best possible care.

	<b>CLINIC 1</b>	<b>CLINIC 2</b>	<b>CLINIC 3</b>
	(510) 643-7117	(510) 643-7109	(510) 643-7110
<b>Primary Care Providers</b>	Allison Aiken, MD      Eleanore Kim, MD Amy Hockenbrock, MD   Sandeep Lehil, NP Annie Hope, MD Michelle Katznelson, NP	Charlene Fernandez, NP    Joann Julia Gourd, NP            Moschella, MD Sheng Hsu, NP             Rena Tacdol, MD Katie Leach, NP	Rosemarie Bersabe, FNP Melanie Deal, NP Lynne Lazarus, MD Kent Scheff, MD David Turnoff, MD
<b>Medical Assistants</b>	Jeisi Ayala      Maria Louvir Fernando Lupe Del Rio    Trish Pericone Maria Duran	Lisa Bell                      Maria Morales Muhammad Haroon      Angela Ross	Evelin Calderon            Lizbeth Jimenez Susan Canchan-Ervie      Christina Orduna- Paola Gutierrez            Figueroa
<b>Behavioral Health Providers</b>	Robyn Papatkakis Shannon, PsyD Xiaoxia Song, PhD	Yanni Rho, MD Raghav Suri, PsyD	Catherine Ciano, PhD Heath Schechinger, PhD
	Primary Care and Advice Nursing Teams (Serves All Clinics): Angela Bonaventura, Favian Castro, Stephanie DeLeon Valencia, Monica Garcia, Zayani Lavergne-Friedman, Carmen Lee, and Jenny Stockford		

### Contact

**New to UHS?** Check out Go Tang, a student's guide to getting started at the Tang Center:  
[uhs.berkeley.edu/gotang](http://uhs.berkeley.edu/gotang)

**Hours:**  
[uhs.berkeley.edu/hours](http://uhs.berkeley.edu/hours)

**Main phone number:** (510) 642-2000

**After hours/Advice:** (510) 643-7197

**Address:** 2222 Bancroft Way  
Berkeley, CA 94720



[etang.berkeley.edu](http://etang.berkeley.edu)

- Schedule appointments
- View lab results
- Order Rx refills
- Self-directed testing
- Complete forms online
- Select Primary Care Provider
- Secure messages to Primary Care team, Advice Nurse, Counselors, SHIP, and Medical Records.

### Appointments & Advice

- Need a routine primary care appointment?  
Schedule online: [etang.berkeley.edu](http://etang.berkeley.edu) or call (510) 642-2000.
- Unsure of what you need?  
Call the advice nurse: (510) 643-7197.
- If you have a severe illness or trauma, please go directly to Urgent Care.

*If you have a life threatening condition that requires immediate attention, please call 911.*

updated 7/21

# Your UHS Medical Home

## Helping you manage your healthcare!



### What to bring to your first appointment:

- Your insurance card if you do not have the Student Health Insurance Plan.
- A list of current prescription and non-prescription medications, vitamins and supplements.
- A description of your concern, how long you have had it, and how it affects you.
- Lab data, x-ray reports, and/or records from other clinicians you have seen.
- Your immunization record.
- A list of questions you would like to discuss with a member of the team.

### If you are seen at another facility while a student at UC Berkeley:

- Be sure to ask that any documentation be sent to UHS to help you maintain a complete health record. Health Records fax number is (510) 642-1801.



### Laboratory and Diagnostic Tests

- **Self-directed testing.** Self-directed testing is available for **pregnancy** and common **sexually transmitted infections** without an appointment through the online patient portal, [etang.berkeley.edu](http://etang.berkeley.edu).
- **Onsite clinical laboratory.** We draw blood at the onsite clinical laboratory on the first floor. While many tests are done onsite, some lab tests go to Quest or similar laboratories for analysis.
- **Radiology.** Routine digital radiology tests are done by the Radiology department located behind the main elevator and most can be done on the same day. We will refer you for any additional tests that you will need and advise you how to schedule them.
- Your primary care provider or a member of the team will call or secure message you to discuss results of any concerning tests that need follow-up. Most **lab results** are available in the medical records tab in the patient portal. *Please be sure we have your current email in our system so we can secure message you.*



### Prescriptions

- UHS has a convenient pharmacy on site. If you prefer to use an outside pharmacy, please provide the name and fax number to your clinician.
- To **refill** existing prescriptions at UHS Pharmacy: For most efficient service, log-in to the eTang patient portal.
- If you have **questions** about a new prescription or about discontinuing medication(s), please contact the pharmacy at (510) 642-3249.



### After-Hours Care

- The After-Hours assistance line at (510) 643-7197 can connect you to community resources for urgent medical or mental health problems that cannot wait until the Tang Center is open.
- If you need to speak with a counselor urgently, call the 24/7 counseling line at (855) 817-5667.
- SHIP members may contact the 24/7 nurse line at (800) 681-4065.
- If you have SHIP and receive care at an emergency room or urgent care center, please let us know by calling (510) 643-7197 within 48 hours so we can assist with follow-up care as needed.
- If you have SHIP, contact the Student Health Insurance Office as soon as possible after an emergency room or hospitalization for authorization (510) 642-5700.
- SHIP has partnered with Teladoc to offer 24/7 online video appointments (telemedicine) with a \$15 copay. Visit [uhs.berkeley.edu/teladoc-online-telemedicine](http://uhs.berkeley.edu/teladoc-online-telemedicine) for more information.



### Payments

*If you are a student you may choose to pay any fees associated with your visits or have the balance billed to your CalCentral account.*

Payments can be made in the SHIP office on the 3rd floor.

#### Payment for services:

Visa, Mastercard, Discover, Debit Card	Bill to CalCentral
Cal 1 Card (campus debit card)	Cash or Check

#### Don't have SHIP?

*University Health Services does not bill other outside insurance plans, only SHIP.*

### Special Accommodations

- The practice is accessible by wheelchair.
- Please let us know if you prefer to receive your care in another language.
- Please let us know if you have special needs.
- A patient attendant is required for some sensitive exams and always available upon request.

updated 7/21