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, clinic nurses, 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.

**CLINIC 1**  
(510) 643-7117

**PCPs**  
Allison Aiken, MD  
Lynne Alper, MD  
Amy Hockenbrock, MD

**Clinic Nurse**  
Lily Adair, RN

**BHPs**  
Robyn Papathakis Shannon, PsyD  
Michael Waldo, PsyD

**CLINIC 2**  
(510) 643-7109

**PCPs**  
Charlene Fernandez, NP  
Julia Gourd, NP  
Sheng Hsu, NP

**Clinic Nurse**  
Favian Castro, RN

**BHPs**  
Sahar Dorani, PsyD  
Tony Pollard, PsyD  
Raghav Suir, PsyD

**CLINIC 3**  
(510) 643-7110

**PCPs**  
Rosemarie Bersabe, FNP  
Cynthia Carmichael, MD  
Melanie Deal, NP  
Michelle Katznelson, NP  
Lynne Lazarus, MD  
Kate Murray, FNP  
Heather Readhead, MD  
David Turnoff, MD

**Clinic Nurse**  
Carmen Lee, RN

**BHPs**  
Catherine Ciano, PhD  
Heath Schechinger, PhD

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**New to UHS?** Check out Go Tang, a student’s guide to getting started at the Tang Center: uhs.berkeley.edu/gotang

**Hours:**  
uhs.berkeley.edu/hours

**Main phone number:** (510) 642-2000  
**After hours/Advice:** (510) 643-7197  
**Address:** 2222 Bancroft Way  
Berkeley, CA 94720

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**Contact**

**Appointments & Advice**

- Need a routine primary care appointment?  
  Schedule online: 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.*

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**updated 2/20**
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.

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 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 2/20