



MyStudentChart Tutorial and Information

With the recent changes due to COVID-19, students are asked to use MyStudentChart to avoid overflow in Student Health Services. See below for their hours, location, and advice on what to do if you're sick.

For their business hours, visit <https://wellness.ucsd.edu/studenthealth/about/Pages/hours-location.aspx>.

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Hours and Location

STUDENT HEALTH IS OPEN! Due to the current COVID-19 situation, following are SHS hours of operation for these services:

Lab, X-Ray, Pharmacy, Urgent Care, Nurses Clinic, and Groups 1-4:

Mon-Weds 8:00 am to 4:00 pm
Thursday 9:00 am-4:00 pm
Friday 8:00 am-4:00 pm

We are encouraging all sick patients to call 858-534-3300 or contact the SHS Advice Nurse through MyStudentChart before coming in, or if you have questions. This is free to any UCSD student regardless of insurance. We encourage students with mild illnesses (no fever or shortness of breath) to stay at home and socially distance themselves until they feel better. If you do visit Student Health, there is a separate entrance for patients without fever or respiratory symptoms.

Prescriptions

UC SHIP allows us to write refills for a 90 day supply for SHIP patients now and through the Spring Quarter. Please contact your PCP through MyStudentChart or call our SHS Pharmacy at 858-534-2135 to ask for refills. We can also ship prescriptions to house or apartment addresses in California by Fed Ex or UPS. We can also send prescriptions to outside pharmacies. Please

SERVICE ANIMALS AND EMOTIONAL SUPPORT ANIMALS:

Service animals specifically trained to assist a person with a disability are welcome in the UCSD Student Health Services. In order to help maintain a pleasant, productive and safe environment for all patients and staff, service animals must be in the physical proximity of their handler and under handler control at all times. Service animals may not be left unattended by their handler at any time.

No other animals, including pets, emotional support animals, or therapy animals are allowed.

UCSD SHS staff are permitted to ask patients with service animals to leave or reschedule their appointment if the service

However, if you have an emergency, please call 911 and seek urgent care. You can find nearby locations here <https://wellness.ucsd.edu/studenthealth/emergency/Pages/default.aspx>

For immediate attention from your physician, directly call the clinic.

How to Access MyStudentChart

You can access MyStudentChart online at <https://mystudentchart.ucsd.edu/shs/> or through the mobile app. For more information on how to navigate MyStudentChart app, click on the link below:

<https://wellness.ucsd.edu/studenthealth/PublishingImages/Lists/PSA%20List/AllItems/videovisit.pdf>

- Sign in with your UCSD Student AD Login

You will see this page when you log in. Take a moment to browse the site and see what resources/tools are available.

How to Ask a Question

If you're looking for something specific and need to talk to a professional, follow the directions below.

- **Ask a nurse:** Go to 'Messaging' on the top bar → Click on 'Send a Message'

The screenshot shows the 'Send a Non-Urgent Message' page on MyStudentChart. The top navigation bar includes the MyStudentChart logo, the user's name 'Amanda Say', and icons for Health, Visits, Messaging (which is highlighted), Billing, Resources, and Profile. The page content is organized into several sections:

- Send a Non-Urgent Message:** A header section with instructions: "Please select the option that most closely matches your question." It includes a red warning: "Messages sent here may take up to 3 days to be read and are not read during nights, weekends, or holidays." and a red instruction: "Please call 911 if you have an emergency or urgent medical question."
- Ask a Nurse:** A highlighted box with the heading "Ask a Nurse" and text: "Ask a nurse about a variety of non-urgent questions, including: Immunizations, Tuberculosis Screening, Pregnancy Testing/Counseling, Outside Orders, Form Completion, Urinary/Cold Symptoms, Ear Irrigation, EKG/Audiogram/Pulmonary Function Testing, Travel Health, and General Enquiries."
- Send a Message to your Physician or Clinic:** Text: "You have a simple medical question that doesn't require an immediate response."
- Request a Medication Renewal:** Text: "You would like to request a renewal of a current medication prescription."
- Customer Service Question:** Text: "You have a general question related to a non-medical concern."
- Send a Message to your Physician or Clinic:** A separate section on the right with the heading "Send a Message to your Physician or Clinic" and sub-sections: "Only Send Brief Messages" (with text: "If you have several questions for your doctor, please request an appointment to discuss in person."), "All messages become a permanent part of your medical record", and "Your provider may have an associate helping to respond to messages. If a message includes sensitive information, you may want to call to discuss with your doctor directly." It also includes a note: "Inpatient physicians cannot be contacted through MyChart. They will not appear on your list. Instead, please review your hospital admission."

→ Click on 'Ask a Nurse'

The screenshot shows the 'Student Health Ask a Nurse' form page on MyStudentChart. The top navigation bar is identical to the previous screenshot, with 'Messaging' highlighted. The page content includes:

- Student Health Ask a Nurse:** A heading section with text: "Use the form below to ask a non-urgent question or send a non-urgent message to a Student Health nurse about a variety of issues, including: Immunizations, Tuberculosis Screening, Pregnancy Testing/Counseling, Outside Orders, Form Completion, Urinary/Cold Symptoms, Ear Irrigation, EKG/Audiogram/Pulmonary Function Testing, Travel Health, and General Enquiries." It also includes a red instruction: "If your issue requires urgent attention, contact your clinic immediately. If this is an emergency, call 911."
- Form Fields:** A "Topic:" dropdown menu and a "Message:" text area for entering the question.

How to Schedule an Appointment

Go to 'Visits' on the top bar → 'Schedule an Appointment'

- If your reason for scheduling an appointment is not there, click 'contact us' on the far right side of the page or visit

<https://mystudentchart.ucsd.edu/SHS/inside.asp?mode=showForm&formname=UcContactClinic>

The screenshot shows the 'Schedule an Appointment' page on the MyStudentChart website. The top navigation bar includes the MyStudentChart logo, a user profile for Amanda Say, and menu items for Health, Visits (which is highlighted), Messaging, Billing, Resources, and Profile. A 'Ver en Español' link is also present. The main content area is titled 'Schedule an Appointment' and features a section 'Tell us why you're scheduling' with the instruction: 'Choose a specific reason for scheduling an appointment. If you do not see an option to schedule the visit you wish here, please contact your clinic directly to schedule an appointment.' Below this are three selection boxes: 'Urgent Orthopedic Injuries Clinic' (for recent injuries), 'Nursing Immunization Visit' (with a note about travel vaccines), and 'CAPS: First Contact' (for counseling and psychological services). A right-hand sidebar contains a 'Need to schedule an appointment that you don't see offered here?' section, advising users to 'contact us' directly for such cases and providing the emergency number 911.