



THE UNIVERSITY OF  
NEW MEXICO

Student Health & Counseling (SHAC)

MSC06 3870

1 University of New Mexico

Albuquerque NM 87131-0001

(505) 277-3136 Fax: (505) 277-2020

## Scope of Services

---

Student Health and Counseling (SHAC) offers outpatient health services for all currently enrolled UNM students. SHAC does not offer pediatric care. *SHAC is not a provider of emergency medical care.* A medical emergency is defined as “posing an immediate threat to life, limb, or body function.” **In case of a medical emergency, call 9-1-1 or go directly to a local hospital emergency room. In case of a counseling emergency, call 9-8-8 or go directly to a local psychiatric emergency room.**

### SHAC Departmental Services & Programming

#### Medical Services – (505) 277-3136

- **Same-Day Appointments**: Same-Day Appointments are available for medical concerns that demand immediate attention, such as injuries, sudden illness, or worsening of an existing problem. Wait time depends upon the number of patients and the urgency of the problem. The Clinic provides rapid arrangement of hospitalization or emergency consultation when necessary.
- **Primary Care / Scheduled Appointments**: Physicians, physician assistants, and nurse practitioners are board certified in Family Practice or Internal Medicine. Services include: treatment of acute illnesses and injuries; management of patients with chronic illness; routine physical exams; assistance for patients seeking information on available programs and medications for smoking cessation or substance use; **Travel Health** (for students, staff, and faculty); medication management of psychological illness and coordination of care for patients who are in counseling with a Counseling Services practitioner; and referrals to consultant specialists.
- **Sexual and Reproductive Health**: SHAC strives to create a welcoming clinic where all patients are encouraged to be active participants in their sexual and reproductive healthcare journeys. SHAC provides quality, evidence-based health care and wellness services in a non-judgmental environment, respectful of life choice across the gender, sexual and biological spectrums. Services include: Evaluation and treatment for sexual and reproductive health issues; Testing, diagnosis and treatment of STI/STD and HIV; Contraception Counseling - Pills, IUD/Implant, Depo-Provera; Support and assistance for concerns relating to sexual function or performance; Support and assistance for concerns relating to sexual orientation; Support through life transitions like menopause; and Wellness exams.
- **Allergy and Immunization Clinic**: The A & I Clinic is staffed by nurses. The Clinic offers: preventative immunizations; tuberculosis skin testing; evaluation of Health Sciences students for complete immunizations; screening and initiating treatment for students who are exposed to contaminated blood or body fluid; monitoring mandated measles immunizations; and allergy immunotherapy injections in conjunction with allergy consultant physicians.
- **Physical Therapy**: A physical therapist provides treatment for post-surgical or acute illness or injury.
- **Acupuncture**: A licensed Doctor of Oriental Medicine offers acupuncture services.
- **Pharmacy Services**: Licensed pharmacists fill prescriptions and provide some vaccinations for UNM students, faculty, and staff. They fill prescriptions from all licensed practitioners, including providers outside of UNM. Students are not required to use the SHAC Pharmacy.
- **Laboratory, Radiology**: A clinical lab and an X-ray unit support SHAC clinics, which are capable of meeting the majority of a student’s diagnostic needs.
- **Medical Records**: Medical Records service is also offered to ensure efficient healthcare delivery.

## Mental Health - [Counseling Services](#) – (505) 277-3136

- Staffing: Counseling Services is staffed by licensed Clinical Counselors, Psychologists, Social Workers, and Psychiatrists.
- Intake and Assessment: All counseling and psychiatry appointments begin with a brief screening interview referred to as an OAAT (One-At-A-Time). OAAT visits are 45-50 minute sessions available Monday through Friday throughout the day and can be scheduled by calling the Front Desk. OAATs includes intake paperwork and a solution-focused session with a counselor who will help the student meet a goal by the end of session. From an OAAT, students may be referred for an Assessment appointment for ongoing counseling or may be referred to other departments within SHAC or other services in the community depending upon their needs. Recommendations may also be made for other services to address their mental health needs. Not all issues require counseling or medications to successfully resolve.
- Emergency Services: A SHAC provider is available to respond to crises that occur during service hours to help students in distress or with life-threatening situations. After-hours, students may call SHAC and press Option 3 to connect to the NM Crisis Access Line for immediate assistance. SHAC also utilizes a telehealth platform available to all enrolled students. It is available 24/7/376 to respond to mental health needs from students.
- Individual Therapy: Brief intervention models are used, emphasizing empirically based and trauma informed techniques. While there is no cap on number of session, the length of an episode of care is determined between the student and therapist. Students in need of longer-term or other types of therapy are referred to appropriate community resources.
- Group Therapy: SHAC therapists provide a number of different group therapy options for students referred from an OAAT session or from Individual therapy.
- Coordination of care for medication evaluation and medication follow-up by a SHAC psychiatrist or medical provider.
- Referral: Service to help identify other service providers who may be more appropriate for the particular student's needs.
- Skill Workshops: Topics frequently covered include healthy relationships, stress management, communication skills, and self-esteem.
- Counseling Services offers a consultation call system for anyone in the UNM community regarding specific students of concern. The Counseling Services Director or on-call therapist helps the caller identify appropriate options for intervention with the student.

## [Health Promotion Wellness Programs](#) – (505) 277-1074

- The following Health Promotion services are offered at no charge to students: a variety of health resources and educational materials, outreach workshops and presentations, newsletters, social media campaigns, the Barrier Necessities Program (free condoms, lubricant and dental dams at multiple sites on campus), the LoboOasis, and HonesTea with SHAC HP podcasts.

## Location, Hours of Operation, Phone, Website & After-Hours Options

- SHAC is on Main Campus north of Johnson Center and across the mall from (east of) the Student Union Building. Limited patient parking is available behind SHAC.
- SHAC Hours of Operation:
  - Visit <http://shac.unm.edu/> for current Hours of Operation.
  - **Hours are subject to change.** SHAC is closed Saturdays and Sundays and all official UNM holidays (and all campus closures due to weather or unforeseen circumstances).
- For information on SHAC services, visit <http://shac.unm.edu/> or call (505) 277-3136 during regular hours of operation.
- See <http://shac.unm.edu/> for a list of After-Hours Resources and Other Resource Links.