



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 or counseling emergency, call 9-1-1 or go directly to a local hospital 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, faculty, and retirees); 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.
- **Massage Therapy**: Licensed therapists offer 50-minute appointments to students, staff, faculty, and retirees.
- **Acupuncture**: A licensed Doctor of Oriental Medicine offers acupuncture services.
- **Pharmacy Services**: Licensed pharmacists fill prescriptions for UNM students, faculty, staff, and retirees. They fill prescriptions from all licensed practitioners, including providers outside of UNM. Students are not required to use the SHAC Pharmacy.
- **Laboratory, Radiology, and Medical Records**: 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 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.
- Triage and Assessment: All counseling and psychiatry appointments begin with a brief screening interview referred to as Triage. Triage visits are available on a first come, first served basis; the first appointment is at 10:00 AM and the last at 3:30 PM, Monday through Friday. Triage includes intake paperwork and a brief visit with the triage counselor who will make a brief assessment to be sure students' needs are met in a timely fashion. From Triage, 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 therapist is on-call during service hours to help students in distress or with life-threatening situations. An after-hours therapist (ProtoCall Services, Inc.) is available 7 days a week to take emergency calls from students.
- Time-Limited Individual Therapy: Brief intervention models are used, emphasizing cognitive-behavioral and related techniques. Students seeking longer-term, insight-oriented therapy are assisted to locate appropriate community resources.
- Coordination of care for medication evaluation and medication follow-up by a psychiatrist or medical practitioner for students seen in SHAC.
- 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, presentations, and the Condom-Mint Program (free condoms at multiple sites on Main Campus). A Nutrition Clinic and a Lobo Wellness Program are offered at low-cost rates.

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.