



# Introduction to Hall Health

## University of Washington

MARY KAUFFMAN, MD, MPH  
INTERIM EXECUTIVE DIRECTOR  
CHIEF OF CLINICAL SERVICES  
HALL HEALTH CENTER  
206-685-1011

# Hall Health Center

- ▶ Hall Health is a multispecialty primary care health center
- ▶ Clinics include Primary Care, Same Day, OB/GYN, Sports Medicine, Travel, Immunization, and Physical Therapy
- ▶ Services include Health Promotion, X-ray, ECG, Lab, and Pharmacy
- ▶ Broader scope of care than many other student health centers
- ▶ Hall Health is in Student Life and dedicated to student health and success
- ▶ Our mission: to provide comprehensive health care for a diverse campus community to promote lifelong wellbeing, achievement, and resilience



# Hall Health Information & Hours



- ▶ Located at 4060 E Stevens Way, across from the HUB
- ▶ Open every weekday of the year, except for UW holidays
- ▶ Hours:
  - ▶ Mondays, Wednesdays, Thursdays, and Fridays 8 AM – 5 PM
  - ▶ Tuesdays 9 AM – 5 PM
- ▶ Main phone number: 206-685-1011
- ▶ 24-hour Nurse Careline: 206-520-7511
- ▶ Website: <https://wellbeing.uw.edu/unit/hall-health/>
- ▶ MyChart access: <https://mychart.uwmedicine.org/>

# Types of Care

- ▶ Wellness care and routine check-ups
- ▶ Immunizations
- ▶ Care for chronic health issues like asthma and migraine headaches
- ▶ Care for illnesses and injuries, including in Same Day Clinic
- ▶ Evaluation and care for mental health issues like anxiety and depression
- ▶ Sexual health care including STI screening and PrEP
- ▶ OB/GYN care, including prenatal care
- ▶ Gender affirming care (GAC)
- ▶ Sports medicine and musculoskeletal care
- ▶ Physical therapy



# In-Person vs. Telehealth Care

- ▶ Hall Health offers both in-person care and telehealth care
- ▶ Telehealth = telemedicine, virtual care, video visits
- ▶ Telehealth is here to stay, and even has some advantages
- ▶ Sign up for MyChart, look for messages about your appointment, and find a private place to Zoom for your visit
- ▶ Some issues can be handled easily by telemedicine
- ▶ Evaluation for COVID may start with a virtual visit
- ▶ Some issues require in-person evaluation for an exam, lab tests, or other tests



# COVID!

- ▶ Hall Health offers:
  - ▶ Evaluation for possible COVID symptoms
  - ▶ COVID testing
  - ▶ COVID vaccination
- ▶ Services available by appointment; type of appointment depends on the symptoms and scenario
- ▶ We collaborate closely with UW Medicine and UW Environmental Health and Safety (EH&S)



# Subsidized Care for UW Students

- ▶ UW Services and Activities Fee (SAF) subsidizes certain services at Hall Health for enrolled UW students:
  - ▶ Nurse advice and nurse care
  - ▶ Preventive health counseling, for instance about STI testing or immunizations
  - ▶ One subsidized visit per quarter for a medical issue
- ▶ Hall Health bills insurance, but writes off these charges if they are not covered or if students are uninsured
- ▶ Hall Health accepts most insurance





# Hall Health Care Team

- ▶ Clinical care providers are licensed, board-certified doctors, nurse practitioners, physician assistants, and physical therapists
- ▶ Registered nurses offer unlimited free triage nurse services for students
- ▶ Medical assistants work closely with medical providers and nurses
- ▶ Front desk staff and administrative staff
- ▶ X-ray staff, lab staff, and pharmacy staff
- ▶ Affiliation with UW Medicine and referral to UW Medical Center for diagnostic tests, specialty care, and Emergency Department care when needed





# Independence & Communication

- ▶ You are responsible for your own health care
- ▶ Set up your voicemail and check it
- ▶ Sign up for MyChart and read your emails
- ▶ Carry your insurance card
- ▶ Share your identity and your pronouns
- ▶ If you have an ongoing health issue, make an appointment to meet us and establish care before you get sick!
- ▶ Advocate for yourself and give feedback
- ▶ Don't be embarrassed about your symptoms or questions – *we have seen it all!*



# Privacy in Health Care

- ▶ HIPAA requires written permission for health information to be shared
- ▶ **Parents and guardians do not have access** to their 18-year-olds' health information
- ▶ **Parents and guardians may share information** with their students' providers
- ▶ Information may be disclosed on insurance statements
- ▶ *Students, throw us under the bus!*



# Common Health Problems

- ▶ Respiratory infections, like colds, flu, and COVID
- ▶ Gastroenteritis a.k.a. “stomach flu”
- ▶ Scrapes and cuts
- ▶ Accidents and injuries
- ▶ Urinary tract infections and sexually transmitted infections
- ▶ Substance use and its consequences
- ▶ Sexual assault and gender-based violence
- ▶ Change or worsening in existing health conditions
- ▶ Mental health issues



# Common Sense for Common Health Problems

- ▶ Immunizations – for prevention of meningitis, measles, mumps, HPV, flu, Mpox, and COVID!
- ▶ Stay home and rest when you are sick
- ▶ Fluids, fluids, FLUIDS, and acetaminophen and ibuprofen
- ▶ Keep scrapes and cuts clean with soap and water
- ▶ Do not drive, ride, skate, board, or one-wheel under the influence
- ▶ Get screened for STIs
- ▶ Principles of consent



# Mental Health



- ▶ Overwork, overwhelm, anxiety, or sleep problems? All of the above?
- ▶ Mental health concerns are extremely common in college and graduate school
- ▶ Use common sense for yourself and your friends:
  - ▶ Exercise regularly and get enough sleep
  - ▶ Avoid or minimize energy drinks, alcohol, and drugs
  - ▶ Check in with friends and family
- ▶ Mental health is part of your health, and it's not optional
- ▶ *It's normal to need support, and to give support to others*

# Mental Health Resources

- ▶ **HALL HEALTH CENTER** offers mental health diagnosis and treatment by primary care providers, such as:
  - ▶ Evaluation of symptoms that may or may not be mental health related
  - ▶ New diagnosis of a mental health issue
  - ▶ Treatment of new or ongoing mental health issues like anxiety and depression
- ▶ **UW COUNSELING CENTER** offers counseling and psychiatric services, such as:
  - ▶ Counseling services
  - ▶ Diagnosis and treatment of more complex or difficult-to-treat mental health conditions
- ▶ **OTHER CAMPUS ORGANIZATIONS**



# In Closing

- ▶ Check out Hall Health!
- ▶ Voicemail
- ▶ MyChart
- ▶ Telehealth or in-person
- ▶ Use common sense
- ▶ Be safe
- ▶ Share your identity and needs

WE ARE HERE FOR YOU!



# Hall Health Information & Hours



- ▶ Located at 4060 E Stevens Way, across from the HUB
- ▶ Open every weekday of the year, except for UW holidays
- ▶ Hours:
  - ▶ Mondays, Wednesdays, Thursdays, and Fridays 8 AM – 5 PM
  - ▶ Tuesdays 9 AM – 5 PM
- ▶ Main phone number: 206-685-1011
- ▶ 24-hour Nurse Careline: 206-520-7511
- ▶ Website: <https://wellbeing.uw.edu/unit/hall-health/>
- ▶ MyChart access: <https://mychart.uwmedicine.org/>