



Student Health Services

Welcome to the SHS Behavioral Health Clinic, a specialty clinic which includes Psychiatry, Dietitian, and Substance Abuse Services. We are pleased to offer you our services and be your healthcare partner. The clinic includes highly experienced, board-certified or licensed providers each having a different area of expertise. For psychiatry and dietician services, a referral from a SHS Primary Care Provider, Counseling and Psychological Services (CAPS), or a community provider is required prior to your first appointment with us.

When making your first appointment, you will be notified of two payment options: SHS will bill in-network insurance plans (PPO) or you will be charged a **specialty service fee*** at the time of the appointment. For a list of in-network insurance plans refer to: <http://shs.sdes.ucf.edu/payments/>. If you have to cancel or reschedule an appointment, please call the appointment clerk at 407-823-3703 at least 24 hours before your scheduled appointment. Otherwise, you will be charged \$30.00 (Psychiatry or Dietitian) or \$10 (Preventive Medicine Counseling or Biofeedback) for each missed appointment. If you prefer to seek care outside of UCF SHS, feel free to call the SHS referral office **407-823-0135** for assistance in locating a provider in the community.

There are many students in need of our services and the schedule is often booked 4-6 weeks in advance. It is very important that you make it to your scheduled appointment. Your appointment time will range between 30 – 90 minutes based on the type of care you are seeking. Your provider will determine the appropriate timeframe for your follow-up appointments after your initial appointment. You will work together with your provider to develop the appropriate treatment plan for yourself. Please bring your questions and concerns as your success depends on communication and compliance with your treatment plan. Compliance includes keeping your scheduled appointments and if prescribed, taking your medications as directed. If your provider determines that medication is appropriate to treat your condition, s/he will provide enough medication to last until your next scheduled appointment.

If you have questions or not feeling well please call the psychiatry nurse at **407-823-2757** to assist you or schedule an urgent care appointment. If you have an emergency please call 911.

UCF CAPS provides comprehensive psychological services to university enrolled students. CAPS provides individual, couple, and group counseling as well as crisis intervention services 8AM - 6PM Monday through Thursday and 8AM – 5PM on Fridays. CAPS is located adjacent to the Health Center. You can either walk-in or schedule an appointment at **407-823-2811**. If you (or a friend) are experiencing distress and need someone to talk with in the middle of the night or on the weekend, please call the CAPS main number **407-823-2811**, press #5 and you will be immediately connected to a licensed therapist. CAPS services are available 24 hours per day, 7 days per week. Other psychiatric resources include:

- National Hope Line Network 1-800Suicide/ **1-800-784-2433**
- University Behavioral Center **407-281-7000**
- Aspire Health Partners **407-875-3700**
- UCF Victim Services** **407 823-2425**, or after hours **407-823-1200**

*SPECIALITY SERVICE FEES:

- Psychiatry: \$20
- Dietician: \$10
- Preventive Medicine Counseling: \$10
- Biofeedback: \$10

**There is a Victim Services Advocate located in the health center, Orange Pod, suite 207M