



MIT Health Student Guide

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health.mit.edu





The Basics of Getting Your Care at MIT Health

Get to Know MIT Health

MIT Health is here to help you stay healthy, safe, and well during your time at MIT. This guide provides the basic information you need to know to start getting your healthcare at MIT Health.

Healthcare at MIT Health is included with tuition.

It doesn't matter if you waived **MIT's Student Health Insurance Plan (MIT SHIP)** or have MIT SHIP coverage. Either way, you can get care at MIT Health with no copays or unexpected bills. You don't have to pay for the care from most services including Urgent Care, Primary Care, Sports Medicine, or other specialty services. You will have no fee for laboratory tests analyzed in our lab or for X-rays taken in our radiology service.

You can get same-day care if you are sick or hurt.

The Urgent Care Service is on the first floor of MIT Health and does not require an appointment. You can walk in, check in at the front desk, and wait for an available clinician. Or you can use the online form to reserve a time to come in and be seen.

Instead of Urgent Care, you might also be able to have a same-day appointment in Primary Care or a telehealth appointment. If you prefer one of those options, call **617-253-4481** to speak with a nurse. The nurse will give you advice about what to do next.

Make an appointment to get other kinds of care.

Except for Urgent Care, you will need an appointment to see a clinician at MIT Health. For example, if you need a check-up, a vaccine, or a prescription, or if you have a medical concern that is not urgent, you should make an appointment to see a clinician in **Primary Care**. We will always make sure you can see a clinician quickly if you have an urgent need, but you may need to wait longer to see a clinician for routine, non-urgent care — so plan ahead. To make an appointment, visit health.mit.edu and click the “schedule an appointment” button, or call **617-253-4481** and tell us what you need. We will help you make the right kind of appointment with the right clinician.

You can also make appointments directly with other services at MIT Health — like Sports Medicine & Orthopedics, OB/Gyn, or Student Mental Health & Counseling, and more.

Need a vaccine or STI test? Make an appointment with our Student Health Clinic.

MIT Health’s Student Health Clinic provides confidential sexually transmitted infection (STI) screening, vaccines, and appointments for students who are continuing or beginning PrEP.

If you are experiencing symptoms of an STI or have had a recent exposure, call **617-253-4481** option 1 to make your appointment. If you need a vaccine, PrEP appointment, or you do not currently have STI symptoms or a known exposure, you can make your appointment online using the “schedule an appointment” button on health.mit.edu.

MIT can be fast-paced and demanding. We are here to help.

Many students find that it helps to talk with someone about relationship challenges, feeling overwhelmed by school, loneliness, anxiety, depression, or other concerns. Our **Student Mental Health & Counseling** service works with students to identify, understand, and solve problems, and to help transform that understanding into positive action. From individual therapy to group counseling, to skill building workshops for time and stress management, we have services that can fit the needs of every student.

Sign up for HealthELife.

HealthELife is MIT Health’s online patient portal. You can use HealthELife to request appointments, send messages to your healthcare providers, have a video visit with a clinician, or view your test results and medical records. Sign up with the **online form** or ask one of our staff members to send you an invitation by email.

We will provide an interpreter when you need one.

We provide interpreter services for more than 150 spoken languages and American Sign Language. When you visit MIT Health, you can use a remote interpreter through an iPad or the telephone.

- **For a regular, weekday appointment:** Use our **online form** to request an interpreter in advance. The interpreter will be ready to begin when you arrive. You can also ask for an interpreter when you check in, or at any time during your appointment.
- **For an Urgent Care visit:** Ask for an interpreter at the desk when you check in.

- **For a phone call:** When you call, just say, “I need an interpreter,” and tell us the language you need. We will put you on hold while we add an interpreter to the call.

Want to know more?

There’s a section of our website that’s just for students.

health.mit.edu/students





MIT Health Services and Programs

health.mit.edu/services

Acupuncture

Allergy

Community Wellness

Dental Service

Dermatology

Eating Concerns

Eye Care

Laboratory

LGBTQ+ Health

Occupational Health

Primary Care

Radiology

Sports Medicine & Orthopedics

Student Health Clinic

Student Mental Health & Counseling

Travel Health Clinic

Urgent Care

Women's Health

Also located in building E-23:

Bay State Physical Therapy at MIT Health



MIT Health Services Included with Tuition

Medical Services

- Urgent Care for non-life-threatening illnesses and injuries
- Primary Care for acute and chronic care
- Sports medicine and orthopedic consultations
- Contraception consultations and IUD placement
- PrEP consultations
- Diagnostic cytology (PAP tests)
- Dermatology
- Sexually transmitted infection (STI) testing
- Pregnancy testing
- Travel health consultations
- X-rays and imaging performed in our radiology service
- Laboratory tests processed in our on-site laboratory

Student Mental Health & Counseling services

- Evaluations and consultations
- Brief treatment (counseling/psychotherapy)
- Off-campus counseling referrals and support
- 24/7 clinician on-call
- Outreach, education, and prevention
- Assessments and support for eating concerns
- Discussion/Support groups
- Group counseling
- Interpersonal groups to improve social communication and connection
- Academic and study skills groups/workshops
- Advice when you are worried about a friend or classmate
- Let's Chat: Drop-in consultations with SMH&C clinicians

Services that require MIT SHIP, other insurance coverage, or out-of-pocket payment

- Prescription and over-the-counter medications
- Emergency room care
- Hospitalization
- Medical transportation
- Obstetrical care, including prenatal and postpartum care provided at MIT Health
- Acupuncture
- Routine eye care visits more frequently than once per (12) calendar months
- Physical Therapy, including Bay State Physical Therapy at MIT Health
- Specialty infusion or injectable medications, including those administered at MIT Health
- Treatment by clinicians and specialists outside MIT Health
- Psychotherapy with clinicians outside MIT Health
- Laboratory testing, including genetic testing, where samples are collected at MIT Health but tests are performed at an outside laboratory
- Radiology procedures performed outside MIT Health
- Dental services
- Eyeglasses and contact lenses
- Other services not listed here

Violence Prevention and Response (VPR)

It's not part of MIT Health, but **VPR** is an important resource for individuals dealing with sexual violence, relationship abuse, unhealthy relationships, stalking, or sexual or gender-based harassment. VPR offers confidential advocacy services for support, identifying options and resources, navigating campus systems, and more. To make an appointment, email vpradvocate@mit.edu or call **617-253-2300**. If you can't speak safely in your current situation, you can arrange to communicate with a VPR counselor by text or chat. For more information about VPR, visit studentlife.mit.edu/vpr.



Privacy at MIT Health

What if I want my parents involved in my healthcare? What if I don't?

Your visits to MIT Health and the information you share with our providers are confidential. That means that every part of every visit is kept private. Unless you give us permission, we won't share any of your health information with your parents, professors, advisors, or friends.

Exceptions to this policy would be life-threatening situations, or if you are under the age of 18. If you do want your parents involved in your care at some point, just tell us. Speak with your provider directly and give them permission to speak with your parents about that specific issue. You can only give permission for a specific episode of care — it's not blanket permission to discuss any of your other visits or medical issues. This permission expires when the specific episode of care is resolved or in six months if the concern is ongoing. If you want your parents involved again, you'll need to provide permission again.

I'm on my parent's insurance plan. Does this affect the confidentiality of my care?

Not at MIT Health, but maybe elsewhere. We don't send information to your parents about your visits at MIT Health. But if you use your parent's insurance plan for services outside MIT Health, like filling prescriptions or seeing outside specialists, your parents might get a bill. Even if an outside visit is fully covered by your parents' insurance, and there is no bill, your parents may see any notices or claim summaries the insurance company sends to your home address.

Can I access my health records from MIT Health?

Yes. We can provide a copy of your medical record if you need it. We can also provide copies of certain parts of your record — for example, just your immunization record if you need it for international travel. To get a copy of your whole medical record or just specific information from your record, you'll need to fill out and sign an authorization form. You can find this form and others at health.mit.edu/medicalrecord.

How will MIT Health communicate with me?



By text: Before an appointment, you may get texts on your phone. The texts will remind you about the appointment and allow you to cancel and reschedule the appointment if you need to. You can also use your phone to complete registration information, health forms, and check in for your appointment. After your appointment, you may get a text message asking you to rate your visit or complete an optional survey.



Through HealthELife: Your providers will communicate with you through our online patient portal, HealthELife. In HealthELife, you can see test results, and communicate with clinicians.



By email: After an appointment, you might get an email asking you to fill out an anonymous survey. The survey will ask questions about your experience at your appointment. Your responses help us improve our services for all patients. You will also sometimes get a patient newsletter or important announcements by email.



24-hour numbers

Campus police & ambulance

617-253-1212

(or dial 100 from a campus phone)

Urgent Care

617-253-1311

Urgent mental health concerns

617-253-2916

Violence Prevention & Response

617-253-2300

Urgent Care hours

Monday–Friday

8 a.m.–8 p.m.

Saturday–Sunday

10 a.m.–4 p.m.

Holiday hours may vary;

check website for latest information

For questions about:

A bill I received from MIT Health

Patient Billing Services

617 258-1466

health.mit.edu/services/patient-billing-services

billing@med.mit.edu

A bill I received from another
healthcare provider

Contact that provider directly

