



MIT Health Guide for Parents

2024-25

health.mit.edu





Get to Know MIT Health

MIT Health is here to keep your student healthy, safe, and well during their time in Cambridge. MIT students can use most of the services at MIT Health with no out-of-pocket cost — services like Urgent Care, Primary Care, Student Mental Health & Counseling, and many more are included with tuition.

Every student at MIT receives a guide to using our services, but we know that for many students, you are the first person they will call for advice. Keep this guide handy. When your student calls you — and they probably will — you will be able to use this guide to advise them on what to do next.

Want to know more?

There's a section of our website that's just for you.

health.mit.edu/my-mit/parents





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



The Basics of Care at MIT Health ...

... And how you can help your student navigate healthcare on their own.

Healthcare at MIT Health is included with tuition.

It doesn't matter if your student is on **MIT's Student Health Insurance Plan (MIT SHIP)** or waived coverage. Either way, your student can get care at MIT Health without unexpected bills. Read on to see an overview of the services that are included with tuition.

How can I help?

Make sure they sign up for HealthELife. HealthELife is MIT Health's healthcare portal, and your student can use the portal to get medical test results, have telehealth visits with clinicians, and more.

Is your student sick or hurt? Same day care is available.

Urgent Care is on the first floor of MIT Health and does not require an appointment. Your student can walk in, check in at the front desk,

and wait for an available clinician. Or they can use the online form to reserve a time to come in and be seen.

How can I help?

Encourage your student to stay home when they feel sick, even if they are only experiencing minor symptoms. If they are concerned about missing classes, **MIT's Student Support Services** can help.

Primary care appointments are a call or click away.

If your student needs to see a clinician for a vaccine, or a prescription, or if they have a medical concern that is not urgent, they can make an appointment to see a clinician in **Primary Care**. Your student can make an appointment online by visiting health.mit.edu and clicking the "schedule an appointment" button at the top of the homepage.

If your student isn't sure about what kind of appointment they need, they can call **617-253-4481**. We will help them make an appointment with the right kind of clinician. Primary Care appointments are included as part of tuition.

We will always make sure your student can see a clinician quickly if they have an urgent need, but they may need to wait longer to see someone for routine, non-urgent care.

Your student can also make appointments directly with other services at MIT Health. These include Sports Medicine & Orthopedics, OB/Gyn, Student Mental Health & Counseling, and more.

How can I help?

- Make sure your student is prepared to discuss their symptoms or health concerns with a clinician. Remind them that all conversations between patients and clinicians are confidential.
- If your student has waived MIT SHIP, make sure they know how their insurance plan works outside of your home area. They will need to know how to get in-network care for services that are not available or covered at MIT Health.
- If you use a health savings account or flexible spending account, give your student a card — and make sure they know when, where, and how to use it.

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.

How can I help?

Keep the lines of communication open. Even if your student isn't ready to talk right now, it's important that they know you are ready to listen and be supportive.

What to know about parental involvement and patient privacy.

MIT students are considered adults once they turn 18. That means that MIT Health cannot share students' medical information — including information about diagnosis or treatment — with parents or others. The exception is that clinicians are permitted to share relevant information if they determine that a student is at significant risk of harming themselves or others.

This does not mean that you cannot call us for advice. Although we may not be able to share information about individual students, we will always be available to listen and respond to parents' concerns.

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



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

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

