Q: What kind of care can I receive at Cornell Health?

A: Lots!

- medical care
- counseling & psychiatry
- sexual health services
- lab tests & x-rays
- prescriptions & self-care supplies
- physical & massage therapy
- LGBTQ care
- student disability services
- alcohol & other drug services
- support for nutrition & healthy eating
- immunizations & allergy shots
- travel clinic
- public health outreach & student advocacy
Q: Who uses Cornell Health?

A: You do! 80% of Cornell students access care at Cornell Health each year, logging 110,000 in-person and virtual appointments yearly. 20% of Cornell students utilize our counseling & psychiatry services each year.

“We at Cornell Health strive to provide high quality care to everyone, and we hope you come to know us as a welcoming and safe resource… Providing high quality care to everyone means understanding the specific needs and circumstances of each individual.”

Dr. Anne Jones, Interim Medical Director
Q: What kind of health care providers work at Cornell Health?

A: 220+ staff work at Cornell Health, including physicians, counselors, psychiatrists, nurses, technicians, pharmacists, physical therapists, and public health specialists.
Q. How can I make an appointment at Cornell Health?

A: Options include:

1) Scheduling online via your myCornellHealth patient portal at health.cornell.edu.

2) Calling 607-255-5155.

3) Walking in for urgent concerns.

- Translation services for appointments are available upon request.
- Have a concern/question about your care or want to share a suggestion or register a complaint? Please complete our online Feedback Form or contact a Patient Advocate (607-255-3564).
- Have concerns about confidentiality? Visit health.cornell.edu/about/confidentiality-patient-rights for details about Cornell Health’s privacy practices.
Cornell Health Welcomes You!

Visit us on Ho Plaza or online at health.cornell.edu.
Call us at 607-255-5155.
Q: What if I need care when Cornell Health is closed?

A: In an emergency, always call 911. For urgent (but non-emergency) medical and mental health concerns, you can call us at 607-255-5155 for consultation with an on-call health care provider (24/7). We’ll help you determine what care is needed and how, when, and where to get it.

You can take a taxi to/from another health care facility... even if you don’t have cash! How? Students can Bursar-bill taxi rides to or from Cornell Health (or any other medical or mental health care provider) when using Ithaca Dispatch (607-277-7777) or Collegetown Cab (607-588-8888). Just show your Cornell ID card to the driver and say “please charge to Cornell Health.” When we receive the charge, we’ll have it applied to your Bursar bill.
Q: Where is Cornell Health located and when is it open?

A: Cornell Health is located on central campus at **110 Ho Plaza**. Physical Therapy and Massage are located in Schoellkopf Hall, 521 Campus Rd. Both are easily reached by foot, bike, TCAT, or car.

<table>
<thead>
<tr>
<th>Fall &amp; Spring Semester Building Hours</th>
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<tbody>
<tr>
<td>Monday–Thursday</td>
</tr>
<tr>
<td>8:30 am – 7:00 pm</td>
</tr>
<tr>
<td>10:00 am start Wednesdays</td>
</tr>
<tr>
<td>Friday</td>
</tr>
<tr>
<td>8:30 am – 5:00 pm</td>
</tr>
<tr>
<td>Saturday</td>
</tr>
<tr>
<td>10:00 am – 4:00 pm</td>
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</tbody>
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Visit [health.cornell.edu](http://health.cornell.edu) to see all hours.
Q: How much does care at Cornell Health cost?
A: $10 for most visits.

- If you are enrolled in Cornell’s Student Health Plan (SHP) — or you pay the Student Health Fee — you can access services at Cornell Health for:
  - A $10 copay for medical, counseling, nutrition, and physical therapy visits (some other visit types have no charge).
  - No additional charges for x-rays, procedures, and lab tests performed at Cornell Health (charges may apply for lab tests sent to external labs for testing).

- If you are enrolled in Cornell’s Student Health Plan – Medicaid (SHP–M), there is no copay for most Cornell Health visits.

**Billing:** You will be automatically Bursar-billed for Cornell Health charges, unless you request to pay charges at the time of care (cash, check, and debit/credit card accepted). Visit health.cornell.edu/get-care for details about costs, insurance, and billing.
Q: Where can I learn more?

A: Visit us online at health.cornell.edu to learn more about care options, services, resources, and initiatives.