

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

A: Lots!



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?



Jada Hamilton, MD
Physician



Beth Kutler, NP
Clinical Director of
Women's & Sexual Health



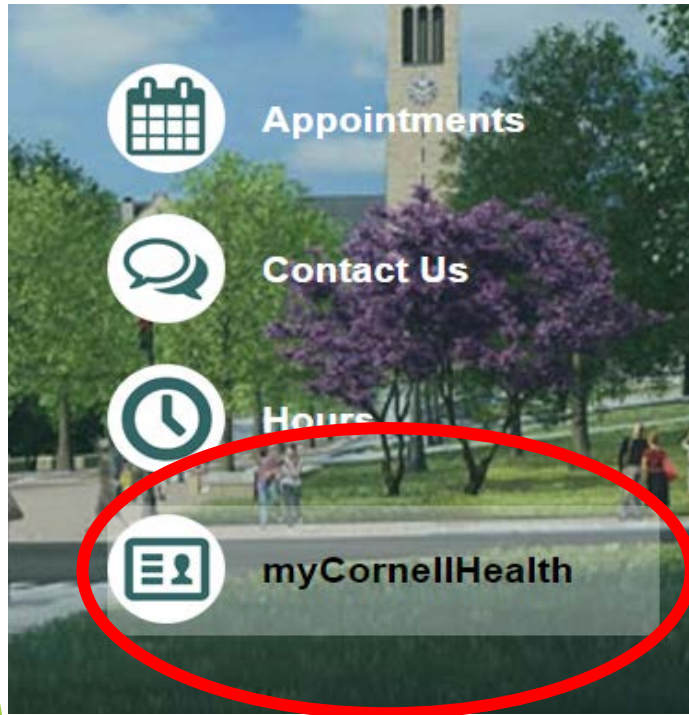
Wai-Kwong Wong, PhD
Assistant Director for
Community-Based Services



Jamie Sorrentino, LCSW
Clinical Social Worker

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.

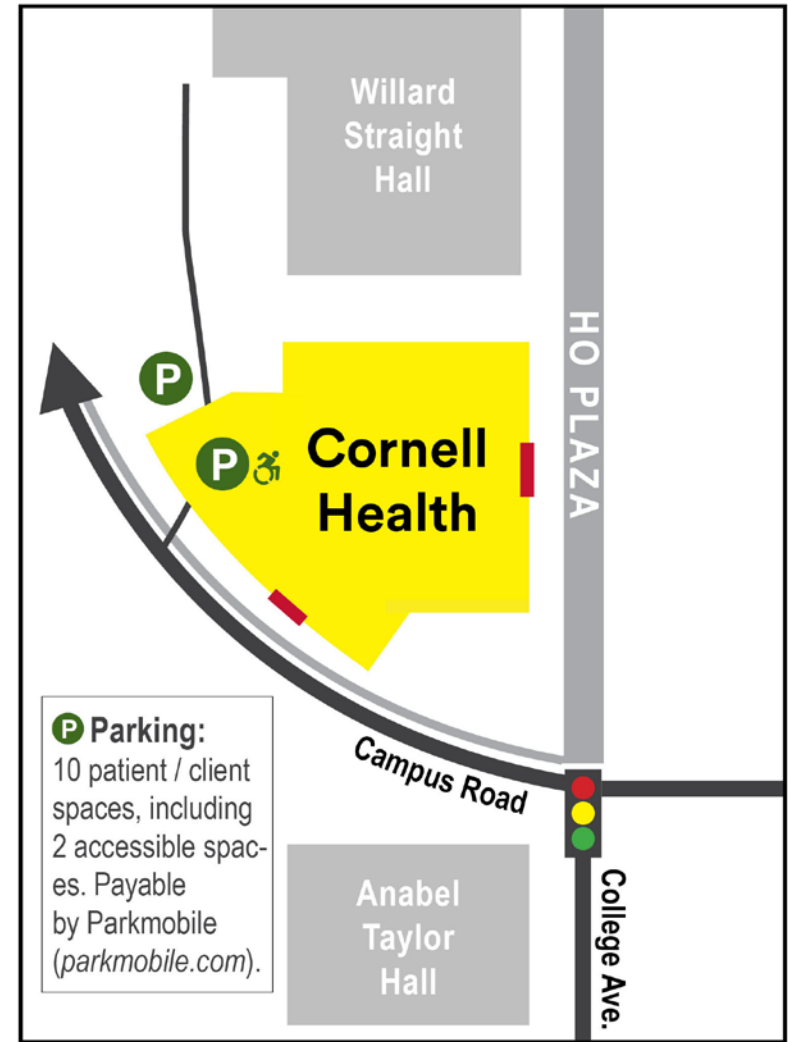


You can take a taxi to/from another health care facility... even if you don't have cash! How? Students can **Bursar-bill** taxi rides to or from Cornell Health (or any other medical or mental health care provider) when using Ithaca Dispatch (607-277-7777) or Collegetown Cab (607-588-8888). Just show 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.

Fall & Spring Semester Building Hours	
Monday–Thursday	8:30 am – 7:00 pm <i>10:00 am start Wednesdays</i>
Friday	8:30 am – 5:00 pm
Saturday	10:00 am – 4:00 pm
Visit health.cornell.edu to see all hours.	



Q: How much does care at Cornell Health cost?

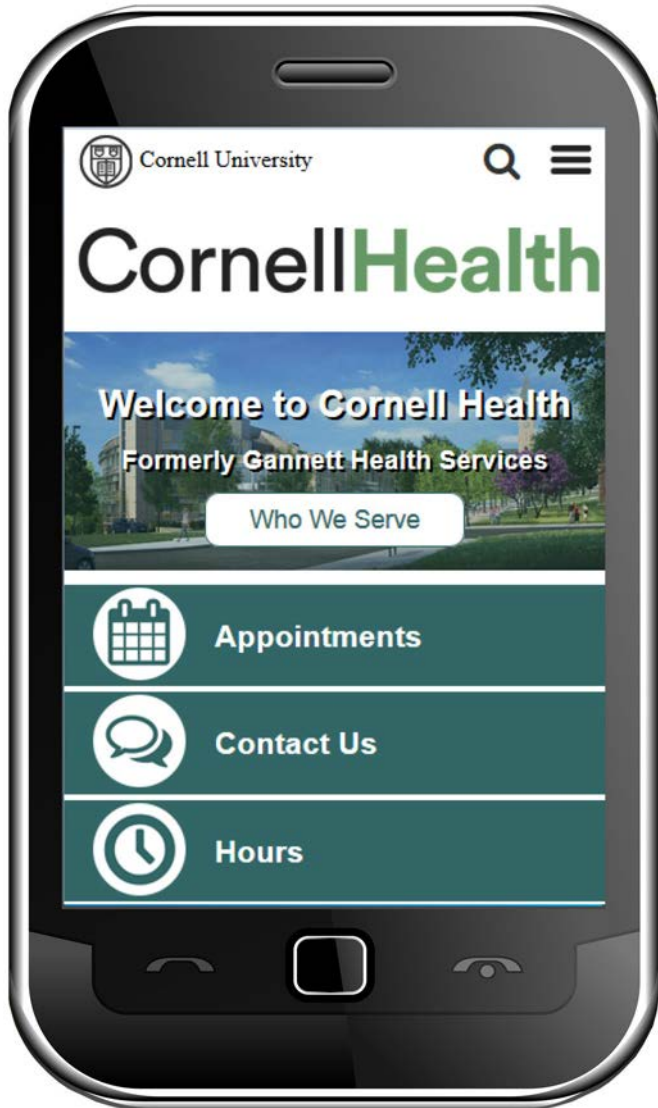
A: \$10 for most visits.



- ▶ 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.