

# STUDENT COUNSELING PROGRAM

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## Penn Behavioral Health

1-888-321-4433 (*press 2 at the prompt*)

### Why should I see a counselor?

Consider counseling if:

- Personal issues are interfering with your work
- Friends can't help, but you still need to talk to someone
- You feel out of control
- Food, alcohol or drugs are causing problems
- You thought you could handle a personal problem, but it won't go away

### Who is eligible to use Penn Behavioral Health?

All full-time degree program students and their dependents.

### How much does the service cost?

There is NO CHARGE for the first ten visits. See the Student Care Coordinator regarding subsequent visits.

### When can I reach a counselor?

8:30 a.m. – 5 p.m. you can reach a care manager. Before 8:30 a.m. or after 5 p.m. you will reach an answering service.

### Will anyone know if I contact or see a counselor?

NO... the program is strictly confidential.

### How does the program work?

The Penn Behavioral Health intake counselor will review your situation with you over the phone, and will make individualized arrangements for a face-to-face appointment with a counselor, best suited to your needs, preferences and location. This program is connected to an outstanding and wide-ranging network of professional therapists and providers throughout the region.

### Referral for ongoing assistance

Need further help? If so, Penn Behavioral Health will help you find it. The student counseling program has access to additional resources in the community.

# HOTLINE NUMBERS

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## AIDS National Hotline

1-800-342-2437 (*24 hour*)

## Alcohol/Drug Abuse Hotline

1-800-662-HELP

## Domestic Violence Hotline

1-800-799-SAFE (1-800-799-7233) (*24 hour*)

## Gay & Lesbian National Hotline

1-888-THE-GLNH (1-888-843-4564)

Monday – Friday: 4 p.m. to midnight

Saturday: Noon to 5 p.m.

## National Suicide Prevention Lifeline

1-800-273-TALK (*24 hour*)

## Crisis Text Line

Text HELLO to 741 741

## Women Organized Against Rape

215-985-3333 (*24 hour*)

# NEARBY EMERGENCY ROOMS

## Thomas Jefferson Hospital:

132 South 10th Street

Philadelphia, PA 19107

(on the corner of 10th and Sansom)

## University of Pennsylvania Hospital

3400 Spruce Street

Philadelphia, Pennsylvania 19104

Pennsylvania  
Academy  
of the Fine Arts

# PAFA

118-128 N. Broad Street, Philadelphia, PA 19102

215-972-7600 | [pafa.edu](http://pafa.edu)

# PAFA

Pennsylvania Academy  
of the Fine Arts



**FOR YOUR WELL-BEING  
A GUIDE TO  
STUDENT HEALTH &  
COUNSELING SERVICES**

## Jefferson Family Medical Associates

833 Chestnut Street, Suite 301  
215-955-7190

Jefferson Family Medical Associates (JFMA), at Thomas Jefferson Hospital, provides PAFA students with a variety of basic medical services free of charge, including:

- General primary care for acute and chronic medical problems
- Emergency care during hours when JFMA offices are open
- Family planning and contraceptive counseling including pelvic exam
- Sexually transmitted disease counseling
- Allergy shots (students must provide allergy serum)
- Contacting families and primary care physicians of students in case of emergencies

The following routine office and laboratory diagnostic evaluations as customarily provided in the office at JFMA: blood sugars by finger stick, urinalysis by dip stick, hemoglobin, gram stains, urine pregnancy test, audiometry, and visual testing.

Note: Jefferson Family Medicine Associates serves as our primary care practice, covering basic office visits and services, however the costs of specialists, X-rays, laboratory work done outside the JFMA office (such as pap smears, blood tests, etc.), ambulance service and emergency room visits are not covered. Therefore, it is important to have health insurance to cover these specific expenses.

Office hours are Monday - Friday into the evening, and Saturday mornings. See PAFA Health & Wellness page for current details: [pafa.org/health-wellness](http://pafa.org/health-wellness)

A JFMA physician is on-call 24 hours/day, 7 days/week.

Students must bring PAFA Student ID, Insurance Card and blue PAFA-Jefferson referral form (available in student services).

## INSURANCE

PAFA's school-sponsored Injury and Sickness Insurance Plan is administered by First Risk Advisors and is underwritten by the UnitedHealthcare Insurance Company. Health insurance allows students to take the greatest advantage of health and counseling services through PAFA's partner providers at Jefferson Family Medicine Associates and Penn Behavioral Health.

To enroll in the PAFA Student Health Insurance Plan and view full details of participation in the plan visit [www.firststudent.com](http://www.firststudent.com).

If you already have health insurance, check with your provider to ensure that you will be covered in the Philadelphia area.

## URGENT CARE

In situations when the Emergency Room isn't quite necessary, but Jefferson Family Medical Associates is not open, Urgent Care can be a good option. This is not covered under our arrangement with Jefferson Family Medical Associates. Students would need to check their health insurance for coverage. Can be helpful to call them in advance to see what the wait-time is.

Urgent Care locations closest to PAFA:

### Jefferson Urgent Care

700 Walnut Street | 215-503-7300  
Open 8:30 a.m. to 8:30 p.m., 7 days/week

### Jefferson Urgent Care – Rittenhouse Square

2021 Chestnut Street | 267-443-2020

## DENTAL CARE

Most minimum student health insurance plans don't cover dental. Here are some resources locally that may be an option for students needing dental care:

### Temple University Dental Clinic

215-707-2900  
3223 N. Broad Street, Philadelphia  
[www.temple.edu/dentistry/patient\\_info.htm](http://www.temple.edu/dentistry/patient_info.htm)  
(Reduced cost dental care provided by Temple dental students)

### University of Pennsylvania School of Dental Medicine Dental Clinic

240 S. 40th Street, Philadelphia  
215-898-8965  
[www.dental.upenn.edu/patients/clinics/clinic.html](http://www.dental.upenn.edu/patients/clinics/clinic.html)  
(Reduced cost care provided by Penn dental students)

### Quotes from different insurance providers

[www.usadentalcare.com/](http://www.usadentalcare.com/)

