Welcome to the University of New Mexico! Please know that your student’s health, well-being, and academic success is our priority. We hope that this guide answers some of the questions you may have while learning more about our medical clinic. If you have any other questions, please feel free to contact us!

- Psychologists & Counselors provide one-on-one and group therapy.
- Certain psychological testing is done on site or referred out if indicated.
- SHAC provides in-house psychiatry services when needed.

Visit our website for specific immunization recommendations & accepted insurance.

SHAC offers a number of specialty and related services, including clinics in Sports Medicine, Women’s Health, International Travel Health, Physical Therapy, Acupuncture, Nutrition, Massage, an in-house pharmacy, and on-site laboratory and radiology.

We strongly recommend that students have health insurance.

All medical and mental health providers are licensed and board certified, where applicable.

We provide Same Day (walk-in) care for mental health emergencies, injuries, and acute illnesses. Most of which are managed in-house to facilitate a quick return to academic activities for the student. When necessary, providers arrange for and coordinate higher level care, including emergency transport as needed.

SHAC maintains a comprehensive infection control program that involves ongoing planning & coordination with other departments (UNM Hospitals and the New Mexico Department of Health). Our recommendation is that all students are immunized before coming to UNM.
Frequently Asked Questions

SHAC is not contracted with our health or pharmacy benefit plan, can my student still access services?

a. All enrolled students pay student activity fees, a portion of which are dedicated to health services at SHAC. One use of them is to allow for equitable access to medical and mental health providers regardless of the insured status of the student – usually for less cost than in the community even with insurance, as SHAC charges no more than $15 for copays. If the student is uninsured, then SHAC has a self-pay rate that will cover our cost to provide the service (such as x-rays, procedures, or lab tests). If the student has insurance that we don’t accept, we will attempt to help them find a source for the additional care elsewhere in Albuquerque at a location that does accept their insurance. We do recommend that students and families be aware of this situation to avoid any unexpected health care related bills, as they are ultimately responsible for these costs.

b. The SHAC pharmacy is able to accept almost all Pharmacy Benefit Plans, and also provides a low cost alternative for many generic drugs that are commonly prescribed in the college health setting. Please contact the SHAC pharmacy at 505-277-6306.

What about access to my student’s medical or mental health provider and/or health record?

a. If your student is 18 or older, they are legally responsible for their own health information and will need to sign a Release of Information (ROI) and have it placed in the electronic health record for you to have access to their records or for a provider to give any verbal information about their care to you. However, even without this ROI, you may call anytime to provide verbal information to a provider about your student’s health or an episode of illness, and encouraged to do so when there is a concern, but please be aware that a release will need to be in place for the provider to provide any information back to you. We understand that this often is a big change for students and their families or guardians – and we are skilled in helping navigate this new landscape of self-advocacy and consent, including a focus on assisting the student, our patients, to make appropriate choices about what and when to communicate regarding their health care and health concerns with parents and guardians.

b. We recommend that you make sure that UNM has accurate emergency contact information at enrollment, and update any changes, so that in the case of any type of emergency, medical or other, we are able to reach the appropriately designated contact.

Are you able to manage complex medical and mental health conditions?

a. As with most large university health services, SHAC is a comprehensive ambulatory health service with capabilities far beyond what most students have experienced in the high school setting. We are able to manage most acute and chronic medical and mental health conditions in-house with our comprehensive professional staff. When needed, we are prepared to coordinate specialty care in the Albuquerque area. If your student has an existing condition requiring ongoing care, we recommend that they establish care at SHAC as well. That will allow us to help coordinate care with existing providers as needed, and arrange for local specialty care in Albuquerque if required. Please review our web site for detailed information on types of services offered, range of providers of care, and facility accreditation.

**Academic School Year Hours**

**Monday-Thursday**
8:00am – 5:30pm

**Friday**
9:00am – 5:00pm

**After Hours: Call SHAC 277-3136**

Option 2  
Medical Care

Option 3  
Mental Health Services
COMPREHENSIVE, AFFORDABLE, ACCESSIBLE!

Major insurances accepted, not required. Fees lower than community rates!

INCENTIVES: PREPAID BY YOUR STUDENT FEES!
- 2 Free Visits with a Counselor
- Condom Samples
- Annual Flu Shot
- Skill Building Workshops
- STI/HIV Testing

MEDICAL SERVICES
- Same Day Appointments & Flexible Schedules
- Urgent Care
- X-Ray, Lab, & Physical Therapy
- Allergy & Immunization/ Travel Health
- Complete Care for all Lobos!

MENTAL HEALTH SERVICES
- One on One Sessions
- Group/ Workshops
- Psychiatry
- Online Support

PHARMACY
- Fast and Friendly Service
- SHAC Pharmacy Discount
- Wide variety of OTC, Snacks, & Supplements
- Mobile App Refilling and Text Service

CONTACT US!

LOCATION:

PHONE: 277-3136

WEBSITE: SHAC.UNM.EDU

SOCIAL MEDIA

Please check our website for updated hours and announcements.
INTERESTED IN HEALTH ISSUES CONCERNING UNM STUDENTS? NEED EXPERIENCE FOR YOUR FUTURE? JOIN US!

Join the Student Health and Leadership Council every 2nd Wednesday of the month from 12-1pm! Together, students help shape future program development for their peers, give advice to our health team, and create fun and exciting events for students on campus. Did we mention, you get free lunch too? Hope to see you there!

YOU’RE INVITED TO OUR VIRTUAL OPEN HOUSE!

Check our website and social media for the when, the where, and the how to win prizes!

PHARMACY COUPON!

Transfer a prescription to our Pharmacy and receive a free gift! All you have to do is show this flyer to our pharmacy staff.

WE ARE EXPANDING!

SHAC services will be expanding to the Plaza Level! Check our website and social media for updates and for our ribbon cutting ceremony!

Please check our website for updated hours and announcements.