Scheduling Visits

Students can make appointments online at [csueastbay.edu/MyPioneerHealth](http://csueastbay.edu/MyPioneerHealth). Appointments can also be made in person at the SHCS front desk or by calling (510) 885-3735.

How Much Does It Cost?

Students paying the Student Health Fee included in the University Registration Fee receive basic health services at no additional cost. Some services such as lab tests, x-rays, and pharmacy are available for a nominal fee. For more information, visit the SHCS website.

Insurance

Students are strongly encouraged to carry outside coverage for after-hours care, emergency situations, or when referrals to outside providers are needed. For information about insurance options, visit [www.coveredca.com](http://www.coveredca.com) or [https://wfis.wellsfargo.com/csu/Pages/default.aspx](https://wfis.wellsfargo.com/csu/Pages/default.aspx).

Concord Campus

Medical and counseling services are also available at the CSUEB Concord Campus. For more information, please call (925) 602-6709 or visit the SHCS website.

MyPioneerHealth

MyPioneerHealth is a secure web portal that offers a variety of online services to serve your health and wellness needs.

CSUEB students can use MyPioneerHealth to:
- Schedule and cancel appointments
- Send and receive secure non-urgent messages with a medical provider
- Complete and update health forms

To log-in, go to [www.csueastbay.edu/MyPioneerHealth](http://www.csueastbay.edu/MyPioneerHealth).

Use MyPioneerHealth to make your next appointment online!
[www.csueastbay.edu/MyPioneerHealth](http://www.csueastbay.edu/MyPioneerHealth)

Appointments may be made online, in person, or by calling (510) 885-3735.

Hours of Operation

<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
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<tbody>
<tr>
<td>Monday</td>
<td>8:30 am - 5:00 pm</td>
</tr>
<tr>
<td>Tuesday</td>
<td>8:30 am - 5:00 pm</td>
</tr>
<tr>
<td>Wednesday</td>
<td>8:30 am - 5:00 pm</td>
</tr>
<tr>
<td>Thursday</td>
<td>10:00 am - 5:00 pm</td>
</tr>
<tr>
<td>Friday</td>
<td>8:30 am - 5:00 pm</td>
</tr>
</tbody>
</table>

Hours may vary during Summer Quarter & Quarter Breaks.

Important Phone Numbers

- On Campus Emergency: 9-1-1
- University Police Department: (510) 885-3791
- Student Health & Counseling Services: (510) 885-3735
- Pharmacy: (510) 885-3650
- Laboratory: (510) 885-3644
- X-Ray: (510) 885-3649
- Health & Wellness Services: (510) 885-7079
- Concord Campus: (925) 602-6709
- After hours cancellations: (510) 885-4651

Student Health & Counseling Services

Medical and counseling services are also available at the CSUEB Concord Campus. For more information, please call (925) 602-6709 or visit the SHCS website.

Student Health & Counseling Services
California State University, East Bay
25800 Carlos Bee Boulevard
Hayward, CA 94542-3060

Phone: (510) 885-3735
Email: shcs@csueastbay.edu
Website: [www.csueastbay.edu/shcs](http://www.csueastbay.edu/shcs)
Welcome
Student Health & Counseling Services (SHCS) provides quality health care by board certified, licensed, and credentialed health care providers and counselors to current regularly enrolled CSUEB students. Proof of registration is required. Students enrolled in Extended Education or Open University may use SHCS for a fee.

All medical and counseling information is confidential by law and will not be released without your written consent.

Medical Services
General medical visits with board-certified, licensed medical doctors, nurse practitioners, nurses, and medical assistants for the care, evaluation, and treatment of acute illnesses and injuries, health education, and family planning are available.

List of Services
- Health Education
- Hearing Tests
- Immunizations*
- Laboratory*
- Massage Therapy*
- Orthopedics
- Personal Counseling
- Pharmacy*
- Physical Exams
- Physical Therapy
- Psychiatry
- Radiology (X-Ray)*
- Reproductive Health Services*: Birth Control, HIV Testing, STI Testing & Treatment
* Fees may apply

Counseling & Psychiatry
SHCS provides confidential individual, couples, and group counseling to currently enrolled CSUEB students. All counselors are licensed or pre-licensed professionals. Counseling can be helpful to address many issues such as: relationships, depression, anxiety, self-esteem, stress, alcohol and drugs, feeling overwhelmed, grief, and loss.

Individual Counseling
Short term one on one counseling is for any personal concerns or mental health issues.

Couples Counseling
Short term counseling for two people in a significant relationship to address communication, conflict, and increasing connection. One partner must be a current CSUEB student.

Group Counseling
A great way to make positive changes by adding trust, getting support, learning new tools, and receiving open and honest feedback.

Crisis Counseling
Same day, first come, first served sessions for immediate crisis issues or concerns.

Psychiatry Services
Psychiatry is for students who are seeking an evaluation for medication for mental health issues such as depression, anxiety, social phobia, and others. Psychiatrists are board-certified, licensed medical doctors with special training in psychiatry and mental health.

Wellness Center at RAW
To provide the holistic experience of college health, the Wellness Center offers Massage Therapy, a Relaxation Room, and a Wellness Room with health education activities and information. The Wellness Center is located in the Recreation and Wellness (RAW) Building. For more information visit www.csueastbay.edu/raw.

Health Education
Health & Wellness Services offers a wide range of health education and prevention services. In addition to clinics and events, educational resources and services are available and free at SHCS or at the Wellness Center at RAW! For more information, call (510) 885-7079.

Peer Advocates for Wellness (PAW)
PAW is an opportunity for CSUEB students to become involved with SHCS. Under the supervision of Health & Wellness Services, PAW interns are trained peer health educators who provide resource information, peer support, and outreach about health and wellness issues. PAW interns hold weekly office hours, give presentations to the CSUEB campus community, and organize campus health observances. For more information, email paw.csueb@gmail.com.

Student Health Advisory Committee (SHAC)
SHAC advocates for the health needs of students and advises the SHCS Director and University President on programs, scope of services, and hours of operation for SHCS. For more information, email shac.csueb@gmail.com.

Accreditation
SHCS is accredited by the Accreditation Association for Ambulatory Health Care, Inc. The SHCS facility and services meet the national standards for providing the highest quality of health care available.

Family PACT
Family PACT (Planning, Access, Care, and Treatment) is California’s innovative approach to provide comprehensive family planning services to eligible low income men and women. Services include education, assistance, and service relating to family planning.