



SCHOOL of  
OSTEOPATHIC  
MEDICINE

**Policy Title:** Physical Health Services (CORE)  
**Functional Area:** ADMINISTRATIVE

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**Status:** FINAL  
**Effective:** 12/01/2017  
**Approved by:** UIWSOM Leadership Council  
**Policy Contact:** Director of Student Affairs, Director of Health Services,  
Director of Behavioral Health  
**Responsible Office:** Office of Student Affairs  
**Last Reviewed/Updated:** 4/10/2024

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**Purpose:** University of the Incarnate Word School of Osteopathic Medicine (UIWSOM) provides its students with access to diagnostic, preventive and therapeutic health services, accessible in all locations where students receive education from the SOM.

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## Policy Statement

### 1) Description

The University of the Incarnate Word School of Osteopathic Medicine (UIWSOM) is dedicated to providing a holistic support to balance personal well-being to promote learner excellence, academic, personal and professional development.

### 2) Primary goals

#### a) Wellness

To emphasize personal holistic wellness in attending to the mind, body, and spirit. With the physical and emotional demands of this program, positive well-being and good health habits are vital to influence a learner's academic performance, emotional adjustment, and being prepared for their future professional functioning.

- i) Positively impact learner functioning and provide access to services and resources at all learning locations, to better prepare learners to address their health and attend to their well-being.
- ii) Providing services for the learners in different areas of wellness that include mental, emotional, social, physical activity, sleep hygiene, and nutrition.

#### b) Treatment of Students by Faculty

- i) Healthcare providers of medical or psychological/psychiatric care and records will have no role in the evaluation or progression of osteopathic medical learners throughout their academic curriculum. (See Element 9.10)

c) Privacy

- i) All student personal healthcare records will be protected by the Family Educational Record and Privacy Act (FERPA) and Health Insurance Portability and Accountability Act (HIPAA). Again, all healthcare providers of sensitive medical or psychological/psychiatric care and records will have no role in evaluation or progression of medical students through their academic curriculum, to ensure the strictest standards of patient privacy and confidentiality, without concern for adverse consequences or repercussion.
- ii) All applicable Federal and Texas State laws regarding the privacy of learner health and all records are private according to HIPAA and FERPA.
  - (1) HIPAA: The major goal of the Privacy Rule is to assure that individuals' health information is properly protected while allowing the flow of health information needed to provide and promote high quality health care and to protect the public's health and well-being. The Rule strikes a balance that permits important uses of information, while protecting the privacy of people who seek care and healing. Given that the health care marketplace is diverse, the Rule is designed to be flexible and comprehensive to cover the variety of uses and disclosures that need to be addressed. <https://www.hhs.gov/hipaa/for-professionals/privacy/index.html>
  - (2) FERPA: The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a Federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education. FERPA gives parents certain rights with respect to their children's education records. These rights transfer to the student when he or she reaches the age of 18 or attends a school beyond the high school level. Students to whom the rights have transferred are "eligible students." <https://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html>

3) Access to Care

Learners may receive private and confidential medical care from the numerous healthcare and/or psychological/psychiatric care facilities throughout San Antonio and the affiliated core rotation sites (e.g. Laredo or San Angelo/Abilene/Brownwood). Complete health care services will be available for UIWSOM students and their dependents at:

- i) San Antonio
  - (1) Baptist Health Care System
    - (a) Locations: <https://www.baptisthealthsystem.com/locations>
    - (b) Services: <https://www.baptisthealthsystem.com/services>
  - (2) Christus Health System
    - (a) Locations: <https://www.christushealth.org/locations-directions>
    - (b) Services: <https://www.christushealth.org/services-treatments>
  - (3) Methodist Health System
    - (a) Location: <https://sahealth.com/locations/methodisthospital/>
    - (b) Services: <https://sahealth.com/specialties>
  - (4) Texas Medical Clinics

- (a) Locations and Services: <https://www.texasmedclinic.com/locations/>
- (5) UIW Health Services Clinic
  - (a) UIW Campus Health Center, a 10-mile drive from the Brooks City Base campus, provides basic health services that focus on primary and preventative care, health education and counseling, care for acute minor illnesses and injuries, the maintenance of secure health records using CureMD EMR, and assistance with the university insurance plan. In-person and virtual services are available. The University Health Center also offers selected immunizations, physical exams, TB skin tests, over the counter medications, prescriptions for medications when medically indicated, and onsite lab services. <http://www.uiw.edu/health/>
  - ii) Laredo
    - (1) Laredo Medical Center
      - (a) Locations: <https://www.laredomedical.com/hospitals>
      - (b) Services: <https://www.laredomedical.com/our-services>
    - (2) Doctors Hospital
      - (a) Location and Services: <https://www.doctorshosplaredo.com/>
  - iii) Corpus Christi
    - (1) Christus Trinity Clinic
      - (a) Outpatient: - [Trinity Clinic Outpatient Services](#)
      - (b) Inpatient and Emergency: [Trinity Clinic Inpatient and Emergency Services](#)
  - iv) Additional facilities of choice as indicated by their health plans for themselves and their dependents.
- 4) Participants
  - a) Students
  - b) Office of Student Affairs
  - c) Health Services, including locations and services to access care (See #3 Access to Care)
  - d) Student Insurance (See #5b Resources)
  - e) Health Programs and Resources
- 5) Resources
  - a) Health and Wellness: Access to Care (San Antonio)
    - i) <https://osteopathic-medicine.uiw.edu/student-life/support-services/health-and-wellness-services.html>
  - b) Health Insurance: Wellfleet Student: Cigna
    - i) <https://wellfleetinsurance.com/products/student/>
  - c) Provider Network Access from all locations with learners (Cigna)
    - i) <https://hcpdirectory.cigna.com>
  - d) Facilities Access from all locations with learners (Cigna)
    - i) <https://hcpdirectory.cigna.com/web/public/consumer/directory/search>
    - ii) Recreation
      - San Antonio [www.sanantonio.gov/ParksAndRec/Home](http://www.sanantonio.gov/ParksAndRec/Home)
      - Laredo: <https://laredoparksandrec.com/>
  - e) Additional facilities of choice as indicated by their health plans for themselves and their dependents.
- 6) Procedure - See next 2 pages

	General Services & Primary Care Physician	Urgent Care	Emergency Care (24/7 – unless otherwise noted)
Physical Health	<ul style="list-style-type: none"> <li>• <a href="#">University Health Services</a> – 210-829-6017 Located on the ground level of the Agnese/Sosa parking garage. Entrance is behind the Ila Faye Miller School of Nursing. Look for a red awning over the entrance.</li> <li>• <a href="#">Baptist Health Care System</a> – Mission Trail Baptist Hospital (closest to BCB) 3333 Research Plaza, SA, TX 78235, (210) 2973000</li> <li>• Wellfleet – 1-800-633-7867 or at <a href="https://wellfleetstudent.com/">https://wellfleetstudent.com/</a></li> <li>• <a href="#">UIWSOM</a> website – list of available facilities &amp; physicians</li> <li>• <a href="#">CommuniCare Health Care Centers</a> - <a href="http://www.communicaresa.org/">http://www.communicaresa.org/</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Baptist Health Care System</a> – Mission Trail Baptist Hospital (closest to BCB) 3333 Research Plaza, SA, TX 78235, (210) 297-3000</li> <li>• <a href="#">CommuniCare Health Care Centers</a> - <a href="http://www.communicaresa.org/">http://www.communicaresa.org/</a></li> <li>• <a href="#">NextCare Urgent Care</a> at 1211 Austin Highway, Suite 110, San Antonio, TX 78209 (adjacent to Target) – open 8 a.m. – 8 p.m., no appointment needed. (210) 774-5010</li> </ul>	<p><b>If emergency at main campus:</b></p> <ul style="list-style-type: none"> <li>• Call 9-1-1 and contact UIW PD at (210) 829-6030. If need emergency care, <b>closest to main campus:</b></li> <li>• <a href="#">NextCare Urgent Care</a> at 1211 Austin Highway, Suite 110, San Antonio, TX 78209 (adjacent to Target) – open 8 a.m. – 8 p.m., no appointment needed. (210) 774-5010</li> <li>• <a href="#">Baptist Health Care System</a> – 111 Dallas, San Antonio, TX 78205, (210) 297-7000</li> </ul> <p>If need emergency care, <b>closest to UIWSOM – BCB Medical Campus:</b></p> <ul style="list-style-type: none"> <li>• Call 9-1-1</li> <li>• <a href="#">Baptist Health Care System</a> – Mission Trail Baptist Hospital (closest to BCB) 3333 Research Plaza, SA, TX 78235, (210) 297-3000</li> </ul>

	General Services & Primary Care Physician	Emergency Care (24/7 – unless otherwise noted)
Behavioral Health	<ul style="list-style-type: none"> <li>• <a href="#">UIW Counseling Services</a> – 210-832-5656 <ul style="list-style-type: none"> <li>• Located on Broadway campus at Administration Building, Suite 438.</li> </ul> </li> <li>• UIWSOM – Brooks City Base Medical Campus Counseling Services – (210) 832-5656</li> <li>• <a href="#">CommuniCare Health Care Centers</a> - <a href="http://www.communicaresa.org/">http://www.communicaresa.org/</a></li> <li>• <a href="#">Baptist Health Care System</a> – 8811 Village Dr., San Antonio, TX 78217, (210) 297-2000</li> <li>• Hotline for <a href="#">Texas Physician Health Program (TXPHP)</a> – <a href="http://www.txphp.state.tx.us/">http://www.txphp.state.tx.us/</a> - assists with behavioral/mental health, substance abuse, psychiatric care.</li> <li>• <a href="#">Methodist Metropolitan Health System</a> – evaluations, treatment and monitoring, mental health &amp; chemical dependency. 1310 McCollough Ave, San Antonio, Texas, 78212, (210) 757-2200</li> </ul> <p>Please note: <i>If someone is injured or is a serious threat to self or others, call 911 immediately. You can ask for a CIT officer (These are officers with special mental health training) if the person you are concerned about has mental health issues.</i></p>	<ul style="list-style-type: none"> <li>• <b>If emergency at Broadway campus:</b> Call 9-1-1 and contact UIW PD at (210) 829-6030.</li> <li>• <b>If at UIWSOM – BCB Medical Campus:</b> Call 9-1-1</li> <li>• Places available for emergency behavioral health services: <ul style="list-style-type: none"> <li>○ San Antonio Behavioral Healthcare Hospital – (210) 541-5300 8550 Huebner Rd, San Antonio, TX 78240</li> <li>○ Laurel Ridge Treatment Center – (210) 491-9400 17720 Corporate Woods Drive, San Antonio, TX 78259</li> <li>○ Methodist Hospital Specialty and Transplant Behavioral Health – (210) 575-0500 8026 Floyd Curl Drive, San Antonio, TX 78229 (inpatient) 8038 Wurzbach, San Antonio, TX 78229 (outpatient)</li> </ul> </li> <li>• <b>If Crisis:</b> <i>Outside of business hours</i></li> <li>• If you are <b>on BCB campus</b>, please contact 9-1-1</li> <li>• If you are <b>off campus</b>, please contact any of the following resources: <ul style="list-style-type: none"> <li>○ The Bexar County crisis line (210) 223-7233 (24 hours a day for any type of psychiatric crisis) <a href="http://chcsbc.org">chcsbc.org</a></li> <li>○ National Suicide Prevention Lifeline 1-800-273-8255 (24 hours a day) <a href="http://www.suicidepreventionlifeline.org/">http://www.suicidepreventionlifeline.org/</a></li> <li>○ Family Violence Prevention Services Domestic Violence Hotline (210) 7338810 (24 hours a day) <a href="http://www.fvps.org/get-help/our-services/">http://www.fvps.org/get-help/our-services/</a></li> <li>○ Suicide Hotline - 988</li> </ul> </li> </ul>