

DEPARTMENT: Office of Student Affairs
NAME: Physical Health Services Policy
POLICY NUMBER:
OWNER: Office of Student Affairs
EFFECTIVE DATE: 06.30.2025

SCOPE

This policy applies to all students enrolled at the Meritus School of Osteopathic Medicine (MSOM).

PURPOSE

MSOM is fully committed to fostering the overall well-being of its students by ensuring access to comprehensive health care services that support both mental and physical health. Recognizing the demanding nature of medical education, the institution provides a variety of accessible, confidential, and high-quality health resources to help students manage their health proactively and respond effectively to medical or mental health challenges. The following services are available to assist students in maintaining wellness throughout their academic journey.

POLICY

I. Physical Health Services

- A. To ensure students have access to a comprehensive plan, MSOM offers a student health insurance plan through UnitedHealthcare: <https://www.uhcsr.com/>
- B. MSOM students are encouraged to address their physical health needs through the following available services:
 1. Urgent Care (Hagerstown): For non-life-threatening concerns, students can visit one of the following Meritus Urgent Care locations:
 - a. 13620 Crayton Blvd, Suite A, Hagerstown, MD 21742. Open daily from 7 AM to 7 PM. Call 240-313-3100 for assistance.
 - b. Valley Mall Road, Suite 125, Hagerstown, MD 21740. Open Monday through Friday from 6 pm to 11 pm and Saturday and Sunday from 11 am to 11 pm. Call 301-790-9231 for assistance.
 - c. For virtual appointments, MeritusNow is also available at <https://www.meritushealth.com/locations/meritusnow>.
 2. After-Hours Care: If services are needed after hours, students are encouraged to proceed to the Meritus Medical Center Emergency Department or the nearest

emergency facility.

3. Primary Care: MSOM partners with Meritus Health, Inc. to provide access to a range of primary care providers in the local area and at affiliated clinical sites. Students should refer to their insurance provider's website to verify coverage.
 4. Health Insurance Provider: Students can contact the number on the back of their insurance card for information on local providers. All students are required to maintain health insurance throughout their enrollment. Students will be automatically enrolled in MSOM's student health plan unless they provide evidence of comparable coverage.
 5. Out-of-Area Services: Students who are away from the local area and cannot reach their primary care provider should seek care at the nearest urgent care clinic or hospital emergency room.
- C. For emergencies, MSOM students are encouraged to take immediate action:
- a. Emergency Medical Care: For any life-threatening health condition, dial 911 immediately or go to the nearest emergency room.
 - b. Suicide and Crisis Lifeline: Dial 988 for free, confidential support 24/7 for individuals experiencing suicidal thoughts or a mental health crisis.
 - c. National Suicide Prevention Hotline: Call 800-273-8255 for support in times of distress.
 - d. Emergency Mental Health Services: Students can contact the number on the back of their insurance card or visit the Meritus Behavioral Health Walk-In Clinic (Meritus Health Orange Entrance) in person or by calling 301-393-4357 for assistance.

POLICY MANAGEMENT

The Associate Dean of Student Services is responsible for the development of the Physical Health Services Policy. This policy is reviewed periodically and is housed in the electronic policy management system. Questions regarding this policy should be directed to the Associate Dean of Student Services.

RELATED DOCUMENTS

[MSOM Academic Catalog and Student Handbook](#)