



Center for Student Health & Counseling  
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## Navigating SHAC Telehealth Visits

Telehealth visits use video cameras and monitors to connect you to your provider, meaning you don't have to travel to get the care you need. You will be able to see, hear, and talk to your provider through video-conferencing. Your first telehealth might feel intimidating, but it shouldn't worry you one bit. With some preparation, you can be sure to have a great visit and finish the session satisfied, and not feeling like the technology was at all a hindrance to connecting with your provider.

### Equipment that you might need

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- Smartphone, tablet, laptop, or desktop with a mic and webcam
- Internet connection

### Prior to a scheduled Appointment

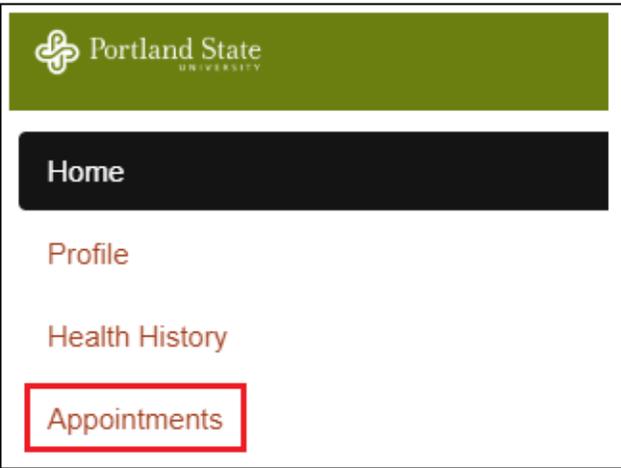
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- Once your appointment is scheduled, you will be sent a secure message confirming the date and time of your appointment as well as instructions on which forms to complete in the [Patient Portal](#), prior to your scheduled appointment time. **Remember, these forms must be completed before the start time of your scheduled appointment.**
- Zoom usually downloads automatically when you click the appointment link (in the Patient Portal) but you can [install Zoom](#) before the appointment on your device. Zoom is available to be installed on a laptop, iphone or android device, and **you do not need a Zoom account** to join the session.
- Testing Zoom prior to your scheduled appointment. The easiest way to do this is to join a [test meeting](#). You will want to make sure you:
  - Give your device permission to use the camera and audio.
  - Can you see yourself in the app? If you see your name, or an icon, then your camera is not working properly.
  - Do not have an external speaker or headphones that will automatically connect unexpectedly.
  - Consider using the '[Test my Audio](#)' feature within Zoom. It will have you speak into the microphone, and then it will replay the sound back to you.

### Appointment Time

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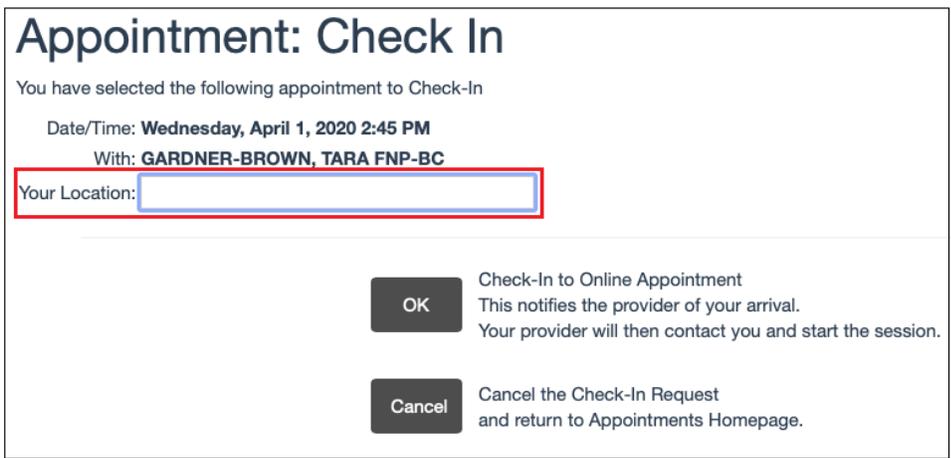
- We recommend logging into the [Patient Portal](#) 30 minutes before your appointment, to maximize the time spent with your provider.
- Once logged in, select "Appointments" from the left-hand menu.
- Before your appointment make sure your device is charged and/or is plugged into a power source.
- If you are on a mobile device, ensure you have a strong wireless network connection.
- Find a private, quiet, well-lit place so your provider can hear and see you clearly.



- In the “Appointments” screen you will see a list of upcoming appointments. Select the appropriate appointment, by clicking on “Appointment Check In”.



- In the “Appointment Check In” screen, enter your physical address, and click OK.



- Once you enter your location and click OK, you are now checked in and can join the meeting.

# Appointment: Checked In

You are now checked into your appointment.

[Click here to join the meeting.](#)

[Return to Appointments](#)

- Once you and your provider join the meeting, your appointment will begin.

## Is my visit private?

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Yes, the telehealth appointments through the Patient Portal are encrypted for maintaining patient privacy. SHAC uses Zoom, a confidential video platform, which is launched through our electronic health record system. Doing this allows us to apply strict privacy and security settings ensuring visits are HIPAA compliant and secure. We also recommend that patients conduct their visits in a quiet and private place.

## What if my appointment is interrupted or the link breaks?

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If there are any issues with connecting via zoom or the video appointment gets dropped, the provider will contact you by phone. Please make sure your phone is set up to receive calls from unidentified caller (usually in settings under phone).

## What are my other options for visits?

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Health Services - All initial visits with Health Services will be through telehealth. During your telehealth appointment, your provider may determine that a follow up appointment is necessary. You might be asked to come into SHAC for labs, immunizations, or an in-person exam.

Counseling Services - Phone therapy is available under appropriate circumstances. Please request this when you call to schedule.

## Costs

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Telehealth visits are considered office visits, and are covered by the Student Health Center Fee. Therefore, you will not be assessed a fee for these visits.