

## **University Wellness Center: FAQ to using TeleHealth Services at the UWC**

In light of recent events, and with the continued spread of COVID-19 in the United States and abroad, the University Wellness Center (UWC) would like to extend our deepest compassion and care to the university community and beyond during this difficult time. The UWC will continue to offer high quality, patient-centered services as we are able. Modified UWC services will be as follows.

### **How do I access services if I'm still on campus?**

For those students remaining on campus, telecounseling and telemedicine appointments will be conducted through a secure, and HIPAA compliant, branch of Zoom; students will be able to utilize their Patient Portal ([https://wellnessweb.sewanee.edu/login\\_directory.aspx](https://wellnessweb.sewanee.edu/login_directory.aspx)) to automatically connect to the video conferencing platform in order to talk to their clinicians and providers remotely in a simple and confidential manner.

### **What are my options if I am no longer on campus?**

Please contact either the front staff by calling 931-598-1270 or message your clinician/provider through the Patient Portal. We will help students with referrals and continuity of care issues.

### **How do I schedule an appointment?**

Students will need to contact the Wellness Center. Students are still able to call 931-598-1270 to speak with a support staff member. Due to some restrictions in telehealth appointments, we are unfortunately unable to provide web-booking at this time.

For established CAPS patients seeking to schedule a follow up, you can also email your clinician or [caps@sewanee.edu](mailto:caps@sewanee.edu).

### **I tried calling and no one answered. What do I do?**

If you are having an emergency, hang up and immediately call 911 or proceed to the nearest ER.

If you are not in crisis, please leave a message with your full name, phone number, and a brief message. Our support staff is not able to return your call without this information.

**If I just need help with transferring or renewing my prescription, can I contact a provider directly?**

You are able to contact any of the full time clinicians, providers, or office staff via the Secure Message option through your Patient Portal. If your request requires a telehealth appointment, the staff member will instruct you on how to schedule that service.

**What is the cost?**

All appointment services through the UWC through the end of the Easter 2020 semester will be at no cost. The only fees associated with your appointment will be related to outside services, such as pharmacy costs to obtain prescriptions.

**What if I can't make my appointment or my connection drops - will I be charged a No Show fee?**

No. Students will not be charged No Show fees for the remainder of the Easter 2020 semester. We do ask that you inform our office if you are no longer able to make your appointment, as a courtesy.

**My reminder email said that No Show fees are still in effect.**

We apologize for the confusion. We are unable to change the language of the reminder email at this time. If you receive a charge for a service or no show from an appointment scheduled between the dates of March 23rd and May 10th, please let our office staff know as soon as possible.

**What do I need in order to participate in TeleServices?**

Students need access to a camera and internet/cellular service; this can be a webcam on your laptop, on your tablet, or the camera in your smart phone.

Please be aware that you will be using Zoom, which functions on both Windows and Mac, and Android and iPhone. Zoom may ask you to download a client, app, or extension to facilitate the conference. It is highly recommended that you check into your first telehealth appointment 10 minutes early so that you can obtain the necessary component in a timely fashion.

**What do I need to do before my appointment?**

TeleService appointments are conducted through your Patient Portal:

[https://wellnessweb.sewanee.edu/login\\_directory.aspx](https://wellnessweb.sewanee.edu/login_directory.aspx)

When you log in, you will go to the Appointments link on your sidebar or navigation menu. Every appointment that you have scheduled will be listed, as well as a link to Check In and to complete any required Questionnaires.

*Please make sure to complete your questionnaires and any required Forms prior to your appointment; if you have not, the clinician or provider will pause the session to let you complete this paperwork first, which may shorten your time with them. Forms can be found in the sidebar or navigation menu; a number will indicate how many outstanding Forms you have left to complete.*

### **How do I attend my appointment?**

When it is time for your appointment, you may click the Check In link listed for your appointment time; if you cannot find your appointment time, please make sure that you have logged into the Patient Portal and clicked the Appointments tab in your sidebar or navigation menu. Once you have clicked "Check In," your Portal will then ask for your location; you must submit this to proceed. Once you hit "Ok," you will be given a new link that asks you to click to join the meeting. When you click that link, Zoom will open.

Once Zoom is open, you'll see that there is a link that says, "Join as an attendee" at the bottom of the screen. Please click that. You do not need to sign into Zoom. Your provider or clinician will be with you shortly and the appointment will begin. The appointment will not start until the clinician or provider joins; you may see a notice that you are waiting to connect with [Provider or Clinician's name] until they arrive.

### **It's not working, what do I do?**

If you cannot connect at all, please make sure you have access to a stable connection. Please also make sure that your phone or computer is up-to-date. Sometimes devices will not connect correctly or well if out of date.

If your provider or clinician can't hear or see you, but you are connected, please make sure that your audio and video settings are correct and on. Once you're connected with your provider or clinician, you can move your cursor to or touch the bottom of the video screen - you'll see microphone and camcorder icons in the left bottom corner. If they can't hear you, make sure that you're not muted (press the microphone icon). If they can't see you, make sure that you're not set to "Stop Video" (press the camcorder icon).

If you're able to connect and conduct your appointment, but you lose audio or video during the session, try clicking these two icons. Sometimes turning off your audio/video and turning it back on solves the problem.

At the bottom of your screen, you'll also notice a Chat icon. You can click this to open a chat window with your clinician or provider to the right of your screen. If you're having some difficulty, you can always send your clinician/provider a message that you're having technical issues.

If you check into your appointment too early, such as a half hour early, you may get a notice that the meeting ID is invalid. You will need to wait closer to your scheduled time in order to join the telehealth appointment.

### **My provider is prescribing a medicine to me, or renewing a prescription - can I just pick up my prescription at the Wellness Center?**

Unfortunately, no, we are not able to provide medication through the dispensary at this time. All prescriptions will be sent to your pharmacy of choice.

### **Can I still get my stimulant medication?**

At this point in time, the UWC is not able to provide prescriptions for stimulants and other controlled medications. We are currently taking steps to offer this service in the near future. We apologize for the inconvenience. In the meantime, your provider can help you with referral information for these medicines.

### **What are my options if the Wellness Center cannot provide the medication I need?**

Please contact either the front staff by calling 931-598-1270 or message your provider through the Patient Portal. We will help students with referrals and continuity of care issues. You can also contact us if you have a question that is not answered in this document.

### **Additional Resources for Students**

For students remaining on campus who are experiencing a mental health crisis, please call the UWC crisis line at **931-598-1700**.

The National Suicide Prevention Lifeline can be reached at **1-800-273-8255**.

For students remaining on campus who are experiencing a medical emergency call **911**.

**For Tennesseans who have questions about COVID-19:**

The Tennessee Department of Health has a Coronavirus Public Information Line: (877)-857-2945. This line is available daily from 10 a.m.–10 p.m. (Central Time Zone). Call volume may be high, so callers are urged to call again if getting a busy signal. Additionally, anyone with suspicious symptoms and concerns about their health should contact their healthcare provider via phone prior to their arrival. These symptoms may include fever, cough, and shortness of breath

**For mental health resources related to coping with COVID-19:**

Anxiety and Depression Association of America has links to helpful resources along with a database for finding a mental health provider in your area.

<https://adaa.org/finding-help/coronavirus-anxiety-helpful-resources>

American Psychological Association

<https://www.apa.org/practice/programs/dmhi/research-information/social-distancing>