



(507) 222-4080 ■ (507) 222-5038 [fax]  
shac@carleton.edu ■ go.carleton.edu/shac

## SHAC Communication Policy

The staff of Carleton College Student Health and Counseling (SHAC) welcomes your contact and values your privacy. We want you to be aware of how you can best communicate with us.

Since e-mail is not a secure medium, we use a protected e-messaging system for students to communicate confidentially with medical and counseling staff at SHAC. To access this system, visit the “mySHAC” online patient portal (<https://go.carleton.edu/mySHAC>) and login using your Carleton Username and Password.

When you receive a secure message from SHAC staff, a notification directing you to the web portal will appear in your Carleton e-mail account. You will be notified via an e-mail with a subject line titled “mySHAC Patient Portal: New Message”. **To ensure that your e-mail provider accepts these messages, make sure you enter the originating e-mail address (<CarletonSHAC@medicat.com>) into your address book.**

If you elect to communicate with us via e-mail, be assured that we will keep your communications confidential and will not share any information without your permission. Because we are unable to control other circumstances in which others may see your message, anything of a confidential nature will be responded to using the Secure Message System. For non-clinical communication, students may use regular e-mail.

Note that in addition to secure message notices, students will receive automatic e-mail appointment reminders.

Occasionally, SHAC providers will send e-material to you with the use of a third-party website (such as *UpToDate*, a clinical resource). This will only be done with the student’s verbal or written permission.

Both the Secure Message System and Appointment Reminder notifications are automated and will not accept direct replies via email. Students can still initiate communication through the Secure Message System.

Please be aware that our staff does not maintain 24-hour access to the Secure Message System. If time is a concern for you or if you need urgent assistance, please call our office at (507) 222-4080.

We hope that this information is helpful to you. If you have questions about this policy, please ask any SHAC staff member.