Making Medical Appointments At SHAC Fall Term

During this fall term there are many new systems across campus, including at SHAC, to help campus respond to the COVID-19 pandemic. Here is some information about changes in making medical appointments at SHAC.

- **For Fall term all medical appointments will be scheduled through SHAC directly.** We will not be using the online scheduling system through the MySHAC portal for medical appointment scheduling.
- **Everyone must call before coming to the clinic.** If you need an appointment either send a secure message through your MySHAC portal or call the front desk at 507-222-4080.
- **All appointments will begin with a telehealth appointment, unless it is a lab-only appointment.** You will connect via a video call to a SHAC medical staff to discuss your health issue. It is possible the entire visit can be completed with telehealth, but if you do require an in-clinic appointment, you will be scheduled with a second appointment that will take place at SHAC.
- **SHAC now has 2 entrances, used for different appointment types.** If an in-clinic appointment is scheduled, you will be told to enter the clinic at either Door A (the Main Clinic) or Door B (the Respiratory Clinic). **Door A is on the East Side of Davis Hall** (our traditional main entrance to SHAC). **Door B is a new entrance on the West side of Davis Hall.** You will need to be let into Door B by a staff person.
• **Mobile check-in on the MySHAC portal is available for all appointments.** Look to the Upcoming Appointment section to see if you have forms to complete and then check-in!
  o For a telehealth appointment, please complete all necessary forms, check in via MySHAC and then watch your email for the Google Meet link to be sent to you. We will use only your Carleton email to connect with you for telehealth.
  o If you are checking in for an in-clinic appointment, don’t walk to the clinic until you hear from SHAC that we are ready for you!

• **Opt-in for receiving text messaging from SHAC.** You can now receive appointment reminders, secure messages, and other notifications by text messages instead of only receiving them by secure message. You opt in under your account in the MySHAC portal. While there you can also update contact info, preferred name, gender identity, and pronouns.
  o Click on your name on the MySHAC portal homescreen
  o Select “Edit Your Profile”
To opt-in to text messages: check the box to opt-in to receive SMS text message reminders.

Connecting to telehealth via Google Meet:

- Have a computer with a built-in camera or an external webcam.
- Make sure you are in a private location where others can’t hear or see your conversation.
- Make sure you are on a secured wireless network or connect your computer via ethernet.
- If you wish to use a mobile device or tablet for the meeting, you will first need to download Google Meet app (available for iOS and Android).
- You will need to log in with your Carleton email.
- At the time of the appointment, you will receive an email invitation that will allow you to click on a link that will allow you to join the meeting.