



## Making an Appointment with Counseling and Psychological Services

You will be asked for the following information when you call to make an appointment. Make sure to have these answers ready and then dial 401 454-6637.

### Legal Name and Chosen Name

This will help us find you in the system and also ensure that your providers are using your chosen name.

01

### Date of Birth

In the USA we ask for date of birth in the Month, Day, Year order. So when using dates instead of names make sure to be clear about which order you are using.

02

### RISD ID Number

Your RISD ID number can be found on your ID card and in your Workday account.

03

### Phone Number

Provide whichever phone number you yourself are most likely to answer, in case of questions or cancellations.

04

### RISD Email

Please provide your @risd.edu email address and expect to receive communications at that email.

05

### Physical Address

If you live on-campus this should be your Residence Hall room + Providence, RI. If you live off campus this should be your full address including town or city, state, and zip code.

06

### Pronouns

Please provide the pronouns you'd like your providers to use. You can update these at any time. *(To change across all systems update in Workday.)*

07

### Preferred Contact Method

Please let us know if you prefer to be contacted by RISD email or by phone.

08

### Preferred Session Times

Know which times on specific days work best for your schedule.

09

### Provider Preference

If you would prefer to work with a provider who holds a specific identity (race/ethnicity, gender, languages spoken, speciality, etc.), please share that.

10



## Making an Appointment with Health Services

You will be asked for the following information when you call to make an appointment. Make sure to have the answers ready before you dial 401 454-6625. You can call to book an appointment or use the online portal.

### Legal Name and Chosen Name

This will help us find you in the system and also ensure that your providers are using your chosen name.

01

### Date of Birth

In the USA we ask for date of birth in the Month, Day, Year order. So when using dates instead of names make sure to be clear about which order you are using.

02

### RISD ID Number

Your RISD ID number can be found on your ID card and in your Workday account.

03

### Phone Number

Provide whichever phone number you yourself are most likely to answer, in case of questions or cancellations.

04

### Pronouns

Please provide the pronouns you'd like your providers to use. You can update these at any time. *(To change across all systems update in Workday.)*

05

### Preferred Appointment Time

Know which times on specific days work best for your schedule.

06

### Description of your medical concern(s)

Share a little bit about the medical issue or concern(s) you have. This will help book your appointment appropriately and assist staff prioritize urgent visits.

07

### Preferred Contact Method

Please let us know if you prefer to be contacted by RISD email or by phone. For confidentiality, we prefer to contact you via phone.

08

Student Health Services will use your Medcat Portal to:

- Communicate confidentially
- Discuss labs
- Conduct follow ups after appointments
- Accept immunizations records

Use your Medcat Patient Portal at anytime to:

- Communicate confidentially
- Update your demographic information
- Update your insurance information
- Access your visit summaries and lab work results

*DO NOT use the portal for emergencies. Call Public Safety at 401 454-6666 or 911.*