Services during COVID-19

In-person and telemedicine appointments available. All patients are screened for COVID risk and symptoms when the appointment is scheduled as well as screened at the building prior to in-person appointments.

Making an Appointment at Campus Health

Campus Health offers both in-person and telemedicine appointments.

Schedule your appointment online [1] for visits to primary care, nutrition, gynecology or immunizations.

To schedule all other appointments, request an appointment through the Healthy Heels Portal [2] and a scheduling staff member will call you back, or call 919-966-2281 between 8 am and 5 pm Monday - Friday.

Telehealth appointments at Campus Health

Telehealth appointments are available for health issues such as a cough, sore throat, fever, runny nose, ear pain, pink eye, skin concerns, mental health needs, nutrition, gynecology issues, contraception, and prescription refills. This is not an all-inclusive list.

The best way to make a telehealth appointment is to request one on the Healthy Heels Portal [3] and a scheduling staff member will call you back. Please answer your phone! Students may also call 919-966-2281 between 8 am and 5 pm Monday - Friday to schedule an appointment. Nutrition telehealth appointments may be scheduled online at CampusHealthAppointments.unc.edu. [1]

Campus Health uses HIPAA-compliant Zoom [4] for telemedicine encounters. By requesting a telehealth appointment, you are agreeing to the limitations and benefits of telehealth.
You will want access to a reliable broadband connection and video/audio communication through a device. As with all video calls, aim for good lighting, a stable surface for your device, and low background noise.

**In-person appointments at Campus Health**

In-person appointments are available at all services within Campus Health. Operational changes to keep our clinic safe include:

- **Three Ws:** You will be asked to wear a mask at all times in the Campus Health building. A medical provider may instruct you to remove your mask during your appointment, but time without a mask will be as brief as possible, if it happens at all. Those with COVID symptoms will be provided a medical mask to wear in the building. **Wait 6 feet apart** from other people and **wash your hands** (or use hand sanitizer) as needed. More hand sanitization stations are available throughout the building.
- **Environmental changes:** Campus Health has redesigned waiting areas and spaces to meet physical separation guidelines. Well and symptomatic treatment and waiting areas are available. Plexiglass has been installed in high traffic spaces.
- **Cleaning:** Campus Health is providing enhanced cleaning protocols including cleaning through the workday as well as evenings and weekends.

Schedule your appointment online [1] for visits to primary care, nutrition, gynecology or immunizations.

To schedule all other appointments, request an appointment through the Healthy Heels Portal [2] and a scheduling staff member will call you back, or call 919-966-2281 between 8 am and 5 pm Monday - Friday.

**Parking:** A limited number of parking spaces for Campus Health are available. All patients who request a parking pass will receive a pass by email. If you do not have a printer or did not request a pass when making your appointment, you may obtain a parking pass at check in. Please note, a pass does not guarantee that a parking spot will be available when you arrive.

**Pharmacy Services Changes during COVID-19**
Campus Health Pharmacy and Student Stores Pharmacy are both open for services.

At Campus Health Pharmacy, prescription refills and OTC items can be brought to you for curbside pickup behind the Bell Tower parking deck. Details on the Pharmacy webpage. [5]

**Counseling and Psychological Services Changes during COVID-19**

CAPS is offering phone screenings and video consultations, as well as in-person and phone crisis support.

- Initial consultation: Call 919-966-3658 during open hours to be screened by phone.
- Acute crisis: Visit CAPS between 8am-5pm Monday-Friday or call CAPS 24/7 at 919-966-3658 at any time.
- Support Groups are being offered using HIPAA-compliant Zoom

**How do I message a nurse in the Patient Portal?**

- Log into the Healthy Heels Patient Portal [6]
- In the menu on the left, select Messages
- Select New Message
- Select Primary Care/Medical
- Select Coronavirus
- Send a message

If you need to talk to someone right now, call Campus Health at 919-966-2281.

For emergencies, call 911.

**Source URL:** https://campushealth.unc.edu/services/covid-19-services/services-during-covid-19

**Links**
[1] https://campushealthappointments.unc.edu/
[5] https://campushealth.unc.edu/services/pharmacy