

PARKROSE HIGH SCHOOL STUDENT HEALTH CENTER

12003 NE Shaver St, Portland, OR 97220

OPEN

Monday – Friday • 8:15 am – 4:45 pm
while schools are closed & over the summer

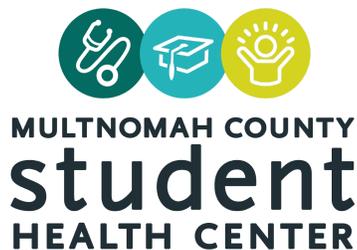
Call 503-988-3392 for an appointment.

Phone, video and in-person appointments available
Translation services in multiple languages also available



MULTNOMAH COUNTY
student
HEALTH CENTER

www.multco.us/student-health



Telemedicine - Questions and Answers

What is telemedicine?

When a care provider offers medical advice and treatment by phone or video.

Where can I go for healthcare if I'm age 5-18 and live in Multnomah County?

You can access the **Student Health Center** at **Parkrose High School**, 503-988-3392, 12003 NE Shaver St., Portland, OR 97220.

What does a telemedicine visit look like?

It's like an in-person visit only by phone or video. To get the most out of your conversation, be prepared. Make a list of your medications, symptoms you have, when they started and questions you have for the medical provider.

Does the care provider speak my language?

We have phone and in-person interpreters available for multiple languages. Interpreters are provided **free of charge**.

Do I need a webcam? Computer? Can I use my phone?

All you need is a cell phone for a phone or a smartphone for a video visit.

If I am undocumented can I schedule a phone, video and in-person visit?

Yes, immigration status does not matter.

How much does it cost? How am I billed for my visit? Does insurance cover telemedicine?

There is never an out-of-pocket cost for our services (no copay). We take all types of insurance and we will see you if you're uninsured.

Is telemedicine private and secure?

Absolutely. The same privacy rules apply if the visit is over the phone, by video or in-person.

What services are available by telemedicine?

Chronic disease management like asthma, minor illness intervention, medication refills, laboratory results review, follow-up after emergency room visits, contraceptive/STI (sexually transmitted infection) services and behavioral health.

Is the quality of care of telemedicine the same as in-person?

Yes, it's as effective as an in-person visit. We are providing in-person visits for anyone who requests one.

How do I schedule a visit?

When you call the clinic (503-988-3392), we will ask you about your symptoms and determine if you need an in-person, phone or virtual visit. If a telemedicine visit is the best option, our staff will schedule a time for you to speak with a care provider by phone and by computer conference call.

The Parkrose Student Health Center is open during school closures and over the summer. Phone, video and in-person appointments available. Call **503-988-3392** for an appointment. Translation services in multiple languages also available.