online scheduling

WITH COUNSELING SERVICES

step-by-step

WHAT CAN I SCHEDULE ONLINE?

For new clients, the quickest, easiest way to schedule an appointment is through the portal.
The only appointments you can schedule online are appointments that will happen TODAY.

There are only two types of appointments you can schedule online via the Medicat Patient Portal:

- Intake Appointment (in person or telehealth)
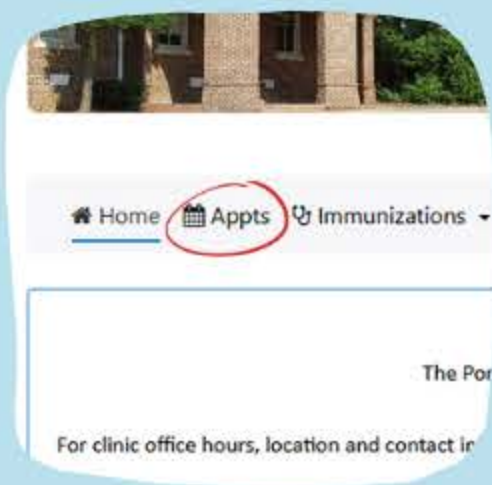- Call back from the same-day counselor

LOGGING IN

Scheduling online is through the Medicat Patient Portal. Be sure that you are using the FIREFOX or SAFARI browser to ensure compatibility.
Log in using the name and password you set up during your initial use of the portal.

Schedule a new appointment by clicking the "Appts" tab on the header bar. *

🏠 Home   📅 Appts   💉 Immunizations ▾

The Por

For clinic office hours, location and contact in

*If you don't see an an appointment tab, call the front desk at 803-323-2206 for assistance.

CHOOSE THE COUNSELING CLINIC

Center for Student Wellness Clinics

🔘 Counseling Services - ⚪ Wellness Services - Health Promotion
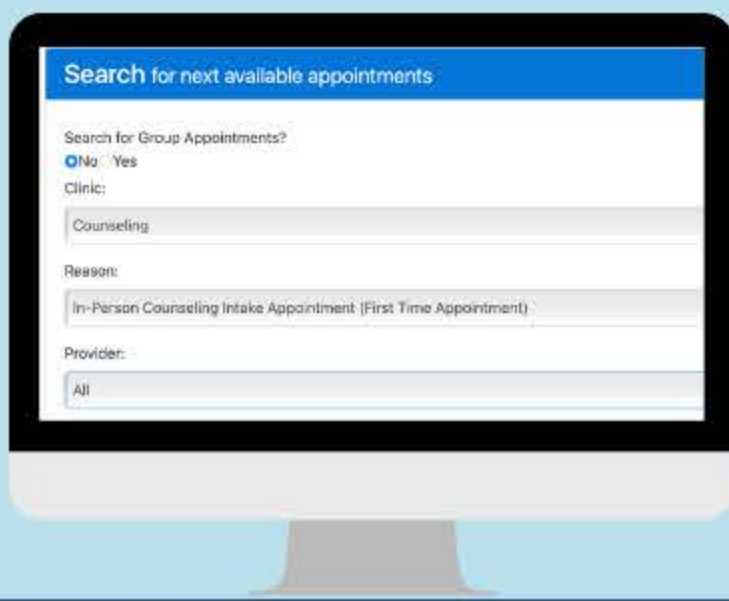
Choose the "Counseling Services" clinic on the following page and click "submit."

SEARCH FOR TODAY'S APPOINTMENTS

Your final search should look like the screen to the right, though you might be searching for a different appointment type.

DO choose all providers - our intake/same day counselors rotate, so you won't know who is working that day to search.

Search for next available appointments

Search for Group Appointments?
🔘 No ⚪ Yes
Clinic:
Counseling
Reason:
In-Person Counseling Intake Appointment (First Time Appointment)
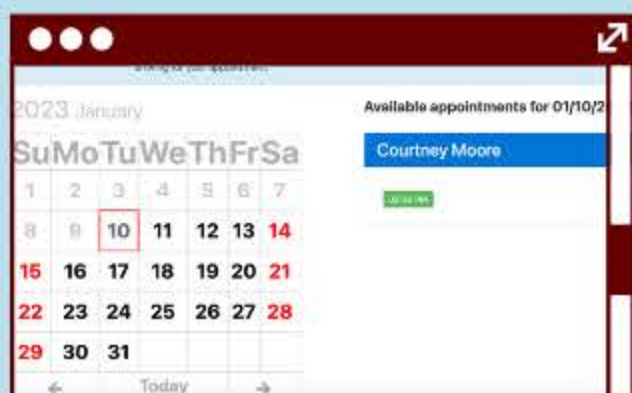Provider:
All

A NOTE ABOUT APPOINTMENT TYPES

- For telehealth appointments, you must physically be in SC at the time of the appointment.
- If requesting a call from a counselor, be sure you complete the paperwork in the patient portal after scheduling and expect a counselor to call within 90 minutes of doing so, regardless of which time you choose.

90 min

PICK AN AVAILABLE APPOINTMENT

2023 January

SuMoTuWeThFrSa
1 2 3 4 5 6 7
8 9 10 11 12 13 14
15 16 17 18 19 20 21
22 23 24 25 26 27 28
29 30 31
← Today →

Available appointments for 01/10/2
Courtney Moore

After you submit your search, all available appointments of that type will show for today. Changing the date won't show any appointments since all online scheduling is only for today's appointments.

Choose an appointment time that works for you, then complete the necessary forms on your forms tab.

If nothing is showing up for today's date, all the available appointments have been scheduled. You can:
--Schedule a call back from a counselor by returning to the appointment search
OR
--Log on again tomorrow (the earlier the better) and try again!