

STUDENT HEALTH SERVICES

HERE'S HOW IT WORKS DURING THE COVID-19 PANDEMIC, 2020/21



BOOK AN APPOINTMENT

- Call the UNB Student Health Centre at **453-4837** to schedule an appointment time.
- Be ready to provide information that may help your health provider (describe symptoms, email a photo if requested, etc).
- You will be asked if you prefer a telephone or video appointment.
- NO walk-in services are available. Access to the Student Health Centre is BY APPOINTMENT ONLY!
- In-person appointments will only be booked by the practitioner if deemed necessary for follow up. At this point you will be asked a series of COVID-19 screening questions to ensure the safety of everyone.

\$ NO SHOW FEES apply to ALL missed appointments. Please visit our website to view our CANCELLATION POLICY.



PREPARE FOR YOUR APPOINTMENT

- Get your device ready.
- Use your smartphone, tablet, or computer, and ensure the device is charged.
- Download the software requested by the Health Centre – likely Microsoft Teams. Trial it before your appointment to become familiar with the program.
- Ensure you are in an area with sufficient cell phone service, and strong internet connection if using video.



GET YOUR SPACE READY

- Ensure you are in a private, quiet location for your appointment.
- Be ready and available ahead of your appointment time. Practitioners may also get behind schedule; this is no different than coming to the clinic.
- If using video, make sure the room is well-lit, so your health provider can see you. Avoid lighting that is behind you.

Please keep in mind that virtual appointments are the same as in-person appointments, so our no-show and cancellation policies still apply. Our goal is to ensure the appointment time is available for other students calling for an appointment if you are unable to attend.

To CANCEL appointments, email the Student Health Centre (SHC@UNB.CA)

- by 8:00 am for all morning appointments
- by 12 noon for all afternoon appointments
- 48 hours in advance for Psychiatrist appointments

[GO.UNB.CA/HEALTHCENTRE](https://go.unb.ca/healthcentre)



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Services