

# **Student Health Services Portal**

## **Slippery Rock University**

### **Confidentiality of Health Records**

Students will communicate with health care providers via a password protected Student Health Portal and agree to policies and limitations:

- Secure messaging and telehealth are not for emergency situations.
- Access of electronic protected health information is limited to immunization records/lab titers, tb screening, negative test results, discharge summary, visit verification, and direct messaging with providers and staff.
- The mode of appointment (telehealth or in-office face to face) is at the discretion of the health provider.
- Diagnosis can only be made after consultation with a health care provider.
- Sensitive subject matter (HIV and mental health) may be discussed via telehealth. It is the patient's responsibility to select an appropriate private location for a telehealth appointment.
- No requests by secure messaging for refills of medication not currently being prescribed by our providers.
- Normal response to a non-urgent secure message request is 24 hours but no later than three business days. After that time, the student should call the office.
- In accordance with Slippery Rock University's adherence to the Family Educational Rights and Privacy Act (FERPA), electronic protected health information, such as treatment records, are available by completing an authorization for release of information form.