

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 three types of appointments you can schedule online via the Patient Portal:

- Same-day Intake (first time) Appointment (in person or telehealth*)
- Same-day Emergency Appointment (in person)**
- Call back from the same-day counselor

*You must be in SC at the time of your telehealth appointment

**If you need to change your same-day appointment to telehealth, call the front desk at 803-323-2206 after scheduling.

LOGGING IN

Scheduling online is through the Patient Portal.

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. *



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

CHOOSE THE COUNSELING CLINIC

Choose the "Counseling" clinic on the following page and click "submit."

SEARCH FOR TODAY'S APPOINTMENTS

Your final search should look like the screen to the right, make sure you pick the correct appointment you are signing up for.

A description for each type will show up when you click on them to help you find which best fits your needs.

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.



PICK AN AVAILABLE APPOINTMENT

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!