

Appendix 1

Hi there! I'm Stephanie, a nurse practitioner at the student health center. I see that this is your first time using telehealth services. Since this is your first time, I would like to make you aware of a few things before we start. Telehealth visits are designed for non-emergency care. These visits are collaborative efforts between you and a provider, tailored to your needs. Just like in a face-to-face visit, we listen, assess, and create a plan of treatment. If you need lab work before receiving a diagnosis, we will schedule a time for you to visit the student health center or recommend a lab close to your location where that work can be completed. Also, just like in our physical location, whatever information you provide here is protected by HIPPA law and will be kept confidential. This is a secure line, however, we cannot control the environment you have logged in from, so if you want to move to a more private location before we begin, let's do that now.