My Student Health Record (MySHR) Walkthrough

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What is My Student Health Record (MySHR)?

USC offers this online service to students who are enrolled in classes for the current semester. Access is usually available once classes begin.

With MySHR, students can:

- Edit contact information
- Schedule medical appointments
- Enable text message appointment reminders
- Complete necessary forms prior to their appointments
- Correspond with a clinician, advice nurse, or referral coordinator via secure message
- View their immunization status
- Access student surveys

The website is located at [www.usc.edu/myshr](http://www.usc.edu/myshr).
Logging In

Go to www.usc.edu/myshr.

Choose the option for the campus where you take classes (Either main campus or HSC campus).

Login using your USC NetID and Password.

You are now logged into MySHR. This brings you to the MySHR home screen.
From the home screen you can access all of the tools and features of MySHR by clicking the links on the left side of the page.

Description of the Home Screen Links:

- **Home** - clicking "home" will always bring you back to the MySHR home screen.
- **Profile** - clicking "profile" will allow you to edit your personal information including local and mobile phone numbers, mobile phone carrier (for text message appointment reminders), local address, and emergency contact.
- **Appointments** - clicking "appointments" will allow you to schedule medical appointments at the student health center.
- **Messages** - clicking "messages" will allow you to correspond with the advice nurse, referral coordinator, and clinicians you have seen at the student health center.
- **Forms** - clicking "forms" will allow you to access the patient access form which you can fill out prior to your appointment which may save you time.
- **Surveys** - clicking "surveys" will allow you to access any student surveys you may have received regarding your experience with the student health center.
- **Immunizations** - clicking "immunizations" will allow you to review your immunization status with the university—it will show "compliant" if you have turned in all required documentation or "not compliant" if we need information from you—and it will show what information is needed.
Profile

Profile allows you to edit your personal information including:

- Local phone number
- Mobile phone number
- Mobile phone carrier (to enable text message appointment reminders)
- Local address
- Emergency contact

To edit any of this information, click the corresponding "edit" link on the right side of the page.

When you are finished editing, save your changes.
Appointments

Enable Text Message Appointment Reminders

Enabling text message appointment reminders will allow MySHR to send you a text message reminder approximately two-hours prior to your scheduled appointment. To enable the text reminders, log-in to MySHR and follow these steps:

From the MySHR Home Screen, click the "Enable Text Messages" link.

If this link does not appear for you, you can also edit this information in the "Profiles" section of MySHR.
Enter your mobile phone number.

Select your mobile phone carrier from the drop-down list.

Click Continue.

Verify your mobile phone details.

Click Confirm.
Scheduling Appointments

From the MySHR home screen click "Appointments."

The appointments screen gives you two options:

- Schedule an appointment
- Enable text message appointment reminders (this will be discussed in another section)

Click "Schedule an appointment."

This screen gives you 5 different departments to choose from:

- Urgent medical problem or injury that you feel needs to be seen today
- General Medical
- Men's Sexual Health
- Women's Health
- Internal Medicine (Dr. Lee or Walker)
Choose yes if you are experiencing any of the urgent conditions listed or any injury. Click Continue.

This directs you to call the student health center or other appropriate party for help with your issue.

If you will choose no, click "cancel." Return to the Appointments home screen and schedule a general medical appointment. The general medical appointment option will also give you the opportunity to search for any available "same day visits."
General Medical

Includes the following:

1. Primary medical care
2. General medical conditions (not relating to men's/women's sexual health)
3. Needing a referral
4. Follow-up care
5. Same Day Visits for general medical conditions (if available)

Choose the general medical appointment option, then click continue.
3 options are available to choose from:

1. **Initial Visit (New Patient, Non-Urgent)**
   - If you are a new patient with a non-urgent condition not needing treatment today, choose this option.

2. **Routine Visit (Follow-Up, Non-Urgent)**
   - If you are a returning patient with a routine or follow-up condition not needing treatment today, choose this option.

3. **Same Day Visit - **this is the ONLY way to search for general medical appointments available today**
   - New or follow-up patients needing general medical care which cannot wait and needs treatment today.
   - This option should NOT be used for routine care or anything related to sexual health.

Choose the appropriate appointment option for your situation.

Click Continue.

Choose the primary reason from the drop-down box or type a description in the field below.

Click Continue.
Enter your telephone number where you can be reached if there is an issue with your appointment.

Click Continue.

A list of available appointment will appear (unless none are available).

Select the appointment you would like to schedule.

Click Continue.

If no appointments are available, or if the available options will not work with your schedule, choose the link stating "Please click here to specify other appointment options. This will allow you to search for appointments in future weeks. Please note: Searching for a "same day visit" will only search today only and will not present this search option for future days."
Verify the appointment details.

Click Book to schedule the selected appointment.

Complete any clinical questionnaire presented regarding your medical condition.

Click Submit Final.
Click Proceed.

This returns you to the appointment home screen.

You can see your currently scheduled appointments, including the one you just scheduled. This also provides you a link to cancel the appointment, if needed.
Men's Sexual Health

Includes the following:

1. Men's STD testing
2. Men's sexual concerns
3. Anything to do with male sexual organs

Choose the Men's Sexual Health option.

Click Continue.

Choose "Men's Sexual Health New Visit" if this is your first men's sexual health appointment.

Choose "Men's Sexual Health Followup" if you have seen a men's sexual health clinician previously.

Choose the appropriate appointment option.

Click Continue.
If you will be requesting any STD screenings, do not urinate for a least 2-3 hours prior to your scheduled appointment.

Click Continue if you agree to follow these instructions.

- If you need STD testing, choose this option from the drop-down list.
- For any other men's sexual health issue, type a description of the problem below.

Click Continue.
Enter your telephone number where you can be reached if there is an issue with your appointment.

Click Continue.

A list of available appointment will appear (unless none are available).

Select the appointment you would like to schedule.

Click Continue.

If no appointments are available, or if the available options will not work with your schedule, choose the link stating "Please click here to specify other appointment options. This will allow you to search for appointments in future weeks."
Verify the appointment details.

Click "Book" to schedule the selected appointment.

This returns you to the appointment home screen.

You can see your currently scheduled appointments, including the one you just scheduled. This also provides you a link to cancel the appointment, if needed.
Women's Sexual Health

Includes the following:

1. Women’s STD testing
2. Annual GYN exam
3. Women's sexual concerns
4. Birth control
5. Anything to do with female sexual organs

From the Appointments Home Screen, select Women's Health.

Click Continue.

Please select the department in which you would like to make an appointment:

Only the appointment types listed below are available for online scheduling at this time. To schedule another type of appointment (including Physical Exams and Travel Consultations), please call the appointment desk at 213-740-9355

- Urgent medical problem or injury that you feel needs to be seen today
- General Medical
- Men's Sexual Health
- **Women's Health**
- Internal Medicine (Drs. Leavitt or Walker)

For further assistance please call:

- ESHC Medical Services: 213-740-9355 (WELL)
- ESHC Counseling Services (Psychotherapy and Psychiatry): 213-740-7711
- ESHC Office for Wellness and Health Promotion: 213-740-4777

If you are a student on the Health Sciences Campus (HSC), please click here to be directed to the appropriate site.

For website assistance please email uphcsweb@usc.edu. Please be advised - email is not a secure medium for transmitting confidential information.
Choose the appropriate appointment option:

- Choose "Women's Health New Visit" if this is your first gynecological visit at the student health center.
- Choose "Women's Health Followup" if this is a follow-up gynecological visit.
- Choose "Annual Well-Woman's Visit" if you wish to schedule an annual gynecological screening.

Click Continue.

Select the primary reason for the visit from the drop-down menu or type a description of the issue below.

Click Continue.
Enter your telephone number where you can be reached if there is an issue with your appointment.

Click Continue.

A list of available appointments will appear (unless none are available).

Select the appointment you would like to schedule.

Click Continue.

*If no appointments are available, or if the available options will not work with your schedule, choose the link stating "Please click here to specify other appointment options. This will allow you to search for appointments in future weeks."*
Verify the appointment details.

Click "Book" to schedule the selected appointment.

This returns you to the appointment home screen.

You can see your currently scheduled appointments, including the one you just scheduled. This also provides you a link to cancel the appointment, if needed.
Internal Medicine

Includes the following:

1. Primary Care Referral REQUIRED
2. New or follow-up internal medicine care after referral is obtained

You must have a primary care referral on file in order to schedule an internal medicine appointment. If you need a referral, schedule a "general medical" appointment first to obtain the referral.

Referrals must be renewed every academic year.

Choose the Internal Medicine appointment option.

Click Continue.
- If you have seen an internal medicine clinician previously, choose yes (This will bypass the referral question in the next step).
- If you have NOT seen an internal medicine clinician previously, choose no.

Click Continue.

- If you have an internal medicine referral on file, choose yes.
- If you DO NOT have a referral on file, choose no to schedule a General Medical appointment instead.

Click Continue.
Type a description of the primary reason for your appointment.

Click Continue.

Enter your telephone number where you can be reached if there is an issue with your appointment.

Click Continue.
A list of available appointments will appear (unless none are available).

Select the appointment you would like to schedule.

Click Continue.

If no appointments are available, or if the available options will not work with your schedule, choose the link stating "Please click here to specify other appointment options. This will allow you to search for appointments in future weeks.

Verify the appointment details.

Click "Book" to schedule the selected appointment.
This returns you to the appointment home screen.

You can see your currently scheduled appointments, including the one you just scheduled. This also provides you a link to cancel the appointment, if needed.
Cancelling Appointments

From the MySHR Home Screen, click "Appointments."

A list of your currently scheduled appointments will show up in the middle of the Appointments page.

Find the appointment you wish to cancel.

Click the appointment's "Cancel Appointment" hyperlink.
Select the reason for cancelling from the drop-down box.

Click OK.

Please provide at least 24 hours’ notice for cancelling any appointment. You may be charged a $20 no show fee if you either cancel late or if you do not show up for your appointment. Calling to cancel will not prevent this fee—there must be 24 hours’ notice for cancelling online or by phone.

This returns you to the Appointment Home Screen. The appointment will no longer show up in the "Currently Scheduled Appointments" section.
Messages

Messaging the advice nurse or referral coordinator

Click "Messages" from the MySHR Home Screen.

Click "New Message" to begin composing a message.

- For medical advice from a nurse, choose "I want to send a message to the Nurse."
- For referral issues, choose "I want to send a message to the Referral Coordinator."

Click Continue.
Type the subject of your message.

Compose the body of your message.

Click Send.

Your message has been sent.
Messaging a clinician

A student can only message a clinician they have seen at the student health center. You cannot send a message to a clinician you have not seen previously.

From the MySHR Home Screen, click Messages.

Click New Message to begin composing a message.

Choose the "I want to communicate with a clinician for some other reason" option.

Click Continue.
Click Select Recipient.

Click the section containing your clinician's last name (For example: For Dr. Levy, choose G-L).
Click your clinician's name to add them as a recipient.

Your clinician's name should now appear as the recipient.

Type your subject.

Compose the body of your message.

Click Send.

Your message has been sent to the clinician.
**Forms**

If you are a new patient or have not been seen in the health center in a while, there may be patient forms available for you to fill out and bring to your visit. This just allows you to fill them out in advance and bring them with you. If you don't fill them out in advance, you will fill out any required forms when you are and check-in for your appointment.

**Surveys**

If you have services performed at the student health center, a quality survey may be sent to you here in MySHR. We value your feedback, so please fill out any surveys sent to you at your convenience.
**Immunizations**

USC requires all students to submit proof of certain vaccines/screenings to the Immunization compliance office. These requirements are listed in detail on the student health center website. You can view your current compliance status within MySHR by clicking the Immunizations link.

The **status field** at the top will say one of the following:

1. Compliant - if you have met ALL of the immunization requirements  
2. Non-compliant - if you have NOT met all of the immunization requirements

The **compliance details** section will show you specifically what information the compliance office has on file for you.

A green check-mark shows up for any requirements that we have received documentation for—and is followed by text stating "Compliant with Standard Requirements."

If any individual items have not been received, a red icon will appear indicating you are not compliant for this line item.

For further assistance please call:

- ESHC Medical Services: 213-740-9355 (WELL)  
- ESHC Counseling Services (Psychotherapy and Psychiatry): 213-740-7711  
- ESHC Office for Wellness and Health Promotion: 213-740-4777

If you are a student on the Health Sciences Campus (HSC), please click here to be directed to the appropriate site.

For website assistance please email uphccomp@usc.edu. Please be advised - email is not a secure medium for transmitting confidential information.

You can always email your required vaccine/screening records to the Immunization Compliance office directly at uphccomp@usc.edu.
Frequently Asked Questions (FAQs)

If I send a message to a clinician/advice nurse/referral coordinator, how will I know when they respond?

You can always log-in to MySHR and view your messages; however, MySHR also sends a notification to your USC e-mail address stating you have a message waiting.

If I call to cancel my appointment, can I avoid the $20 no show/late fee?

Appointments need to be cancelled at least 24 hours in advance. Whether you call or cancel online, the policy is the same. It will probably save you time to go ahead and cancel online.

How do I obtain my lab results?

Send a message to your clinician requesting lab results. They can either send these via secure message or give you call—just specify your preference in your message. If you received results from a clinician and you don't understand them, simply reply to the clinician's message and ask for clarification or a callback—whichever you prefer.

Can I just walk-in or do I have to have an appointment?

Almost all medical services at the student health center require an appointment. If you think you have an urgent medical need, see the Urgent Medical Problem or Injury section.

Services that do NOT require an appointment include:

- Most immunizations or vaccines - report to the immunization department (1st Floor)
- Tuberculosis screenings - report to the Immunization department (1st Floor)
- Urine pregnancy tests - report to the Acute Care Center (1st Floor)

I looked online and the first appointment is not until next week. If I call will there be additional appointments available?

No. The contact center staff has access to the same appointments available in MySHR. Make sure you have searched for Same Day Visits under the General Medical appointment type. If you feel your need is urgent, you can always call and ask for assistance at (213) 740-9355 or you can send a message to the advice nurse.