

Virtual Visits

Virtual visits are a way to see your provider from the comfort of your own home. Western has chosen VSee as our HIPAA-compliant option for video calls.



VSee Clinic
FREE

To see your provider virtually, you'll need to download the app "VSee Clinic" to your smartphone. The room code is based on the site.

Beaverton A: **WesternBeavertonA**

Cedar Hills: **WesternCedarHills**

Gladstone A: **WesternGladstoneA**

Gladstone C: **WesternGladstoneC**

Gresham West: **WesternGreshamWest**

Portland NE (Conexiones): **WesternPortlandNE**

Portland SE: **WesternPortlandSE**

Tigard: **WesternTigard**

Vancouver: **WesternVancouver**

Beaverton B: **WesternBeavertonB**

Cornell West: **WesternCornellWest**

Gladstone B: **WesternGladstoneB**

Gresham East: **WesternGreshamEast**

Hillsboro: **WesternHillsboro**

Salmon Creek: **WesternSalmonCreek**

Tualatin: **WesternTualatin**

If you are not usually scheduled at a site (you see your provider at school or a doctor's office) you can use the general code: **WesternPsych**

After entering the code, you will be asked to enter your name and reason for visit. We appreciate when you include your first and last name; you can also enter your provider's first name in the "reason for visit."

Alternately, you can connect with us through the waiting room website at <https://westernpsych.vsee.me/u/clinic>. Remember, you'll need a microphone and camera on your computer if you are using the online version.

It takes just a few minutes to complete your profile and sign-in the first time. Once you are in the "waiting room," your provider will connect with you at your appointment time. We look forward to seeing you!

Frequently Asked Questions:

- **Will the visit be private/secure?**

When you enter the digital "waiting room" of our VSee clinic, you are in an encrypted and private link that does not store or forward the call to any other location.

- **I'm not very comfortable with virtual visits; how is it different from face-to-face therapy?**

Many people feel hesitant to try a virtual visit, but they often find that after the call begins, it feels much the same as in-person sessions. We encourage you to discuss your feelings or any challenges with your provider.

- **Will my insurance pay for virtual visits?**

Virtual visits are covered by most insurances at the same rates as your mental health benefits. We have options for you to pay your copays over the phone at 503-233-5405 or through our online client portal.

- **What do I need to know before I have a virtual visit?**

Your provider will ensure they are in a private location and will ask that you do the same. They may also confirm your location and phone number at the beginning of the call in case of an emergency or if the call is disconnected. If you accept a call on your phone during the visit, your visit will be interrupted. It is best to set aside time and space for the visit like you would in an office setting.