

THE CLAREMONT COLLEGES

CAMPUS.HEALTH SERVICE

March 23, 2020

Availability of Campus.Health for The Claremont Colleges Students

The Claremont Colleges have contracted with TimelyMD, a provider of online medical and counseling services, to offer a telehealth option to all TCC students — undergraduate as well as graduate — to expand and supplement services currently available at Student Health Services and Monsour Counseling and Psychological Services. [Campus.Health](#) makes it easy for students to get quality medical and mental health care online or from their phone, anytime they need it.

Students now have access to [Campus.Health](#), which provides 24/7 medical and mental telehealth care for all students, at no cost! To get started, visit [Campus.Health](#). Register now and use the service when you need it.

[Campus.Health](#) offers the following unlimited free visits with student-focused, licensed physicians and counselors:

- 24/7 access to on-demand medical care
- 24/7 access to TalkNow emotional support
- Accessible from any location within the United States on any smartphone or web-enabled device
- This is a pilot project that will be available to students until mid-June 2020

To use Campus.Health services, students should:

- Visit the [Campus.Health](#) website or
- Visit the Apple or Android stores to download the free **TimelyMD** app
- Set up profile and at checkout, enter institution's customized coupon code: **PITZER2020**

Other notes and features:

- Students will see the name, picture, location (by state) and credentials of the provider
- An average medical visit will have a 5 minute wait to speak with a provider; the consultation will average 5-10 minutes
- An average TalkNow counseling visit may have a 5 minute wait time; 30 minute consultation
- Students may invite a parent or trusted advisor to participate
- Follow up notes will be sent by the provider to the student when the visit is complete
- All federally-protected rights to privacy will be observed. However, in the case of a life-threatening mental health crisis, a student's dean may be notified.
- This service is live now, and students may access it at any time.

FAQs

Q. Who can use Campus.Health?

A. Any enrolled, full-time student in The Claremont Colleges.

Q. What services are available?

A. 24/7 medical or immediate therapy (talk to a mental health provider about anything, after-hours or on weekends).

Q. How much does a visit cost?

A. It's free! There is no cost to full-time students.

Q: Can Campus.Health diagnose COVID-19?

A: Campus.Health will virtually assess symptoms and administer frontline care in a contained environment to limit the spread of illness. They will also give recommendations on need for testing vs. self-quarantine, and where to go if testing or further care is needed.