Hello GW Students,

As you balance classes, work/internships, family/friends, and other activities, you may find yourself feeling under the weather on a weekend and might need to triage with a clinician; or it’s two in the morning and you’re at home on spring break and want to talk things out with a mental health professional.

GW has partnered with TimelyCare, a leading virtual telehealth provider to help our students access medical and/or counseling services at times that may be more convenient – during the day, at night or the weekend.

TimelyCare provides 24/7 support and virtual care to all GW students–undergraduates, graduates, law, medical and doctoral–at no cost.

What services will be available with TimelyCare?

- MedicalNow - 24/7, on-demand medical care.
- TalkNow - 24/7, on-demand emotional support.
- Scheduled Counseling - Select the day, time, and mental health provider of your choice.
- Scheduled Medical - Select the day, time, and medical provider of your choice.
- Health Coaching - Support for developing healthy behaviors.
- Psychiatry - available upon referral.
- Self-Care Content - 24/7 access to self-care tools and resources, such as meditation and yoga sessions, helpful videos, and short articles from experts.

**How can I access TimelyCare?**
Visit GW's TimelyCare portal or download the TimelyCare app on either your Android or Apple phone to get started.

The first time you log-in using your GW email, you will be asked a couple of questions as part of the registration process. Once registered, you can access services from any web-enabled device (desktop, laptop, tablet, phone) from anywhere in the United States during the academic year, and during summer, winter, and spring breaks; as long as you remain enrolled as a student at GW.

**How does this program work with my medical/health insurance?**
With TimelyCare, you will have free, 24/7 access to providers from anywhere in the United States, regardless of your insurance status.

**This is a great option, but I still want to talk to someone in-person about my mental and/or physical health. Can I still do that?**
Yes! TimelyCare supplements the services provided by the Student Health Center, which remains available for in-person medical, counseling, and psychiatric visits. [View hours and locations.](#)

If you have additional questions about the TimelyCare telehealth program, read through our [Frequently Asked Questions](#), call the Student Health Center at 202-994-5300 during [business hours](#), or email [shcadmin@gwu.edu](mailto:shcadmin@gwu.edu).

We hope that you stay healthy and well!

Colette Coleman  
*Vice Provost for Student Affairs and Dean of Students*

Rebekka Christie  
*Director of Medical Services, Student Health Center*

Laura Finkelstein  
*Director of Counseling and Psychological Services, Student Health Center*
This message has been sent in accordance with the George Washington University mass email policy and procedure. This message was requested by the Division for Student Affairs and was approved by the Vice Provost for Student Affairs and Dean of Students.

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