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## New 24/7 Virtual Health and Well-being Service - Available Now!

The Division for Student Affairs <shcadmin@gwu.edu>  
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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*

To learn more, visit  
[healthcenter.gwu.edu/timelycare](https://healthcenter.gwu.edu/timelycare)

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