

Referring Students to CAPS

August 31, 2021

Hi All,

I hope you are doing well during the start of this very busy year! Please feel free to share this email in your networks. With the return of more students on campus, I thought it would be helpful to update campus partners so that you are aware of CAPS' current procedures for non-urgent and urgent care.

From an operations perspective, CAPS is seeing all non-urgent care students by telehealth. For first-time non-urgent care appointments, students can schedule online at www.bit.ly/3kM2L9h (password 778899) or by phone at (404) 727-7450. They can also self-refer directly to TimelyCare to begin therapy services immediately. They can set up an account with TimelyCare at timelycare.com/emory.

For urgent care, we are offering three options:

- 1) Students can contact the 24/7 TalkNow telehealth option through TimelyCare.
- 2) Students can call CAPS to speak with a triage provider by phone before determining next steps. This option is available Monday-Friday, 8:30 AM-3:30 PM.
- 3) On-site assessment at CAPS is available for those students who are in acute distress (also Monday-Friday, 8:30 AM-3:30 PM). It will be helpful to know that when students walk in for on-site urgent care assessment, we will first invite them to meet with a provider by telehealth (and provide them with a space on-site from which to login for their urgent care meeting).

Keeping in mind that urgent care students will first be assessed by telehealth, students who walk-in should bring an electronic device (phone or laptop). If we are concerned about safety issues, then a provider will meet with a student in person, with both individuals being fully masked.

As in the past, for any urgent care referrals to CAPS, we greatly appreciate a heads-up by phone. I'm looping in my interim co-executive director, Dr. Cynthia Whitehead-Laboo, so that she's aware of my reach out. Please feel free to let us know if you have any questions.

Sincerely,

Jane

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She/Her/Hers

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