

The Dyson Wellness Center is pleased to introduce



In addition to the continued services from the Dyson Wellness Center (DWC), North Central College is excited to offer a new telehealth program for students starting Spring 2021 called **Students Care**. The service will provide access to 24/7 mental health and medical telehealth services, with no cost for registered, full-time North Central students.

Whether you're feeling sick or overwhelmed, you will be able to talk to a licensed provider from your smartphone or any web-enabled device. Licensed providers are available to diagnose non-emergent medical conditions, prescribe medications and offer mental health support via phone or secure video visits.

Below are a few FAQs about Students Care.

Q. WHO CAN USE STUDENTS CARE?

A. Any enrolled, full-time North Central College student.

Q. WHAT SERVICES ARE AVAILABLE?

A. There are three services available 24/7 to students:

- **Medical:** on-demand access to a medical provider who can treat a wide range of common illnesses like cold and flu, sinus infection, allergies and more
- **TalkNow:** on-demand access to a mental health professional to talk about anything at any time
- **Scheduled Counseling:** scheduled options to speak to a licensed counselor (six times per academic year, per student)

Q. HOW CAN STUDENTS ACCESS STUDENTS CARE?

A. Students can go to www.students.care to register for and access telehealth services. Students can access telehealth services from any web-enabled device – smartphone, tablet, laptop, or desktop. From there, students register with their school email address, and then they will be able to log in to begin using services. Students can then choose to have a voice or video call.

Q. HOW MUCH DOES A VISIT COST?

A. There is no visit cost for North Central College students.

Q HOW DOES A MEDICAL VISIT WORK?

A. Our licensed medical providers are trained to treat a wide range of medical conditions. Below are some of the most common.

Most common medical conditions:

- Cold
- Sinus infection
- Influenza (flu)
- Bladder infection (UTI)
- Pink eye (Conjunctivitis)
- Vaginal yeast infection

Q HOW DOES TALKNOW WORK?

A. TalkNow provides 24/7 immediate access to a mental health professional for students. Students can discuss anything from general anxiety, loss of a family member and/or a critical situation. When students log in to Students Care, they click on TalkNow, to connect with a professional to quickly get the help and advice they need.

Our counselors can help with:

- Stress and anxiety
- Addictions
- Depression
- Eating disorders
- Grief and loss
- Trauma and PTSD
- Panic disorders
- Men's issues
- Women's issues
- Relationship issues
- Various other issues

Q IS TALKNOW ONLY FOR EMERGENCY SITUATIONS?

A. No. TalkNow can be used for any kind of emotional support, including critical situations.

Q WHEN SHOULD I CONTACT DYSON WELLNESS CENTER VS. STUDENTS.CARE?

A. The Dyson Wellness Center is still an available resource for the North Central community, and none of their services are changing or going away. If you use Dyson Wellness Center services, you can continue to do so. If you need to reach out to a medical or mental health professional outside of Dyson business hours, if you are off campus and don't have access to the Dyson staff, or if you are not comfortable reaching out to the Dyson Wellness Center, Students.care has trained medical and mental health professionals who are available to support your needs and are accessible 24/7.

Q CAN STUDENTS.CARE DIAGNOSE COVID-19?

A. Students.Care will virtually assess symptoms and provide recommendations on need for testing vs. self-quarantine, and where to go if testing or further care is needed.

SIGN UP TODAY FOR 24/7 CARE WHEN YOU NEED IT.

northcentralcollege.edu/dyson/students-care



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