

Student Wellness, Totally Free

Zoie Moore remembers that night as if it were yesterday. As a full-time student, she was overwhelmed by a wave of anxiety late one evening, unsure of what was happening but certain that she needed help. That's when she turned to TimelyCare, a virtual service designed to provide free, confidential mental health and medical care to all students enrolled in college credit courses.

For students balancing academics, work, and personal lives, moments of stress or anxiety can feel overwhelming. This is a reality that many, like Zoie, have faced.

What exactly is TimelyCare?

TimelyCare is a comprehensive virtual healthcare service tailored specifically for college students. It offers 24/7 access to medical and mental health services, all at no cost to students. The platform is available to all students taking college credit courses, ensuring they have the resources to support their physical and emotional well-being—whether it's a routine check-up or urgent mental health assistance.

One of the key features that sets TimelyCare apart from its competition is the “TalkNow” service, which provides immediate access to licensed counselors. For Zoie, this feature was a key contributor in overcoming her stress. When anxiety struck unexpectedly, she was able to connect with a counselor who helped her work through the situation in real-time.

“It was late at night, but it didn’t matter,” Zoie remembers. “The counselor I spoke with was wonderful. She taught me breathing exercises that helped me feel more focused and in control.”

Easy, accessible, and confidential care

TimelyCare is built around the understanding that students are often facing challenges alone. For Zoie, who is navigating college without parental support, the ability to connect with therapy at any hour was invaluable. The platform is created to be confidential, and no information shared during a session is communicated back to the college. This ensures that students can feel safe in seeking help without concerns about privacy.

Even for students who already have a primary care physician, TimelyCare remains a useful tool. While it is not an insurance plan, it serves as an additional resource, providing free consultations and support that can complement existing care. There are no copays, and the hours are flexible including night and weekend availability. This means TimelyCare allows students to access help whenever they need it.

Breaking the stigma around mental health

Dr. Rosemary Coffman, Executive Director of Student Success and Wellbeing, emphasizes the importance of taking care of one's mental health in order to succeed academically.

"Stigma is still a barrier that may prevent students from seeking support when they are feeling overwhelmed or anxious," she explains. "Taking care of your mental and emotional well-being is essential for students and leads to better academic success."

Zoie, now a part-time transition specialist helping students with disabilities, echoes this sentiment. She encourages anyone hesitant to reach out for help to take that first step.

“I was scared too,” she says. “But you don’t have to face it alone. Getting help is an important part of maintaining your overall health.”

Steps to download TimelyCare:

1. Open the Apple App Store on an iPhone or iPad, or the Google Play store on an Android device.
2. Search for TimelyCare.
3. Download the app to your device.
4. Once the app is installed, open it and register using your Lee College email address to set up your account.