



Dear Hopkins Students and Learners:

I hope this email finds you well, in body and mind, during this difficult time for everyone.

In response to the unprecedented challenges of the COVID-19 pandemic, the university has partnered with TimelyMD to make mental telehealth counseling free and available to all Johns Hopkins students and learners to augment our current services. Beginning today, TalkNow, a 24/7 on-demand mental telehealth line staffed by mental health professionals is available to you, and beginning April 30, you can take advantage of free scheduled counseling through the same service.

Go to jhu.edu/mentaltelehealth, create an account with your .edu email address, enter the service key JHU2020, and you are ready to get started. At a minimum, this service will be available to you until July 10, 2020.

TimelyMD will provide two key services to our community:

- **TalkNow** is an online resource staffed by mental health professionals (counselors, psychologists, marriage and family therapists, etc.). You can contact TalkNow about any issue at any time. Examples of topics you may want to discuss include (but are not limited to) relationship challenges, anxiety surrounding COVID-19, and transition issues. Students in the US and countries that permit web access can use the service.
- **Scheduled counseling** is a service where you can set up ongoing mental telehealth counseling appointments with a provider who is licensed in your state. This service, which is available to students located in all 50 states, will mitigate many of the limitations members of our community have faced due to the state-by-state licensure restrictions for counseling services.

These services build upon the university's current counseling and mental health offerings from the [Homewood Counseling Center](#), [University Health Services Mental Health](#), and the [Johns Hopkins Student Assistance Program \(JHSAP\)](#). All three offices continue to provide care for our students and learners remotely through phone and/or video mental telehealth appointments. Please visit the [JHU Wellness website](#) for a full list of offerings.

For students and learners who currently reside in Maryland, video mental telehealth visits with a JHU mental health provider continue to be available. For students and learners who are outside Maryland, JHU mental health providers can either talk to you over the phone to discuss options or continue to support you (where allowed by state law) until you are connected with other options such as TimelyMD.

The Student Health and Wellness Center (SHWC) at Homewood and University Health Services (UHS) in East Baltimore also continue to remain open for essential and urgent medical needs including prescription management. We have moved many of our services online but continue to have staff in the clinic. You must call first before coming to the clinic to determine whether we can support you remotely. SHWC and UHS also offer support after hours and on weekends. SHWC can be reached by calling 410-516-8270. UHS can be reached by calling 410-955-3250.

In this unique historical moment, everyone is susceptible to stress, fear, and symptoms of anxiety and depression. Those are entirely normal human responses to recent events. We care about you, and we hope you reach out if you need help and make use of all the tools at your disposal.

Sincerely,

Kevin G. Shollenberger
Vice Provost for Student Health and Well-Being

Frequently Asked Questions

Q: Who can use Timely MD?

A: Any student or trainee enrolled in a Johns Hopkins University program can use the service, including undergraduate, graduate, and professional students, post-doctoral fellows, and housestaff, part-time or full-time, online or in-person. TalkNow is available in the US and countries that permit web access to the site and app. Scheduled counseling is available in the US only.

Q: What services are available?

A: There are two services available:

- TalkNow, where students will have access to 24/7, on-demand mental health support to talk about anything, any time, including after business hours or on weekends.
- Scheduled Counseling, where you can set up ongoing, video mental telehealth counseling appointments with a provider licensed in your state.

Q: How does it work?

A: Go to [the website](#), create an account with your .edu email address, enter the Service Key JHU2020, and you are ready to get started.

Q: I am having an emergency. What should I do?

A: You should call someone for help.

- Call 911 or go to an emergency room
- Counseling Center: 410-516-8278
- JHSAP: 443-287-7000
- University Mental Health: 410-955-1892 (after-hours emergencies only) Baltimore Crisis Response, Inc: 410-433-5175
- National Suicide Prevention Lifeline: 1-800-273-TALK (8255)
- Crisis Text Line (free 24/7 crisis support in the US): Text HOME to 741-741