

University Counseling Services 2024 Service Update

In order to provide the greatest level of access and flexibility, University Counseling Services will continue to provide care through a hybrid form of services. This decision is based upon our significant experience and learning from the recent years of utilizing telehealth, student input indicating a wish for flexible hybrid services, and current public health recommendations. We will remain available for in person services and available to schedule during our regular business hours (M-F 8:45- 4:45 EST). Emergency services during daytime open hours will be offered either in person or by phone as needed, and after hours can be accessed by calling our number 617-552-3310, and pressing option 2 to be connected with the emergency clinician. Consultations to the broader community may also be offered either in person, by phone, or over a zoom platform.

We have adjusted our services in the following ways, and recognize that these plans could evolve:

If you are seeking new services you may call 617-552-3310

and ask to either schedule a triage to determine the most appropriate ongoing treatment, or a same day consultation to work with you on problem solving the issue at hand.

Students who are studying remotely, are not in the state of Massachusetts, and are looking to connect with local clinicians for ongoing psychotherapy can access referrals through your insurance online search for local clinicians in your area, calling local hospital or nearby university counseling center for suggestions, or using these online resources (<https://bc.thrivingcampus.com/>; <https://zencare.co/>; <https://www.psychologytoday.com/us>). If you need additional help, please request a referral consultation appointment over the phone or in-person at UCS.

Periodically we will be adding new resources to our website and encourage you to try those that may be appropriate for your needs.

Please help us better communicate with you and be aware of the following:

UCS clinicians will generally send emails via Virtru, a secure encrypted email tool. You do not need to have Virtru on your email to open and read the email from the clinician.

Please check your Spam folder in case the encrypted email ends up there.

Please note that a call from UCS might show up on your phone as unidentified phone number. If you missed the call, you can call back at 617-552-3310.

It would be extremely helpful to set up voicemail boxes and make sure it is not full so that we can leave you a message if needed.

Additional resources:

Please check out UCS self-care webpage:

<https://www.bc.edu/content/bc-web/offices/student-affairs/sites/counseling/self-care.html>

WellTrack:

<https://www.bc.edu/content/bc-web/offices/student-affairs/sites/counseling/self-care/welltrack.html>

