

## WHAT IS THE URGENT CARE MODEL?

It's an approach to providing mental health care within the counseling center, one that focuses on providing immediate access and treatment through same-day service and walk-ins for students that need to meet with a clinician.

### Benefits of the Urgent Care Model

- Focuses on providing the right dose of care based on the student's needs
- Allows each student to have their own individualized and flexible pathway through the counseling center, much like a "choose your own adventure" approach
- Shortens the wait times from weeks to hours or days, with the majority of students getting in the same day they call
- Efficiently and precisely uses counseling center resources
- Allows clinicians to see between 1.4 and 1.8 students/hour, compared to the standard one student/hour at most centers

### The Difference

The Urgent Care model is different than what counseling centers are currently doing, because it:

- **Focuses on same day access for *all* levels of need, including new clients, follow-up, routine, crisis, etc.).** Clinicians deliberately reserve 1-2 open slots in their schedule every day specifically for walk-ins. They also reserve the beginning and end of each semester solely for walk-ins.
- **Provides a mix of concise sessions (25-30 min) and traditional sessions (45-50 min).** Two-thirds of all appointments are concise (25 minutes) in length!
- **Emphasizes goal-focused counseling, rather than a standardized assessment process, which targets the client's immediate needs.** Counselors establish a clear goal for the session, according to what the student wants and needs, with the mentality that it may be the only/last time the student visits the center.
- **Provides a variety of flexible follow-up options.** Students can return for a future unscheduled same day session or can schedule a 25- or 50- minute counseling session in advance. The student and counselor collaborate on the best follow-up plan.