

Fall 2020 Counseling Center Information

To ensure Benedictine University students residing in Illinois can continue to receive confidential, free mental health counseling support, the Counseling Center will be open **VIRTUALLY** for Fall 2020.

Fall 2020 virtual individual counseling session appointments will be available:

- Monday-Thursday from 9:00am-5:00pm; Friday from 9:00am-4:00pm (Closed Saturday/Sunday)
- Call us at (630) 829-1800 to schedule an appointment.
- Virtual “Walk-In” sessions available M-F from 10am – 4pm by visiting [BenU Virtual Walk-In site](#).

FAQs – Fall 2020 Individual Counseling Sessions for Students

- Scheduled individual sessions will last no more than 50 minutes.
- Sessions are held virtually using Doxy.me, a HIPAA-compliant, fully encrypted telehealth platform.
- Clients will be asked to review the “Telehealth Informed Consent” and brief “Client Information Intake” or “Crisis” forms in advance of their first session.
- To schedule an appointment or get more information, please call us at (630) 829-1800. Calls will be returned within 24 hours.
- During Monday - Friday between 10:00am – 4:00pm, if you need a virtual “walk-in” session, please call us at (630) 829-1800 for instructions and availability or visit [BenU Virtual Walk-In site](#).
- **If you are having a life-threatening mental health emergency, please call 911.**

Group Therapy/Support

We are planning to offer some group support options. Please call us at (630) 829-1800 for details.

Continued Support for Students/Family

We’ll continue to offer additional support through our virtual “Wellness Wednesday” presentations via Zoom. Presentations hosted by the Counseling Center have a mental health and wellness focus. Some presentations may be offered in cooperation with other University departments.

To Initiate Scheduling a Fall Counseling Session

1. Call us at (630) 829-1800. (If you leave a voicemail, we will return your call within 24 hours.)
2. During your initial call, Counseling Center staff will ask you some screening questions to determine the level of support needed.
3. Once your level of needed support is assessed, our staff will describe the virtual counseling process (using Doxy.me) to make sure it will fit your needs for equipment, accessibility, and privacy.
4. If we determine that virtual counseling will fit your needs, we’ll schedule an appointment, provide you with the link to your counselor’s Doxy.me waiting room, and directions on where to access the Telehealth Informed Consent and Intake/Crisis forms prior to your first session.

Explanation of How Fall Sessions Are Conducted

1. Fall 2020 individual counseling sessions will be conducted virtually using Doxy.me. (Doxy.me is a HIPAA-compliant and fully encrypted telehealth platform that can be accessed from a laptop or mobile device that operates Chrome, Firefox, or Safari.)
2. Once you log into your counselor’s Doxy.me page, you will be asked to “check in” by typing your first and last name.
3. After checking in, you will “virtually wait” for your counselor to start the online session.
4. For safety reasons, at the beginning of each session your counselor will ask you to confirm your mobile number, street address, and ask if you are in a private space where you feel safe to talk. Your counselor will also tell you what to do if the call is disconnected or there are other connectivity issues.
5. During your first session, you and your counselor will review your Telehealth Informed Consent and Intake/Crisis paperwork and discuss the issues most important to you.