

## Wellness Center F.A.Q.

### Student Health Services

- 1. I am experiencing a medical emergency (i.e. chest pain, difficulty breathing, excessive bleeding, a severe allergic reaction, etc.). What should I do?**

*Call 911. If you are on campus, call Public Safety at (404) 471-6400.*

- 2. I need medical advice and it is outside of normal business hours (8:30am - 4:30 pm, Monday through Thursday) for the Nurse Advice Line. What should I do?**

*Contact your primary care provider, or an urgent care center close to where you are. If you are in Decatur, GA, you can call [Peachtree Immediate Care](#) at (404) 634-4443.*

- 3. What should I do if I think I have COVID-19?**

*If you are experiencing symptoms of COVID-19 (i.e. fever, cough), it is important that you avoid contact with others and call a healthcare provider immediately. Students can contact the Nurse Advice Line Monday-Thursday 8:30-4:30 for management recommendations. To access the Nurse Advice Line, please call 404-471-7100 and follow the prompts to reach Student Health Services. You can also call your primary care provider, or an urgent care center. If you are experiencing shortness of breath or difficulty breathing, call 911 or the Emergency Department. Please call the healthcare facilities first before arriving.*

- 4. Where can I learn more about COVID-19?**

[Centers for Disease Control and Prevention](#)

[Georgia Department of Public Health](#)

[Agnes Scott College Coronavirus Website](#)

### Counseling and Psychological Services

- 1. I am in crisis and need immediate help. What should I do?**

*In a life-threatening situation, call 911, or if you are on-campus, call Public Safety at (404) 471-6400.*

Resources for non life-threatening situations:

#### Phone

- After Hours Counselor (available outside of the Wellness Center business hours) at 404-471-7100 ext. 1
- Georgia Crisis and Access Line at 1-800-715-4225
- Suicide Prevention Lifeline at 1-800-784-2433
- ULifeline at 1-800-273- 8255
- The Trevor Project at 1-866-488-7386

## Text

- Georgia Crisis Text Line - Text 'GA' to 741741
- The Trevor Project - Text 'START' to 678678

## Online Chat

- Suicide Prevention Lifeline <https://suicidepreventionlifeline.org/chat/>
- Trevor Project <https://www.thetrevorproject.org/get-help-now/>

### **2. What do I do if I need a refill on my medication?**

If you were prescribed medication by the CAPS psychiatrist, Dr. Conley, you can send him a message in the Wellness Center Student Portal to request a refill or referral to a psychiatrist in your area.

### **3. I usually see the CAPS psychiatrist, Dr. Conley, and feel like I need to change my medication. What should I do?**

- a. You can contact Dr. Conley via the Wellness Center Student Portal, OR, if you have a psychiatrist or primary care physician that you are connected with off-campus, you can consult with them.

### **4. Can I continue to see my CAPS therapist?**

- a. If you have a scheduled appointment, your therapist will send you a message using the Wellness Center Student Portal to discuss clinically appropriate next steps. Students will have access to a combination of services appropriate for them, including consultation, teletherapy and referral. Portal messages are delivered to your ASC account so be sure to check your email.
- b. If you do not have a scheduled appointment but would like to connect with your therapist, you can email your counselor directly, or send them a secure message via the Medicat Patient Portal at [agnesscott.medicatconnect.com](http://agnesscott.medicatconnect.com). Instructions on how to send a secure message below.

### **5. I have never been to CAPS but feel like I need therapy. What should I do?**

- a. Contact the CAPS Director, Katie Ganske, who can provide resources and help you get connected with a therapist. You can reach Dr. Ganske by calling (404) 471-5443, or by sending a secure message in the Wellness Center Student Portal.
- b. You can also visit [agnesscott.thrivingcampus.com](http://agnesscott.thrivingcampus.com) for a directory of therapists local to your area . If necessary, you can filter your search for providers who offer telehealth.

### **6. It is after business hours and I need to speak with a counselor. What should I do?**

- a. You can speak with an After Hours Counselor by calling 404-471-7100 and selecting ext. 1

b. Additional After Hours Services

**Phone**

- Georgia Crisis and Access Line at 1-800-715-4225
- Suicide Prevention Lifeline at 1-800-784-2433
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**7. How do I send and receive messages in the Wellness Center Student Portal?**

To send a CAPS staff member a message:

1. Go to **agnesscott.medicatconnect.com**
2. Login with your ASC username and password
3. Select 'Messages'
4. Select 'Compose New'
5. Under Clinic, select 'Agnes Scott Counseling Services'
6. Under To, select the staff member's name