



Dear Students,

As many of you may know, the Medical School has been collaborating on a university-wide review and assessment of student mental health, wellness and engagement. We appreciate all of the input that has been offered by Medical School students, faculty and administrators. One outcome of this important work has been the recommendation to increase the availability of counseling services for students on the Boston Campus.

We are pleased to inform you of a new counseling resource being offered by the Medical School: TalkOne2One Student Assistance Program. Talk One2One is provided by AllOne Health and is available to all matriculated Medical School students free of charge. This service is in addition to all the existing Health and Wellness programming and Advising services being provided by Snaggs Gendron and the Office of Student Affairs.

Talk One2One provides confidential access to counselors both in-person and by telephone. Students can reach out to Talk One2One counselors at any time 24/7 by calling their 1-800 number for “in the moment” support by a master’s level licensed counselor or can schedule a future in-person (or telephone) appointment. The in-person appointments can be scheduled with Talk One2One counselors who will be located on the Boston Campus during the following hours:

Monday: 12PM – 7PM

Tuesday: 8AM – 3PM

Wednesday: 12PM – 7PM

Thursday 8AM – 3PM

Friday: 8AM - 3PM

In addition, students may be seen by Talk One2One counselors at off-campus locations that are convenient to where you live or near a clinical site that you are working at. You continue to call the same 1-800 number to make that request.

This service is not intended to replace ongoing therapy or psychiatric services but is an additional resource to address short-term mental health counseling needs. The Talk One2One Student Assistance Program includes up to six (6) counseling sessions per student (either in-person or by telephone) for each issue addressed with the counselor.

Here are a few facts about Talk One2One:

- It is **confidential**. No one will know you are using the services unless you choose to tell someone.
- It is **easy to use**. **Simply call 1-800-756-3124 to set up an appointment.** In the event of an emergency, you can call 24 hours a day and speak to a counselor.
- It is **free**. The benefit has already been paid for by the Medical School.
- It is **professional**. The Talk One2One counselors are licensed and specifically trained to help with your problem and, when necessary, refer you to additional appropriate resources.

The Talk One2One counseling service will launch this Monday, April 1, 2019. We plan on sharing this information at upcoming student wellness events and orientation sessions.