



Summary



Type

Private, medical school

Location

Las Cruces, New Mexico

Enrollment

~650

Founded

2013

Joined TimelyCare

Summer 2021

Case Study

Burrell College of Osteopathic Medicine Increases Access with Virtual Health Care

Challenges

- Needed 24/7 mental health and medical care for students
- Students are off campus in different states to complete medical rotations
- Needed a scalable solution to meet increasing demand for care from students

Impact of TimelyCare



5 min

Average wait time for on-demand emotional support

“TimelyCare has worked wonderfully for us. It has met our needs, and our students are very happy with the service. The 24/7 access to physical and behavioral health care is so important for medical students who are very busy and may need to see a provider after standard business hours.”

Brett Newcomer, MBA

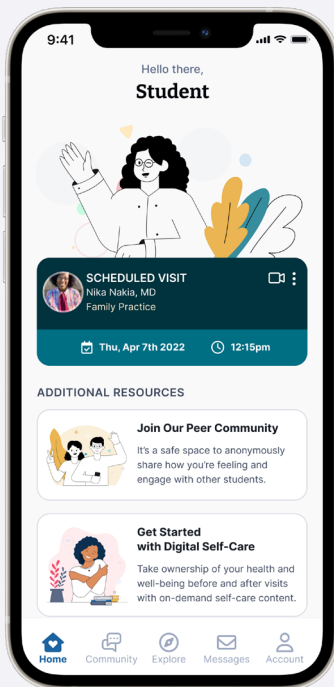
Director of Student Life
Burrell College of Osteopathic Medicine

CASE STUDY

BURRELL COLLEGE OF OSTEOPATHIC MEDICINE INCREASES ACCESS WITH VIRTUAL HEALTH CARE

“Our overall student body’s health has improved because of this service. Oftentimes, medical students are so busy, it is challenging for them to work self-care into their daily routine. Since TimelyCare is so easy to access and has very short wait times, we’ve had very high utilization rates.”

Brett Newcomer, MBA
Director of Student Life
Burrell College of Osteopathic Medicine



Average Burrell
student rating
of visits

4.8/5.0



Average Burrell
student rating
of providers

4.9/5.0



Solution

Burrell College partnered with TimelyCare to provide a complete clinical care solution that supports campus resources, including:

- On-demand medical and mental health services
- Scheduled medical and mental health services
- Psychiatry
- Health coaching
- Care navigation

Results



40%: Student registration rate for TimelyCare



142%: Average annualized student utilization of TimelyCare



37%: Student visits that occurred after hours



80%: The percentage of visits where students reported mental health improvement after a visit



47%: Nearly half of students said they would have done nothing if TimelyCare was not available to them

“The provider was great, and I will be using her again.”

Student
Burrell College of Osteopathic Medicine

“I love the improvements on making appointments. It’s so much more convenient.”

Student
Burrell College of Osteopathic Medicine

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