



Summary



Type

Private Liberal Arts

Location

Caldwell, Idaho

Enrollment

1,047

Athletics

NAIA

Founded

1891

Joined TimelyCare

Spring 2021

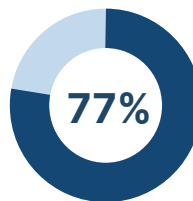
Case Study

The College of Idaho Meets Student Demand Through Virtual Care

Challenges

- In fall 2021, student demand for services from the Health and Wellness Center dramatically increased
- The campus' Counseling Center was overwhelmed with requests for counseling appointments
- Students in need of psychiatric medication management were faced with wait times in the community of up to 4 months

Impact of TimelyCare



The percentage of students' visits resulted in mental health improvement

“Students were in need of more support than ever to attend to their holistic health, and it was our job to ensure they had what they needed. In particular, our Wellness Center had such a high volume of requests for mental health support that we had to pursue a path to additional counseling services. Together with our students, who were amazing advocates, we were able to increase access and further destigmatize support through our collaboration with TimelyCare.”

Dr. Paul Bennion

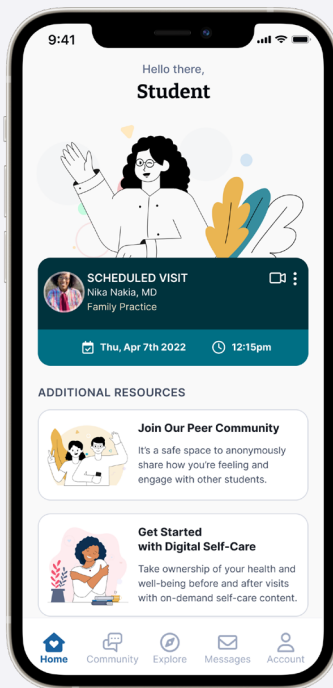
Vice President for Student Affairs, Dean of Students
College of Idaho

CASE STUDY

THE COLLEGE OF IDAHO MEETS STUDENT DEMAND THROUGH VIRTUAL CARE

“If you are in need of building capacity and providing the conditions for every student to access the care they need to be happy, healthy, and successful, TimelyCare is a great solution! Their approach to providing holistic healthcare ensures everyone has a way to meet their health needs. For many students who were not able to access successful medication management in the past, TimelyCare has been a literal life saver.”

Natalie Davidson, MS, CRC
Director of Health and Wellness,
College of Idaho



Average College of Idaho student rating of visits
4.63/5.0



Average College of Idaho student rating of providers
4.85/5.0



Solution

The College of Idaho partnered with TimelyCare to provide a complete clinical care solution that helped ensure students could get quick and efficient care. Additionally, students who needed medication management were able to avoid wait times of months in the community to get support. By providing 24/7 access to care, TimelyCare supports campus resources, with services including:

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

Results



5 minutes: Average wait time for on-demand emotional support



45%: Student visits that occurred after hours



52% said they would absolutely recommend TimelyCare to a friend



41%: Students who said they would have done nothing if TimelyCare was not available to them



76%: of mental health visits were initiated with TimelyCare because of anxiety, stress, or depression.

“I appreciated how quickly the provider understood my situation and prescribed me what I needed.”

Student
College of Idaho

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