



Summary



Type

Private, faith-based institution

Location

Mechanicsburg, Pennsylvania

Enrollment

2,579

Athletics

NCAA Division III

Founded

1909

Joined TimelyCare

Fall 2020

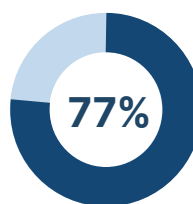
Case Study

Messiah University Increases Access to Care

Challenges

- Students expected access to mental and physical health care
- On-campus health options were at capacity and unable to meet all students' schedules
- Demand for services was high even before the pandemic and increased after it began
- No psychiatric services available to students
- Needed to enable on-campus resources to manage more acute cases

Impact of TimelyCare



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

“TimelyCare offered a proven product, with the TalkNow feature seen as especially advantageous for our student community.”

Doug Wood

Associate Dean of Students
Messiah University

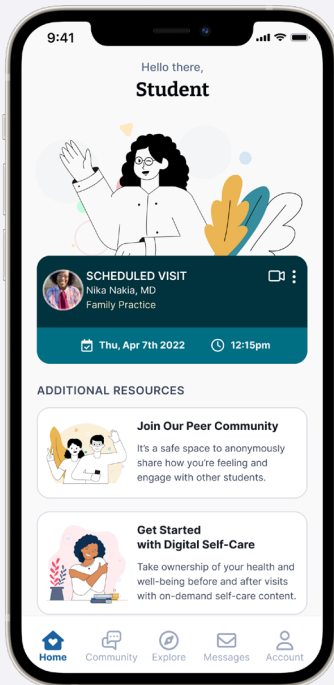
CASE STUDY

MESSIAH UNIVERSITY INCREASES ACCESS TO CARE

“Student users have expressed satisfaction with the level of care they have received comparable to ‘in person’ client/patient relationships ... The almost-instant access of TalkNow has been most welcome, in particular.”

Doug Wood

Associate Dean of Students
Messiah University



Average Messiah University student rating of visits

4.8/5.0



Average Messiah University student rating of providers

4.9/5.0



Solution

Messiah University 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



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



47%: Student visits that occurred after hours



1 out of 3: Students who said they would have done nothing if TimelyCare was not available to them



44%: Average annualized utilization of TimelyCare by Messiah University students

“I’m happy [the provider gave me] some direction on steps I could take for now, and it was a quick, easy process setting up a second meeting, which is something I was worried about.”

Student

Messiah University

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