



CASE STUDY

Cal Poly Humboldt Expands Access to Underserved Populations with TimelyCare

Challenge

At Cal Poly Humboldt, university leaders faced a serious challenge: serving more than 6,000 students in a relatively isolated rural area with a severe shortage of healthcare providers. And with a large population of first-generation and low-income students, many have little to no experience navigating the healthcare system on their own.

Before TimelyCare, Chia Chen, MD, Cal Poly Humboldt Medical Director, said students faced difficulties finding care, especially after hours. While an RN phone triage line provided some help, students often lacked comprehensive support, especially for mental health issues. There was a significant gap between what healthcare was needed and what was available.

Cal Poly Humboldt.

Type

Public

Location

Arcata, California

Enrollment

~ 6,000

Athletics

NCAA Division II

Founded

1913

Launched TimelyCare

2022



Campus Impact of TimelyCare

More than 80% of students reported improvements in mental health using TimelyCare.

TimelyCare has a place in the future of college health, especially in that it can offer a diverse group of providers and is a valuable augmentation to in-person care delivery — especially after-hours availability.

Solution

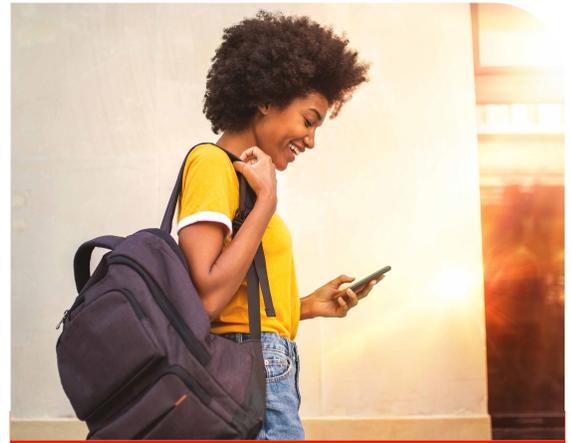
Early in the COVID-19 pandemic, Cal Poly Humboldt partnered with TimelyCare to provide much-needed access to telehealth services. That partnership has continued beyond the pandemic, offering TalkNow, medical, and mental health support that students have come to rely on. "We often have to go beyond our CSU-mandated service parameters to bridge the gap for students who cannot attain community access. There is steady use of TalkNow, with counseling services as the majority of utilization. It's important to have after-hours care and care during campus closures for holidays, weekends, etc.," Dr. Chen said.

With TimelyCare, the school expanded students' access to:

- On-demand emotional support
- Advanced psychiatric care
- Health coaching
- After-hours medical and mental health support
- Scheduled medical care
- On-demand self-care tools and resources

Results

When students need after-hours support, in-the-moment care, or support over breaks, TimelyCare fills gaps in campus resources. Additionally, for students with limited experience navigating their own healthcare, Cal Poly Humboldt's partnership with TimelyCare offers an easy-to-access, comprehensive, and coordinated care ecosystem. Students rate their visits 4.9 out of five, and their care providers at 4.96 out of five.



5.3 minutes

average wait time for on-demand emotional support



50.9%

of all visits occurred after hours or on weekends.



49%

of users said they would have done nothing if TimelyCare was not available to them.



Ready to transform your campus?

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timelycare.com   