

Live Well to  
Learn Well

Web:  
[health.cornell.edu](http://health.cornell.edu)

Phone (24/7):  
607-255-5155

Fax:  
607-255-0269

Appointments:  
Monday–Saturday

Check web for hours,  
services, providers,  
and appointment  
information

110 Ho Plaza,  
Ithaca, NY  
14853-3101



# CAPS Services

At Cornell, we consider it a sign of intelligence and strength to ask for help. **Counseling and Psychological Services (CAPS)** provides confidential mental health support for over 20% of Cornell students each year. Our mental health providers include psychologists, social workers, nurses, psychiatrists, and nurse practitioners from diverse cultural and clinical backgrounds.\*

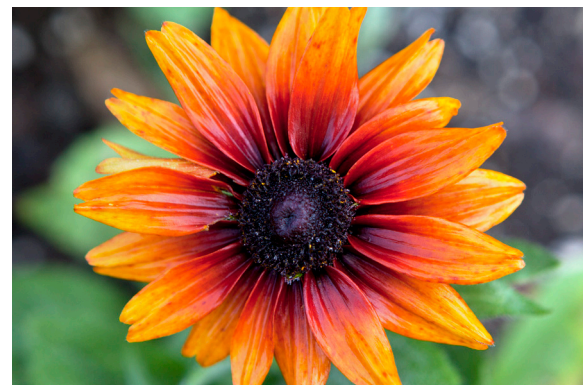
*Common reasons students seek care include:*

- Stress & anxiety
- Depression & loneliness
- Grief & trauma
- Adjustment challenges
- Relationship difficulties
- Questions about identity
- Managing existing mental health conditions

At Cornell Health, CAPS therapists work closely with primary care medical providers to offer a comprehensive and collaborative approach to the detection and treatment of complex personal and social health issues.

## Our services

- **Individual counseling:** These visits are designed to engage students in timely, meaningful dialogue in support of their well-being and ability to thrive at Cornell.
- **Group counseling:** The treatment of choice for addressing many college health concerns, groups are often more effective than individual counseling in addressing concerns such as identity and belonging, relationships, and substance use. View the current schedule of groups: [health.cornell.edu/groups](http://health.cornell.edu/groups).
- **Psychiatry services:** Students may be referred to a member of the psychiatry team by a CAPS therapist or primary care medical provider. Services include clinical evaluation and the prescription and management of medications related to mental health concerns.
- **“Let’s Talk” consultations:** Some students are more comfortable accessing support in a non-clinical setting. CAPS therapists provide free and confidential, walk-in consultations across campus Monday– Friday (see online schedule: [health.cornell.edu/LetsTalk](http://health.cornell.edu/LetsTalk)).
- **CAPS-led workshops:** Informal workshops on topics such as meditation, mindfulness, and management of test anxiety can help students thrive at Cornell.
- **Community Consultation & Intervention (CCI):** Our CCI team provides consultation to faculty and staff members working with students in distress who may not be willing or



*Our mental health providers are here to help you thrive at Cornell.*

able to access traditional counseling. Services may include consultation, advocacy, case management, and crisis intervention.

## Referrals

In order to meet students’ varied and specialized needs, our mental health providers may refer students to other campus resources or to licensed professionals or agencies in the community. The majority of the referral sources are located in downtown Ithaca, approximately a 10 minute bus ride from campus.

## Health Leaves of Absence (HLOA)

When students experience concerns affecting their ability to function successfully or safely, our staff can talk with them about taking a health leave from Cornell. More information is available at [health.cornell.edu/HLOA](http://health.cornell.edu/HLOA).

## Eligibility for services

If you are currently a registered student, you may use our counseling and psychology services, no matter what health insurance you have. Please visit [health.cornell.edu/get-care/who-we-serve](http://health.cornell.edu/get-care/who-we-serve) for details.

Students on leave, and graduated students are not eligible for ongoing counseling services. However, they can receive consultation about other options, including referral to a provider in the Ithaca community or elsewhere.

## Appointments

### 25-minute CAPS counseling visits

Students can schedule an individual counseling visit whenever they need help. A student’s first visit will be a 25-minute session during which the counselor will focus on meeting the student’s current needs, learning about the student’s

\* A full list of CAPS staff members, including their training and specialties, is available at [health.cornell.edu/CAPSstaff](http://health.cornell.edu/CAPSstaff).

goals for treatment, and making recommendations for next steps, if needed.

Students seeking to schedule an appointment in the next 24 hours may do so through Cornell Health's online patient portal ([myCornellHealth.health.cornell.edu](https://myCornellHealth.health.cornell.edu)). They may also walk in or call Cornell Health (607-255-5155) during business hours to make an appointment.

Appointments made for visits more than 24-hours out must be scheduled by phone (607-255-5155) or in person.

### Follow-up appointments

CAPS therapists work with students in need of follow-up visits to determine the appointment frequency and length (25 or 50 minutes).

Students who do not schedule a follow-up appointment can still return for 25-minute counseling visits in the future.

### Urgent appointments

During business hours, any student with an urgent need can walk into Cornell Health, and we will provide assistance. You can also reach a mental health provider 24/7 by calling 607-255-5155. (After hours, our answering service will connect you with a provider.) The individual you speak with will assess your situation and provide specific recommendations.

### Confidentiality

All care provided at Cornell Health is confidential. Health care records are completely separate from other university records. Cornell Health staff members confer with one another as needed to provide integrated care for you. In the event of your treatment at Cayuga Medical Center or another hospital, the hospital and Cornell Health will share relevant health information for continuity of care. Otherwise, Cornell

Health will not release any information about you without your written permission, except as authorized or required by law, or in our judgment as necessary to protect you or others from a serious threat to health or safety.

Cornell Health's Privacy Notice, available on our website, provides a comprehensive list of how personal health information may and may not be accessed or shared. If you have specific questions or concerns about confidentiality or privacy, please be sure to discuss them during a phone consultation or appointment.

### Fees & billing

25-minute counseling appointments, CAPS-led workshops, group counseling, and "Let's Talk" consultations have no charge for students. 50-minute counseling appointments have a \$10 copay for Student Health Plan (SHP) members and those who pay the Student Health Fee; there is no copay for SHP+ members. Additional fees may be charged for missed appointments and late cancellations.

Unless a student requests otherwise, during the regular academic year, we will submit bills directly to their Bursar account. The fee will appear as a "Cornell Health visit," not as a psychological service or counseling fee. For more information about paying for care, visit [health.cornell.edu](https://health.cornell.edu).

## How to prepare for individual counseling visits with CAPS

### Questions to ask yourself

- What prompted you to make an appointment now?
- What are the concerns for which you are making the appointment? (e.g., I'm having trouble fitting in; I need some support and strategies to address my isolation.)
- What is your goal for the visit?
- What do you think might help?
- Once things get better, what will you notice that you can do differently?

Giving these questions some thought before your appointment will help focus on solutions that are useful to you.

### Appointment considerations

- Allow adequate time on either side of your appointment for necessary travel and "regrouping" or reflection time.
- Arrive 10 minutes before your visit to complete your pre-visit questionnaire and a mental health survey connected to your visit. If you are more than 10 minutes late, we may not be able to hold your appointment.
- If you need to cancel an appointment, you may do so via [myCornellHealth](https://myCornellHealth.health.cornell.edu), or by calling 607-255-5155. A \$25 missed appointment fee may be charged for visits not cancelled before 8:30 am the day of the appointment.
- Occasionally, due to illness or crisis, your provider may need to cancel an appointment. You will be notified via a secure email message and/or with a phone call to reschedule at the earliest available time.