

Live Well to
Learn Well

Web:
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

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

Common reasons students seek care include:

- Stress & anxiety
- Depression & loneliness
- Trauma or grief
- Adjustment challenges
- Relationship difficulties
- Questions about identity
- Managing existing mental health conditions

CAPS providers work closely with colleagues in our medical department to provide a comprehensive and collaborative approach to the early detection and treatment of complex personal and social health issues.

Our services

- **Individual counseling:** One-on-one counseling sessions are offered to address the individual, relational, developmental, and situational factors affecting a student's ability to function at Cornell. We work to honor requests for a specific counselor whenever possible. Counseling sessions are typically 45 to 50 minutes.
- **Group counseling:** Support groups and group therapy are the treatment of choice for addressing many college health concerns (e.g., identity and belonging, relationships, substance use, etc.). Group counseling is often more effective in addressing such concerns than is individual counseling. Group sessions are typically 90 minutes. View the current schedule of groups: health.cornell.edu/groups.
- **Psychiatry services:** Student who receive counseling at Cornell Health may be referred to a member of our psychiatry team for evaluation and medication management. (Medication is rarely prescribed as the sole treatment modality.)
- **"Let's Talk" consultations:** Some students are more comfortable having the first point of contact for support take place in a non-clinical setting. Counselors from Cornell Health



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

provide confidential consultation through free off-site walk-in hours. Services are available at numerous times and locations across campus (see schedule: health.cornell.edu/LetsTalk).

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

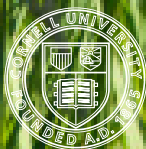
Phone consultation

- **For students concerned about other students:** A roommate or fellow student may be the first to notice a peer struggling with personal issues, exhibiting unhealthy behavior, or acting in other troubling ways. Students are encouraged to share their concerns with one of our counselors so that options for support may be explored.
- **For faculty/staff concerned about a student:** Our mental health providers offer consultation to enhance the ability of faculty and staff to serve as resources and support. Faculty and staff are encouraged to refer students for help and/or to call CAPS and share their concerns about a student. More information about supporting students in distress is available at health.cornell.edu.

Referrals: In order to meet varied needs for counseling and support, 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 providers are located in downtown Ithaca, approximately a 10 minute bus ride from central campus.

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* A full listing of our staff members, including their training and specialties is available at health.cornell.edu.



Support for Health Leaves of Absence (HLOA): When students experience concerns affecting their ability to function successfully or safely, our staff can assist in coordinating a health leave from Cornell. More information is available at health.cornell.edu/HLOA

Eligibility for services

If you are a currently 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 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.

Getting care

First appointment

The first step to getting care is to schedule a “brief phone assessment” so we can learn about your needs. Phone assessments involve a 10 to 15 minute conversation with a counselor who helps determine the urgency of your concerns, and how we might best help you.

To schedule a phone assessment, visit health.cornell.edu, log in to myCornellHealth, and select “Appointments.” Or, call us during business hours at 607-255-5155.

Routine appointments

Call us during business hours at 607-255-5155 to schedule appointments with your counselor or psychiatry team member. (Routine appointments cannot be made online.) At times, appointments fill up fast, and it may take longer to find an appointment time that works for you. We appreciate your patience, and encourage you to contact us if you have an urgent need.

Urgent appointments

In the event of a crisis, please call us at 607-255-5155 (press 2 during business hours; after hours you will be connected with an on-call health care provider).

The on-call provider will assess the situation and provide specific direction about what to do.

During business hours, any student with an urgent need can walk in to Cornell Health, and we will provide assistance.

Confidentiality

All health care provided at Cornell Health is confidential. Health care records are completely separate from all 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

Students who pay the student health fee and those enrolled in the Cornell Student Health Plan (SHP) pay only a \$10 fee for each visit provided in-house at Cornell Health. In addition to fees for service, fees may be charged for missed appointments and late cancellations. There are no charges for our “Let’s Talk” consultations or group counseling.

Unless a client tells us 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.

Get the most out of your appointments

Tips for counseling

- Counseling is a structured, supportive, and safe environment that helps you respond more flexibly to your thoughts and feelings. Be as honest and open as you are able. Doing so will allow your counselor to get to know who you really are.
- Set small, realistic goals for what you want to accomplish.
- Set time aside between sessions to reflect on issues discussed during your visits and/or complete readings or homework assignments.
- Address any concern about the counseling process with your counselor or the group as soon as you become aware that it may be interfering with your progress.
- If for any reason you feel you and your provider are not a good match, alternative arrangements can be made by talking with your counselor and/or the CAPS director.
- Be patient with yourself, and go at a pace that is comfortable for you.

Appointment considerations

- Create space for your appointment by arriving on time.
- Turn off your phone, laptop, etc. Allow adequate space on either side of your appointment for necessary travel and “regrouping” or reflection time.
- If you need to cancel an appointment, you may do so via myCornellHealth, or by calling 607-255-5155. A \$20 missed appointment fee will be charged for phone or in-person appointments not cancelled before 8:30 am the day of the appointment.
- If you are more than 10 minutes late, we may not be able to hold your appointment, and you may be charged a \$20 missed appointment fee.
- Occasionally, due to illness or a student 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.