



Benefits of TeleMental Health

What is Telemental Health?

Telemental health is the format of counseling offered via phone, video, and online self-help tools. In the era of COVID, UHS has quickly adapted counseling services to be offered in these mediums to best meet needs of students remotely and safely. We understand it is a new form of counseling and we want to help!

What are the Benefits of Telemental Health?

Increase in ACCESS

- flexibility of scheduling and location
- no limitations due to health conditions or other circumstances that limit travel
- expands the list of providers students can access
- empowerment to access more readily available services

CONVENIENT

- no travel time
- choice between phone OR video
- no transportation barriers
- mental health services coming to YOU wherever you are

SOCIAL JUSTICE

- support for trauma and related oppression
- those in marginalized populations are more vulnerable AND have access
- breaking down systemic oppressive nature of traditional therapy services

DECREASED STIGMA

- increased privacy (e.g. won't run into another student in the waiting room)
- everything is virtual these days so it can be seen as a "meeting"
- "Online disinhibition effect" - easier to share more personal information when on screen or phone

EFFECTIVE

- studies have shown that telemental health can be very effective

How do I access telemental health at UC Berkeley?

Students can setup services by calling (510) 642-9494 to schedule a phone appointment or book a telephone triage appointment through eTang. For urgent concerns, please call between 10am-4pm PST and you will be assigned to speak with a counselor by phone.

Cultural Considerations in Telemental Health*

We SEE YOU and are doing our best to optimize mental health. Telemental health considers issues of social justice, systemic oppression, and cultural needs. We invite you in and co-design counseling to fit your needs rather than telling you how it is done.

*Many students may have concerns about participating in telemental health services. This may be especially true for students from marginalized communities including students who are people of color, queer or trans, have disabilities, are undocumented, or are from low socioeconomic backgrounds. It is our goal to make our services accessible to ALL students. To address this goal, we rely on experience from our counselors who represent a wide range of backgrounds in terms of race/ethnicity, sexual orientation and gender identity, age, ability status, immigration status, and socioeconomic status. We also have specific mental health teams that focus on marginalized communities (e.g., Trans Care Team, African American Mental Health Team, etc.).