How to Choose a Mental Health Provider – TimelyCare

# Video Transcript

**Audio Description 1:** A soft slightly upbeat music track plays in the background.

**Visual Description 1:** A smart phone is drawn onto the screen. The screen shows the TimelyCare logo. After a moment a banner appears that reads “How to Choose a Provider.”

**Narrator 1:** Timely care is the virtual health and well-being platform for college students.

**Visual Description 2:** The phone screen phases to show a video call between a doctor and patient. There are different colors icons at the bottom of the screen for attaching files, sending messages, hanging up, turning on and off microphone, and turning on and off video.

**Narrator 2:** With a diverse network of licensed providers committed to providing equitable and accessible mental health care.

**Visual Description 3:** The screen of the phone phases to show the home screen of the application. At the top it says, “Hello there, student.” Underneath the greeting is an illustration of a person waving and a button with a heart icon that says, “Get Care.” Below is a section with two buttons. The first button has an illustration of two people waving, a title: “Join Our Peer Community”, and a description: “It’s a safe space to anonymously share how you’re feeling and engage with other students.” The second button has an illustration of a person smiling and giving themself a hug. A title: “Get Started with Digital Self-Care”, and a description: “Take ownership of your health and well-being before and after visits with on-demand self-care content.” After that section is a section with the title: “Need Help?” It has a description: “Visit our frequently asked questions (FAQS) for answers and info.” It also has a button: “Visit FAQ.” At the bottom of the screen are five tabs: “Home,” “Community,” “Explore,” “Messages,” and “Account.”

**Narrator 3:** For on-demand visits through talk now, TimelyCare connects you to the first available provider.

**Audio Description 2:** The sound of a user clicking is played.

**Visual Description 4:** A ripple effect expands from the “Get Care” button and the screen phases to a new screen that asks “What type of visit would you like.” It offers the options of “TalkNow” with description: Mental health/emotional support, and “Counseling” with description: Get advice from our providers.

**Narrator 4:** But with scheduled counseling, you can select an available provider in your state sorted by the first available.

**Audio Description 3:** The sound of a user clicking is played.

**Visual Description 5:** A ripple effect expands from the counseling button and the screen phases to show a provider selection screen scrolling though several providers names with subtitles like Professional Counseling, Clinical Social Work, and Psychology.

**Narrator 5:** Click into the provider bios to see their title and learn about their background, areas of focus, and experience.

**Audio Description 4:** The sound of a user clicking is played.

**Visual Description 6:** A ripple effect expands from a provider and the screen phases to show a provider bio page. It shows their profile image, name and credentials, gender, ethnicity, languages, a short bio and areas of focus like anxiety, depression, grief, and life transitions.

**Narrator 6:** You'll find mental health providers who are master’s level behavioral health professionals. All our providers are trained to be culturally competent. This means that they are confident in their ability to meet a student’s social and cultural needs, a critical part of receiving effective care. There is a button at the bottom labeled “Select Provider.”

**Audio Description 5:** The sound of a user clicking is played.

**Visual Description 7:** A ripple effect expands from the “Select Provider” button and the screen shifts to a scheduling page with selection options for dates and times.

**Narrator 7:** Once you find a provider that you're comfortable with, select the date and time that works with your schedule. And you don't have to worry about forgetting your appointment.

**Visual Description 8:** The phone screen phases to a blank screen with the TimelyCare logo on top. After a moment, a message bubble appears that reads “TimelyCare reminder. Upcoming appointment with Tamara Taylor April 4 at 12:15 PM.”

**Narrator 8:** We send nudges through the Timely Care platform and reminders via text and email about your visit.

**Visual Description 9:** The animated phone disappears and is replaced by a phone leaning on a laptop computer. The computer shows the home screen of TimelyCare, and the phone shows the digital store front used to download the app. Underneath the image there is text reading “Get Registered Today! – timelycare.com.” There are icons for the apple app store and the google play store.

**Narrator 9:** Get started now by downloading the app or visiting timelycare.com. Timely care. It's for students for free.