Frequently Asked Questions (FAQs)

Q. **Are there mental health or medical services available from the Student Health Center?**

A. Yes, the Health Center has remote services available to GWC students by appointment only for non-emergency mental health concerns or acute non-emergency medical conditions (such as a cold, sore throat, rash, bladder infection, etc). We are unable to address chronic medical conditions (such as diabetes, high blood pressure, high cholesterol, arthritis, chronic pain, etc). You can get mental health therapy with a therapist, a medical visit with a doctor, or phone advice from a nurse.

Call 714-895-8379 for an appointment during the following hours: Mon-Thur (8am-5:30pm) & Fri (8am-11:30am). However, if you have a medical or mental health emergency (ex: suicidal thoughts), please call 911 or the 24 hour Suicide Prevention Hotline (1-877-727-4747).

Q. **Will I be able to talk to a therapist or doctor the same day I call?**

A. All services are by appointments only. We will try to accommodate as many students as possible, as quickly as possible. However, there may be some wait time involved. Our goal is to answer students' phone calls immediately or return the phone call within a few hours. Most likely, a student will be able to talk to a nurse the same day.

Q. **What do I need to have in order to use these remote services?**

A. You will need:
1) High speed internet connection
2) Access to either a smart phone, tablet, laptop, or computer that has a camera, speakers, and microphone.
3) A private space for the visit
4) Email address where the therapist or doctor will send an email link to participate. *(A student may be able to borrow a Chromebook from Equity if they don't have #2).*

Q. **Where can I find additional mental health or medical resources?**

A. Visit our website at: *www.goldenwestcollege.edu/student-health-center/*

✔ Click on "Links to Resources" on the left side of page

✔ Click on any of the PDF files for the resources needed (*ex: Mental Health Resources*)

Q. **Where can I find current information regarding COVID-19?**

A. ☛ https://www.cccd.edu/aboutus/novelcoronavirus/Pages/default.aspx

☛ https://covid19info.ocgov.com/

for more info: **goldenwestcollege.edu**