



What is TimelyCare?

Access to 24/7 medical, mental health and health coaching support for all Roanoke College students.

Who can use TimelyCare?

Any enrolled Roanoke College student can use TimelyCare.

What services are available?

24/7 Medical visits, TalkNow visits (24/7 mental health support), Scheduled Counseling visits (12 per year), Psychiatry visits (by referral) and Health Coaching visits are available at no cost.

How do I log in?

Go to timelycare.com/roanoke and follow the prompts.

**Mobile users will be directed to download the TimelyCare app.*

What can I be treated for?

Our physicians, counselors and health coaches can treat/discuss a wide range of common conditions, and after talking to you, will decide on the best course of treatment. Some common conditions are: cold, sinus infection, influenza (flu), stress and anxiety, relationships, depression, nutrition and healthy lifestyle.

How much does a visit cost?

There is no cost to enrolled Roanoke College students.

I already have insurance and a primary provider, how does TimelyCare benefit me?

With TimelyCare, you will have free, 24/7 access to doctors, counselors and health coaches from anywhere in the United States, so you'll never have to spend time or money looking for resources when you're away from home or campus.

Can I get a prescription?

Yes, if the provider deems it clinically appropriate.