



December 11, 2020

Dear Heidelberg Students & Parents,

Heidelberg University is very excited to launch a new telehealth program for students called BergCare next week. BergCare will provide care while you are away from campus for the holidays. The service will provide access to 24/7 medical and mental telehealth care from anywhere in the United States, with no cost to students!

Whether you're feeling sick or overwhelmed, you will be able to talk to a licensed provider from your smartphone or any web-enabled device. Licensed providers are available to diagnose non-emergent medical conditions, prescribe medications and offer mental health support via phone or secure video visits. Below are a few FAQs about BergCare.

Q: How do I access BergCare?

A: You will receive instructions via your Heidelberg email next week to register and start using services, so please keep an eye out for that. You will be able to access services from any web-enabled device – phone, laptop, tablet, etc.

Q: Who will be able to use BergCare?

A: Any Heidelberg University student.

Q: What services will be available?

A. There will be three services available to students at no cost:

- *Medical: 24/7, on-demand access to a medical provider that can treat a wide range of common illnesses like cold and flu, sinus infection, allergies and more*
- *TalkNow: 24/7, on-demand access to a mental health professional to talk about anything at anytime*
- *Scheduled Counseling: scheduled options to speak to a licensed counselor*

Q: How much will a visit cost?

A: There will be **NO COST** for Heidelberg University students.

Q: Will BergCare be able to diagnose COVID-19?

A: BergCare will virtually assess symptoms and administer frontline care in a contained environment to limit the spread of illness. It will also give recommendations on need for testing vs. self-quarantine, and where to go if testing or further care is needed.

Be sure to watch for an email, explaining how to connect to BergCare and take advantage of these helpful services! If you have any questions, you can email student-affairs@heidelberg.edu.

Sincerely,

John Sharp, LPCC-S
Associate Director of Counseling

Janelle Baldosser, CNP
Director of Stoner Health & Counseling Center