

STUDENT SUPPORT RESOURCES

No matter what you are dealing with, there are resources available through WesternU/COMP. Don't hesitate to reach out! If you still don't know where to turn, text Dr. Park at (626) 482-9519 or Mr. Dave Benton at (626) 627-9633.



PHYSICAL HEALTH SERVICES

- ▶ The **MEDWell Program**: *Mindfulness, Exercise, and Diet through Work, Engagement & Lifelong Learning* provides numerous opportunities each month to focus on your overall health and wellness. Links to activities and past presentations can be found on COMP Connect and on the [COMP Wellness page](#).
- ▶ Refer to this list of local [Physical Health Service Locations](#).
- ▶ Keep your insurance current through Commencement (not last rotation)
- ▶ Submit waiver to [HSAC](#) by deadline if not using WesternU negotiated health insurance plan
- ▶ Helpful Links
 - [Student Health Insurance Web Page](#)
 - [Health Sciences Assurance Consulting \(HSAC\) Web Page](#)
 - [WesternU Catalog](#) (pg 21)
 - [Health Insurance Forums](#) (2021 Recording)
 - [International Health Rotation Application](#)



MENTAL HEALTH SERVICES

Regardless of location you have 24x7x365 access to counseling, mental health, and other services through **Optum Behavioral Health** including personal counseling on any topic, emotional well-being, legal assistance, financial planning, substance abuse/recovery, and senior care/childcare. You and your immediate family members are eligible for up to **6 FREE** sessions per topic (access code: WesternU). Search the nationwide network for a provider by location, gender, ethnicity, specialty, area of expertise, language, and more. Video, telehealth, and in-person appointments are available.

ROUTINE APPOINTMENTS

- ▶ Schedule a **FREE** appointment with an **Optum** provider:
 - **Nationwide**: by visiting the [Live & Work Well Web Site](#) or by calling by 800-234-5465
 - **Near campus**: by calling 855-952-1907 ([SoulTenders](#))
 - **On campus**: by visiting the [Member Web Site](#) (Dr. Couch, Luis Orozco, Lonny Bevill)
- ▶ Consider [Psychiatrist and Psychologist Recommendations](#) from fellow students (insurance dependent).
- ▶ Refer to this list of local [Mental Health Service Locations](#).

NON-ROUTINE APPOINTMENTS

- ▶ **Urgent Situations**: Can't wait for a routine appt? Connect 24x7x365 with a certified counselor by calling the **Optum** hotline at 800-234-5465. The therapist may provide counseling or direct you to 'emergent situation' resources depending upon the severity of your concerns. Also text or call the Office of Student Affairs; Dr. Park (626-482-9519) or Dave Benton (626-627-9633) to discuss options regarding upcoming assessments.
- ▶ **Emergent Situations**: If your needs exceed those of the routine or urgent care situations, call 911 or a situation-specific hotline, and also let your Office of Student Affairs know so we can provide support.

FREE APPS

- ▶ [Sanvello](#): The #1 App for stress, anxiety, and depression.
- ▶ [PEARLL](#): A science-based stress-management app. Download from App Store or Google Play (ID "westernu").
- ▶ [TalkSpace](#): Talk to a therapist asynchronously or in real-time. No appointment necessary.

OTHER RESOURCES

- ▶ Connect with your COMPanion
- ▶ [COMPeer Mentoring Program](#): Connect with a recent alum or current student who has successfully navigated the same challenge(s) you're currently facing.

ACADEMIC SUPPORT



- ▶ [Learning Enhancement & Academic Development](#) (LEAD)
 - Test-Taking Skills – indicate which exam you’d like to review
 - Academic Counseling – time management, focus, study skills, well-being, etc.
 - Request a Tutor
- ▶ [Office of Career & Professional Development](#) (OCPD)
- ▶ OAA [Pre-Clinical Education](#): For questions about the curriculum schedule, exam dates, grades, and technology like Elentra, ExamSoft, etc.
- ▶ OAA Clinical Education [Virtual Office Hours](#): See Elentra calendar for dates/times
- ▶ Teaching Faculty, Preceptors, Fellows, TAs, Course & [Block Directors](#)
Contact them by email, discussion boards, or office hours
- ▶ [3rd/4th-Year Survival Guide & Student-Led Residency Forums](#)
- ▶ Board Assistance Taskforce
- ▶ Success Planning Teams
- ▶ Faculty Advisor
- ▶ Center for Disability & Health Policy (CDHP)
 - [CDHP Registration Process](#)
 - [CDHP Intake Form](#)
 - [CDHP Requirements for Disability Documentation](#)
 - [CDHP Inquiries](#) (via email)
- ▶ Test Accommodations for [COMLEX](#) and [USMLE](#) exams

OVERARCHING SUPPORT

- ▶ [Time Off Request Form \(TOR\)](#): Unable to take an assessment or attend a mandatory session due to a recent life event or illness? Submit a TOR! If you’d like to discuss your options, text Dr. Park with your availability and she’ll call you back.
- ▶ If you need an approved absence for an IPE class, download the [IPE Absence Request Form](#).
- ▶ [Team Dynamix Ticket \(TDX\)](#): The Pre-Clinical Education, Clinical Education, and IT Departments, as well as the Offices of Student Affairs, Career & Professional Development, and Registrar are all available to assist you via TDX! Select **Student Services** then **COMP Services** to get to the COMP-specific departments/offices.
- ▶ COMP Connect: Ask a question of your fellow students, OSA, OAA, or OCPD
- ▶ SGA Class Leadership: See COMP Connect for photo roster
- ▶ COMP Townhalls: Come out, we’d love to see you and answer your questions live!
- ▶ [WesternU’s Faith-based and Cultural Student Organizations](#): Enter “faith” or “cultural” in the search field
- ▶ [Jury Duty Postponement](#)
- ▶ [Verify Enrollment or Degree](#)



FINANCIAL SUPPORT

These helpful resources are available to support your financial wellness and debt management needs:



- [Apply for FAFSA](#) every year
- Request a debt management [appointment with Financial Aid](#) (via email)
- Attend a debt management/financial wellness workshop
- Request **Student Leader Conference Funds**: [Submit a TDX ticket](#)
- Request a Budget Increase via the [YouPortal](#) Budget Increase Form
- Use the Financial Aid [Scholarship Database](#)
- [Apply for awards and scholarships](#) every year!

Are you unable to keep a roof over your head, food on the table, and/or afford essential medications? Are your loved ones unable to help cover the shortfall? The funds listed below may be available to you, but due to federal rules, enrolled students must first submit a budget increase request through financial aid (and indicate you have applied for one or both of the indicated funds). If your situation does not qualify for emergency funding, you can still accept the budget increase to cover the necessary expenditures.

- [WesternU Student Emergency Fund](#)
- **Physician's Aid Association (PAA)**: [Submit a TDX ticket to Student Affairs](#)

EMERGENCY NUMBERS

- 24x7x365 [Optum](#) Hotline: 800-234-5465
- [Suicide Support](#) Hotline: 800-273-8255
- [Transgender Suicide Support](#) Hotline: 877-565-8860
- [Sexual Assault Support](#) Hotline: 909-626-4357
- [Domestic Violence Support](#) Hotline: 800-466-7233
- [Crisis Text Line](#): 741-741 (text "HOME" then your personal message)
- Police Emergency: 911
- [Pomona Police](#) Non-Emergency: 909-622-1241
- [Claremont Police](#) Non-Emergency: 909-399-5411
- [Pomona Campus Security](#)/Escort to Car: 909-706-3000
- Urgent After Hours Concerns: 626-482-9519 (Dr. Park) or 626-627-9633 (Mr. Benton)



COVID-19

If you have COVID symptoms, have tested positive, or have been exposed to someone who has tested positive, please follow this procedure:

1. Submit the [COVID-19 Exposure Report](#) form.
2. Submit a [TOR](#) for any missed curriculum.
3. Self-isolate and do not go to class or rotation.

The Contact Tracing Team (CTT) will contact you to determine your next steps from the WesternU perspective.

Clinical students should additionally:

1. Submit an [urgent TDX ticket](#) to Clinical Ed.
2. Notify your rotation site administrator.

Clinical students will need to be cleared by both the CTT and their rotation site administration.

Clinical Students Traveling Outside the Country

Some rotation sites have COVID-related restrictions, such as testing or quarantine, that could delay your return, or result in your inability to rotate at that site. If you plan to travel, contact your site one month prior to ask about their return requirements.