



Center for Clinical Wellness
Rush University | Frequently Asked Questions

1. What is the Center for Clinical Wellness?

The Center for Clinical Wellness will serve as a hub for all things wellness at Rush and will be available to all current members of our community. The Center will provide a network of on-site and virtual tools as part of an overarching wellness eco-system, where existing and future programs integrate and build on one another.

The Center for Clinical Wellness (CCW) will seek to address three primary goals:

1. Creation of a culture of wellness, including programs to address burnout, support resilience, and increase joy in work.
2. Increased support for mental health, including access to care, reduction in stigma, and strategic partnerships to prevent suicide.
3. Production of leading research through an emphasis on data and analytics.

2. Who can make appointments at the Center for Clinical Wellness?

The CCW is available for all current members of the Rush Community, including all students, house-staff, and employees. The CCW will provide both on-site and telehealth appointments from 7am-7pm weekdays.

3. Where is the Center for Clinical Wellness located?

The Center for Clinical Wellness is located in the Triangle Office Building (TOB), 1700 W. Van Buren Street, Suite 150, at the Rush University Medical Center campus. When you arrive, the CCW is on the first floor, first door to the left past the elevators. Business hours are from 7am to 7pm weekdays. Parking validation is not provided as part of your visit.

4. How was the Center for Clinical Wellness funded and why was this launched now?

The CCW was supported by a significant philanthropic gift devoted to promoting the well-being of the Rush community. During these unprecedented times, addressing distress, exhaustion, and burnout has never been more important. [Click here](#) to read the National Academy of Medicine's formal recommendation for investing in well-being during the COVID-19 pandemic.

5. How do I visit the Center for Clinical Wellness?

The CCW is available by appointment only. You can make an appointment on the [Inside Rush CCW page](#). If you have an urgent need or request not related to scheduling, please call (312) 947-2323. For information on how to reschedule your appointment, see question 18 below.

6. What services are offered by the Center for Clinical Wellness?

The following services are currently available:

- **Well-Being Coach:** Work with one of our Well-Being Advocates to identify and meet your wellness goals.
- **Counseling:** Our Well-Being Advocates are trained mental health professionals and are here to support you.
- **Mini Wellness Retreat:** Re-charge your well-being - spend 60 minutes at the Center for Clinical Wellness enhancing your well-being through a special, targeted experience (includes access to Energy Pod).

7. What is happening to the University Counseling Center?

Beginning July 2020, the University Counseling Center will transition to the Center for Clinical Wellness (CCW). Since March, the University Counseling Center has not taken on new clients, due to the COVID-19 pandemic. All those looking to establish care during this period have been routed to the Rush Wellness Assistance Program for virtual counseling support. Starting in July 2020, all students and house-staff looking to establish care will be able to do so at the CCW.

8. I am an existing University Counseling Center client. How will my care be transitioned?

The Office of the Chief Wellness Officer is working closely with the University to ensure a seamless transition for existing clients. We plan to initiate a phased approach over the next couple of months to avoid any disruption of care for students and clients.

9. How will the transition of the University Counseling Center to the CCW benefit students?

The CCW will introduce a number of features that will benefit students. These include an immediate expansion of the hours of operation from 9am-5pm (University Counseling Center) to 7am-7pm (CCW); an emphasis on convenience and privacy demonstrated through an automated, online booking system with text message and email confirmation; and a specially-designed private waiting area that minimizes visibility.

10. Will any existing services for students and house staff (including psychiatry) be eliminated?

No. The Center for Clinical Wellness will expand services and hours for students and house staff.

11. Why was this change initiated?

In 2018, the American College Health Association (ACHA) performed an on-site review of Rush University services, including the University Counseling Center. As part of their final recommendations, they outlined a number of best practices, which encompassed revisiting the location, scope, and services offered to learners, in order to better promote a culture of well-being. The transition to the CCW is directly in line with these recommendations.

12. Will the Center for Clinical Wellness replace the Rush Wellness Assistance Program, Choose Health, or any other existing programs?

No. The Center is available for on-site and telehealth appointment from 7am-7pm weekdays. Rush Wellness Assistance Program will continue to provide 24/7 support; to learn more [click here](#).

Choose Health is managed independently of Rush Wellness through the Human Resources department.

13. Will there be a cap to the number of counseling sessions?

No. Students and house-staff are welcome to schedule as many sessions as desired. In order to ensure equity, we will continue to revisit our scheduling policy as demand increases.

14. What should I expect when I arrive?

Before you arrive, you will be asked to complete a short intake form to help focus your session via email. Once you get to the CCW, you will be greeted warmly by a member of the Wellness

team and escorted to a private waiting room. Your time with one of our Well-Being Advocates is absolutely confidential.

15. What is a Well-Being Advocate?

Members of the Wellness team who support our clients are known as Well-Being Advocates. We believe wellness is a journey, and while this journey is different for everyone, we can all benefit from a little help along the way.

All Well-Being Advocates are licensed behavioral health professionals with a range of backgrounds: all with a master's degree or above, including PhD's and MD's.

16. How does the Center for Clinical Wellness protect my confidentiality and privacy?

The facility design, business process, and all interactions with Wellness team members were built on the fundamental principles of confidentiality and privacy. Our innovative waiting room minimizes visibility and is paired with a one-way flow of traffic to ensure confidentiality for all of our visitors. Our private consultation rooms are fitted with highly-specialized acoustic foam embedded within the walls to absorb sound transmission.

The CCW does not use Epic or Rush-wide medical records. All documentation is stored in a multi-layer encrypted, HIPAA-compliant system, licensed and used only by the CCW.

17. Do I need to pay for the services I receive at the Center for Clinical Wellness?

No. All services provided at the CCW are free to current Rush students, house-staff, and employees.

18. How can I reschedule or cancel my appointment?

You can reschedule or cancel your appointment using the client portal. Click the "Schedule Now" button on the [Inside Rush CCW page](#); log into your account; and select the appointment you need to change in order to reschedule or cancel.

19. Does the Center for Clinical Wellness have a late or no-show policy?

Yes. In order to ensure we can serve all members of the Rush community, the CCW observes the following policies:

Clients who arrive more than 10 minutes late for their appointment will be asked to reschedule using the Client Portal online.

For your first missed appointment, we will send you an email reminding you of our missed appointment policy. If you miss a second scheduled appointment, we will pause scheduling with you and will assist you in finding other support in the meantime.

20. What precautions have you taken to maintain my safety during the COVID-19 pandemic?

Your safety is important to us. Any visitor or staff member who enters the CCW is required to pass a temperature check and wear a mask. Our capacity limits and furniture spacing allow for safe social distancing, according to guidance from the Illinois Department of Public Health. All surfaces in the CCW are regularly disinfected by staff.