

Waitlist Instructions

Please note the waitlist is not designed as a placeholder to receive mental health services if you are in active crisis. If you have a desire to act on your suicidal and/or homicidal thoughts, or are engaging in self-harm, call 911 or report to the nearest emergency room. Do not wait for an appointment with Counseling Services.

If you believe you are experiencing a mental health crisis and are concerned about your safety or the safety of others and want to talk to a professional, you can be seen at Counseling Services as a walk-in. You will be assessed and treated with the appropriate level of intervention.

Being placed on a waitlist for services means Counseling Services does not have any open appointment times and you will be alerted when appointment times become available. Below is an explanation of how waitlisted students are removed from the waitlist, scheduled for an appointment, and offered services to meet moderate clinical needs:

1. Counseling Services sends an email to every student on the waitlist every 2 weeks or when an appointment becomes available.
2. The email has “**Appointment Availability**” or “**Waitlist Status**” in the subject line.
 - a. *Appointment Availability* emails will indicate available appointment dates and times to confirm your availability and continued interest in Counseling Services.
 - b. *Waitlist Status* emails will indicate the status of the waitlist as well as resources or other services available to you.
3. If you are alerted to an available appointment, it is recommended that you confirm as promptly as possible. Appointments are scheduled on a first-contact basis, meaning they will be given in the order responses are received.
 - a. If we answer the phone or it is outside of office hours, please leave a detailed message that includes the appointment day and time that you want if you were offered multiple appointment options, your full name, and your oasis ID number. We fill the appointments in the order voice messages are received.
 - b. We will contact you to confirm that you did or did not receive the appointment requested.
 - c. If we do not hear back from you within 3 business days, we will remove you from the waitlist and move on to the next student waiting.
4. If you miss a scheduled initial appointment, it is your responsibility to call the office at 312-369-8700 and request to be put back on the waitlist.
5. If you are no longer interested in an appointment, you can request to be removed from the waitlist at any time.
6. [You may contact us](#) for assistance connecting with a provider in the community that accepts your insurance.
7. We have a list of other agencies, supports, and self-help resources [available on our website](#).

***If you have questions, please contact
The Director of Counseling Services at 312-369-7480***

Resources

- National Suicide and Crisis Helpline: 988
- Crisis Text Line: Text “HOME” to 741-741
- Student Relations: 312-369-8595
- Campus Security: 312-369-1111