Mental Health Emergency + Crisis Services
UVA Department of Student Health and Wellness (SHW)

All UVA students are eligible for emergency assessments and/or consultation.

FOR LIFE-THREATENING EMERGENCIES: Call 911 from on or off Grounds.
The UVA Health Emergency Room is located at 1215 Lee St, Charlottesville, VA 22908

24/7: TalkNow through TimelyCare via Phone or Video

TalkNow allows you to virtually meet with an urgent care counselor 24 hours a day, 7 days a week through the TimelyCare web or mobile app platform. Follow these easy steps to get connected:
1. Go to timelycare.com/uva. Download the TimelyCare app or use their web-based platform.
2. Use your @virginia.edu student email address to sign up.
3. Click “Get Care”
4. Click TalkNow and follow the instructions on the screen
5. Experiencing connection or technical difficulties? Call (833) 484-6359 (monitored 24/7)

24/7: Concerns About a Student

Faculty, staff, parents, or community members concerned about a student who needs immediate attention can call:
- Dean On-Call for non-clinical crisis support:
  - During business hours (M-F, 8-5): (434) 924-7133
  - After-hours + weekends, emergencies and urgent concerns: (434) 924-7166
- CAPS On-Call for confidential, clinical support: (434) 243-5150

Additional Crisis Response and Support

- Sexual Assault Resource Agency (SARA): (434) 977-7273
- Unwanted Sexual Encounter: studenthealth.virginia.edu/unwanted-sexual-encounter
- Suicide Prevention Lifeline: Dial 988 or visit 988lifeline.org
- Crisis Text Line: Text HOME to 741741. Students of Color can text STEVE to 741741.
- Trevor Lifeline (LGBTQ): (866) 488-7386 or text “trevor” to 202-304-1200 (7 Days/Week, 3pm–10pm EST).
- Region Ten Emergency Services: (434) 972-1800