



COUGAR CARE

— 24/7 TELEHEALTH —

STUDENTS, PART-TIME STAFF & ADJUNCT FACULTY

Collin College is pleased to offer a new benefit called CougarCare that makes medical and mental telehealth services available at no cost to credit students, adjunct faculty, and part-time staff employees beginning this fall.

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-emergency medical conditions, prescribe medications, and offer mental health support via phone or secure video visits. Below are a few FAQs about CougarCare.

Q. Who can use CougarCare?

A. All Collin College credit students, adjunct faculty members, and part-time staff employees are covered by this benefit.

Q. What services are available?

A. There are two services available 24/7 to credit students, adjunct faculty members, and part-time staff employees:

- *Medical:* On-demand access to a medical provider who can treat a wide range of common illnesses like cold and flu, sinus infection, allergies, and more.
- *TalkNow:* For adjunct faculty and part-time staff, “Talk Now” provides on-demand access to a mental health professional to talk about anything at any time. For Collin’s credit students, the “Talk Now” program helps provide after-hours and weekend support to the counseling and mental health services provided by the college’s current Counseling Services that are available to all students during regular business hours.

Q. How can CougarCare be accessed?

A. In the fall, credit students, adjunct faculty, and part-time staff employees can go to www.cougar.care from any web-enabled device – smartphone, tablet, laptop, or desktop. From there, users can register with their college email address, and then log in to begin using services through a voice or video call.

Q. How much does a visit cost?

A. There is no visit cost for Collin College credit students, adjunct faculty, and part-time staff employees.

Q: Can CougarCare services diagnose COVID-19?

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

For more information, please visit www.cougar.care.