



# Let's Talk

**Let's Talk offers students confidential consultation and support on a range of issues with counselors from UHS Counseling and Consultation Services**

**Available to all UW students | No fee | Drop in | No appointment necessary**

### ***What is Let's Talk?***

“**Let's Talk**” is a program for UW students that provides easy access to informal and confidential support and consultation with counselors from UHS Counseling and Consultation Services (C&CS). Counselor consultants hold drop-in hours at sites around campus Monday through Friday. Any student is welcome at any site. There is no appointment or fee necessary. Students are seen on a first-come, first-served basis, and usually there is not much of a wait.

### ***What happens at a visit to Let's Talk?***

When you come to the site, look to see if the office door is open. If it is, please come on in. If the door is closed, have a seat in a nearby chair and wait a few minutes until the counselor consultant comes to greet you. When you two meet, the counselor consultant will listen closely to your concerns, possibly ask questions and provide support, perspective, and suggestions for resources.

### ***What should I do if the Let's Talk counselor consultant is already meeting with someone?***

If the counselor consultant is already meeting with someone, the office door will be closed with a sign indicating that the office is occupied. In this case, please have a seat in a nearby chair and wait for the counselor consultant to come out and greet you. The wait is usually not long.

### ***What are common concerns that people bring up at Let's Talk?***

Students come in with a variety of concerns; no topic is off limits. Common concerns often include: stress, relationships, academic performance, financial struggles, sadness, worry, and family problems.

### ***How is Let's Talk different from counseling at UHS Counseling and Consultation Services?***

Counselors at C&CS provide ongoing counseling, which usually consists of weekly or bi-monthly 45-50 minute appointments. Let's Talk is not formal counseling; it is a drop-in service where students can have an informal consultation with a counselor consultant from time to time.

### ***What is the difference between Let's Talk and the UHS Access consultation?***

Let's Talk is an informal drop-in service, to provide consultation and support in locations around campus. The UHS Access consultation takes place in our East Campus Mall offices and is the first step toward linking students with counseling services. As such, part of the process of the Access consultation is reviewing and signing formal paper work as well as assessing symptoms and distress levels.

### ***Who should visit Let's Talk?***

Let's Talk is open to all UW-Madison graduate and undergraduate students. Let's Talk is the best fit for the following people:

- Students who are not sure about counseling and wonder what it's like to talk with a counselor.
- Students who are not interested in ongoing counseling but would like the perspective of a counselor.
- Students who have a specific problem and would like someone with whom to talk it through.
- Students who have a concern about a friend and want some ideas about what to do.



***I think I have a problem that would benefit from counseling. Would going to Let's Talk help me figure out what to do?***

Absolutely. The counselor consultant will help you talk through your issues and help you determine the best way to get help. If you feel comfortable with the counselor consultant, it is sometimes possible to meet with him or her at UHS in an on-going way.

***I am a non-student partner of a UW student, and I am covered by SHIP insurance. Can I come to Let's Talk?***

Yes, the counselor consultant will help you with your immediate concerns and assist you with referrals should you need ongoing support.

***I was offered an appointment at UHS Counseling and Consultation Services 14 days from now. Can I stop by Let's Talk in the meantime?***

If you believe you need to be seen sooner than the appointment you were given, it's best to call UHS directly and explain your situation.

***I went to UHS and spoke with a counselor. He/She recommended a referral to a therapist in Madison. Can I come to Let's Talk instead?***

Since regular counseling appointments are not available at Let's Talk, following up with the referral is a good idea. Unfortunately, C&CS cannot provide ongoing counseling to every student who requests it.

***I am currently seeing a therapist at UHS and would like to talk with someone sooner than my next appointment. Can I go to Let's Talk?***

If your next appointment is not soon enough, it is best to contact your counselor directly to see if he or she can see you sooner.

***I am currently seeing a therapist at UHS, and I'm not happy with the way things are going. Can I go to Let's Talk instead?***

The best thing to do in your situation is to talk directly with your counselor or call the UHS Director of Counseling and Consultation Services to request a counsel-

or change. Counselors are eager to get your feedback, positive or negative. Often, an open conversation about your concern helps smooth out any wrinkles and helps get things back on track.

***What else do I need to know?***

Although Let's Talk counselor consultants are professionals, Let's Talk is not a substitute for psychotherapy or formal counseling and doesn't constitute mental health treatment. Let's Talk counselor consultants provide informal consultations to help students with specific problems and to introduce them to what it's like to speak with a counselor. Your Let's Talk counselor consultant can help you determine whether formal counseling at UHS Counseling and Consultation Services would be useful to you and, if appropriate, assist you in getting connected at UHS.

***Let's Talk visits are confidential. Are there any limits to confidentiality?***

Conversations with Let's Talk counselor consultants are confidential. However, one exception is that counselors may need to share information in a situation in which safety for yourself or others is a concern.

Let's Talk counselor consultants keep brief written notes of their contacts with student in the event that there is an emergency, or when a student is referred to UHS. In these situations, other UHS counseling staff may see these notes. Information is also collected about attendance, so that we can keep track of the students we are serving and those we need to continue serving.

Let's Talk visits are never reported on a student's official university record.

*We don't want anything to be a barrier to students accessing help. If you have further questions about confidentiality, we encourage you to discuss them with a Let's Talk counselor consultant.*