



TRAVEL RISK MANAGEMENT & EMERGENCY ASSISTANCE

TELECOUNSELING SERVICES

With the rise in mental health concerns, organizations are now faced with an increasing responsibility to incorporate telecounseling resources into their emergency assistance and travel risk management strategies.

How Does Telecounseling Work?

On Call's telecounseling service is available through the Global Response Center and instantly connects travelers to a wide range of experienced and credentialed mental health professionals from anywhere in the world - **24/7/365**.

Telecounselors can be used for short-duration counseling support, or as a 24/7 resource for crisis intervention. While they should not be used in lieu of contacting first responders in a true emergency, the counselors are trained to deescalate during an initial call and perform an assessment as to whether a person requires a higher level of care.





Telecounselors
available
24/7/365

Why Telecounseling?

- 1** Telecounseling acts as an important supplement to the mental health coverage that may be offered in an international medical expense policy. This is because certain destinations have limited access to mental health care, or it takes longer to arrange for in-person services when emergency care is not needed.
- 2** Telecounseling can be used for temporary support when in-person mental health care is not readily available or while On Call is working on arrangements for in-person services.
- 3** Telecounseling is also useful in instances where individuals need temporary emotional support with short-term counseling. Examples of issues that can often be resolved through short-duration telecounseling are culture shock, academic or professional stressors, environmental stressors, grief counseling, or homesickness.



Contact Us Today to Learn More:

To learn more On Call's telecounseling services, contact us at trmsolutions@oncallinternational.com or scan the QR code.