



Counseling Sessions FAQs

VIRTUAL COUNSELING SESSIONS

York College Counseling Services provides telehealth services to all current YCP students taking courses. We are dedicated to providing the same high-quality services virtually as we have offered in our office. Please see some of the most frequently asked questions below as a guide to learning more about these types of sessions. If you have further questions not addressed below, feel free to contact us at 717-815-6437 or counselingservices@ycp.edu.

FAQ

HOW DOES TELEHEALTH COUNSELING WORK?

All of our telehealth counseling sessions are conducted virtually via a secure, video conferencing platform. The sessions are structured identical to in-person services. We also offer phone sessions if a student prefers this method over video conferencing.

WHAT ABOUT CONFIDENTIALITY?

Counseling Services utilizes a HIPAA compliant tele-video platform to ensure sessions are secure and confidential. Each counselor ensures they are in a quiet and confidential setting for the duration of the session. We strongly encourage students to find a similar location, when possible, to help ensure their confidentiality as well. Counseling Services upholds all ACA Code of Ethics guidelines for provision of telehealth services.

HOW DO I SCHEDULE AN APPOINTMENT?

You can schedule an appointment by calling Counseling Services at 717-815-6437. We are currently asking students not to come into our office to minimize in-person contact.

WHAT IF I'M EXPERIENCING A PSYCHOLOGICAL EMERGENCY?

Please contact Counseling Services Monday-Friday from 8:30am-5pm at 717-815-6437. If you are in need of services outside of these hours, please contact Campus Safety at 717-815-1314 or 911.