



# A Map of UCSF GME Well-being Resources



Updated June 2024



Start Here

## UCSF GME Well-being Website

<http://tiny.ucsf.edu/GMEwellbeing> or scan QR code



Your gateway to well-being resources  
for residents and fellows at UCSF

It may take several days to receive a response. **If you are having a mental health emergency, call 988 or San Francisco Crisis Line (24/7 support, (415) 781-0500 or text CRISIS to (415) 200-2920)**

### I am looking for resources for individual mental health or peer support for residents and fellows

"The stress of my work is really getting to me and I feel I'm close to burnout"

"The demands of my job are taking a toll on my marriage (or partnership) and we need help"

Faculty and Staff Assistance Program (FSAP)

- Free counseling for personal and work-related issues
- <https://hr.ucsf.edu/wellbeing/faculty-and-staff-assistance-program> or (415) 476-8279
- Strictly voluntary and confidential
- Will not appear in personnel file or medical record

"I am looking for coaching and/or therapy or psychiatry with flexible scheduling that I can access via text or video"

Headspace Care (formerly Ginger) Digital Behavioral Health Platform

- For residents and fellows enrolled in UC Resident and Fellows insurance plans
- App with unlimited text-based coaching and 15 free video therapy/psychiatry sessions per plan year
- <https://www.ucresidentbenefits.com/behavioral-health/headspace-coaching-therapy-and-psychiatry/>

"I am looking for professional mental health services and would prefer to access services in the community, rather than through FSAP or Ginger"

Community Mental Health Resources

- Mental health group practices vetted by FSAP that accept resident and fellow HMO/PPO health plans
- <https://tiny.ucsf.edu/ResidentMentalHealth>

"It is 9pm, I feel overwhelmed with anxiety, and I don't know what to do next. I am not sure if I need to go to the emergency room and I cannot wait until the next business day to address these concerns"

ProtoCall Services

- Triage and urgent care telephone service line
- UCSF-specific phone number: (855) 221-0598
- 24/7 mental health support for trainees
- Can provide additional linkage to FSAP
- Urgent service only

"I feel guilty after making a medical error and am looking for support"

"I want to process a challenging interaction between a patient and the healthcare team"

Peer Support Ambassador Program

- Confidential resident-led peer support for residents and fellows involved in adverse patient care events or challenges in the clinical environment
- <https://tiny.ucsf.edu/psa>

"I want to learn more about available self-directed coping and mental health resources"

Department of Psychiatry and Behavioral Sciences Resources

- Site of resources for coping and emotional health including self-care tools
- <https://psych.ucsf.edu/copingresources/>

### I am looking for ways to report or get support for harassment, discrimination, mistreatment, or other concerns

"I am a trainee and would like to report mistreatment or a work hours issue that I experienced or witnessed"

SAFE Reporting

- Method for trainees to report concerns/mistreatment of any type anonymously or confidentially
- <https://tiny.ucsf.edu/SAFE>

"I am looking for a confidential resource to discuss discrimination, harassment, or interpersonal violence"

CARE Advocate

- Free, confidential support for discrimination, harassment, or abuse related to race, ethnicity, national origin or other protected identities, or interpersonal violence such as sexual assault, intimate partner violence, sexual harassment or stalking
- <https://careadvocate.ucsf.edu/contact-us>

"I would like to speak to someone confidentially about a concern about my program or life at UCSF"

Office of Graduate Medical Education

- Open door availability for residents and fellows
- GME Confidential Hotline: (415) 502-9400
- Contact Kathy Julian, Associate Dean of GME [kathy.julian@ucsf.edu](mailto:kathy.julian@ucsf.edu), or Jennifer Vogt, Director of GME [jennifer.vogt@ucsf.edu](mailto:jennifer.vogt@ucsf.edu)