Well-Being and Mental Health Resources for Residents and Fellows
Office of Graduate Medical Education
UCSF School of Medicine

The following resources are available to all residents and fellows in the UCSF School of Medicine. For more information, [http://tiny.ucsf.edu/OYAxW2](http://tiny.ucsf.edu/OYAxW2)

Emergency and Crisis Mental Health Services
- **Police or medical emergency**: Call the UCSF Police Department at 911 or (415) 476-6911
- **Person of concern is unreachable**: Call the UCSF Police Department for a welfare check at (415) 476-HEAL(4235)
- **Emergent mental health support**: Call the San Francisco Crisis Line at (415) 781-0500

Urgent and Important Mental Health Services
- **Urgent (not emergent) psychiatric care needed after hours**: UCSF GME has contracted with ProtoCall Services for 24/7 mental health support. Trained professionals are available to take and triage calls from residents and fellows who need urgent help. Additional follow-up if needed is provided by UCSF FSAP. Call (855) 221-0598
- **Need emotional or psychiatric support** The UCSF Faculty and Staff Assistance Program (FSAP) provides confidential employee assistance services at no cost to UCSF faculty, staff, post docs, residents, and fellow. These services include assessment, counseling, and referral services for a broad range of personal work-related issues. Learn more at [http://ucshr.ucsf.edu/index.php/assist/](http://ucshr.ucsf.edu/index.php/assist/) or call (415) 476-8279
- **Mental health insurance benefits**: The resident and fellow HMO and PPO health insurance plans offer virtual and in-person mental health care. Virtual mental health services provided by LiveHealth Online Psychology may be found at [https://www.ucresidentbenefits.com/ucsf/medical/get-care/virtual-care#Psych](https://www.ucresidentbenefits.com/ucsf/medical/get-care/virtual-care#Psych) In-person mental health services may be found at [https://www.ucresidentbenefits.com/ucsf/medical/find-a-medical-or-behavioral-health-provider/get-care](https://www.ucresidentbenefits.com/ucsf/medical/find-a-medical-or-behavioral-health-provider/get-care) For assistance locating Anthem in-network mental health care providers, contact Sue Forstat, UCSF Health Facilitator Program, (415) 514-3324 or sue.forstat@ucsf.edu

Additional Support Services
- **Report concerns regarding mistreatment**: Residents and fellows may report using the SAFE (Supporting a Fair Environment) reporting form [http://tiny.ucsf.edu/EJEkID](http://tiny.ucsf.edu/EJEkID)
- **Discuss issues with the Office of GME**: Bobby Baron, MD (Associate Dean for GME) and Amy Day, MBA (Director of GME) have “open door” policies and are always available to help with resident and fellow concerns and inquiries. To reach Dr. Baron call (415) 476-3414 or email Bobby.Baron@ucsf.edu To reach Amy call (415) 514-0146 or email Amy.Day@ucsf.edu Issues may also be reported through the GME Confidential Hotline, call (415) 502-9400
- **Discuss campus-related issues with Ombuds**: The Office of Ombuds serves as a resource for all members of the UCSF community, including residents and fellows, and offers a safe, confidential place to discuss campus-related issues and explore possibilities for informally addressing concerns. Learn more at [http://ombuds.ucsf.edu/](http://ombuds.ucsf.edu/)
- **Report discrimination or harassment**: The Office for the Prevention of Harassment and Discrimination (OPHD) supports the University policy prohibiting discrimination and harassment of any person on the basis of their membership in a protected category. For more information or to file a complaint go to [https://ophd.ucsf.edu](https://ophd.ucsf.edu) or call (415) 502-3400
- **Receive support for interpersonal violence**: The Campus Advocacy Resources and Education Office (CARE Advocate) provides free, confidential support to the UCSF community, including residents and fellows, who have experienced interpersonal violence such as sexual assault, dating/intimate partner violence, sexual harassment, or stalking. Learn more at [http://careadvocate.ucsf.edu](http://careadvocate.ucsf.edu)