FAQ

A close up of a logo

Description automatically generatedWISE Wellbeing Outreach Program

Who is WISE?

WISE is a non-profit within MedStar Georgetown University Hospital that provides mental health and wellbeing supports to DC schools. We deliver therapy, psychiatry services, and support for teachers to make classrooms a better place for kids. We also support parents and caregivers through our Caregivers Empowering eachOther (CEO) program.

How did you get my contact information?

You were enrolled in the program because WISE supports your school and, in many cases, you or a child you care for is receiving services directly from our team.

What does this program do?

We know that you are busy, and we also want to make sure you feel supported. For some parents, texting is an easy way to receive information about self-care, strategies for kids, and opportunities to connect with other caregivers. You will get a very short text every week with a helpful tip or resource that we hope will be a bright spot in your day. No response is required.

Do I have to be a part of it?

No, it is not required. You can always unsubscribe by texting STOP to any text you receive, and you will no longer receive texts.

Is my information protected and private?

Yes. This is not a spam service. It is managed solely by the WISE leadership team, and your contact information is not shared anywhere outside of our organization. The texts you receive are personally composed by a WISE clinician. Like with all of our support services, your information is kept confidential.

If I click on a link that you send me, will I get a virus?

No. All of the links we send you are secure and safe. Most of them take you straight to a resource on our webpage.

Can I text back?

This is a one-way texting service. If you text back, the text goes nowhere and is not received by anyone. The only exception is if you text STOP to unsubscribe from the service.

If you need urgent mental health support, call 911, the DC Access Helpline (888-793-4357), or go to your nearest emergency room.

If you want to speak with the WISE team about our programs or your child’s care, please contact our Clinical Coordinator at 202-779-0208.