

Lewis and Clark College Counseling Service **Information About Our Services 2011-2012**

The following paragraphs answer some important and frequently asked questions concerning our services. If you have questions after reading this information, or if you have other concerns not addressed here, please direct your questions or concerns to your counselor. Please keep a copy of this sheet for your records. Read all this information carefully—it will save you time when you meet with your counselor.

All counseling services at Lewis & Clark College are provided free of charge to undergraduate, graduate and law students. Dr. John Hancock, Dr. Michelle Kirton, Dr. Jeanne Lilly, Dr. Bobbi Mihara, Dr. Patricia Clark, and Dr. Tim Beecher are licensed psychologists in Oregon. Siri Harding, Jackie Randall, and Lisa Woodrich are doctoral psychological trainees from Pacific University. Siri Harding is supervised by Dr. Michelle Kirton. Jackie Randall is supervised by Dr. Tim Beecher. Lisa Woodrich is supervised by Dr. Bobbi Mihara.

Information about your first appointment

Your first meeting with a counselor will be an assessment interview. During this meeting, you will be able to share with the counselor your concerns and feelings. The goal of this meeting will be for you and your counselor to develop a plan to address your concerns. The best plan to meet your needs might involve returning to see this same counselor again; it might involve referral to a different counselor on our staff; or it might involve being referred to some other campus or off-campus resource.

To best meet the needs of the many, the Counseling Service focuses its resources on students who can benefit from relatively brief counseling support (e.g., 1–10 sessions during an academic year). We have a limited number of slots available for students who need longer-term service. Sometimes an individual student will need more sessions than we can provide, or a student will need a type of counseling that we do not offer. In such cases, staff will review with students the potential limitations on our services; a referral to an off-campus provider may be necessary. Also, at times during the year, student demand for service may exceed available appointment times. At these times, we may have a waiting list for second appointments (for individuals who are not in crisis). Individuals in crisis are always given top priority for appointments. Your counselor will talk with you more about these issues if necessary.

Timing of Appointments

Most counseling sessions (including your initial assessment) are scheduled to last from 45–50 minutes. Depending on your needs, the demand for our services, and your counselor's schedule, he/she may speak with you at some point about the possibility of shorter appointments.

Confidentiality

All counseling services are confidential. In general, no information is released to individuals outside the Counseling Service without your consent. There are certain exceptions to this rule, as permitted by law. *Our experience is that these exceptions arise infrequently.* They include:

- a. We may disclose confidential information when we judge that there is a strong possibility of serious harm being inflicted by you on another person or on yourself.
- b. Should you disclose information relating to probable child abuse, elder abuse, or abuse of a vulnerable adult (for example, someone who is developmentally disabled or mentally ill, or who has a disabling illness), we may be required to notify state authorities. Also, should you be over the age of 18 and engaging in sexual activities with someone under the age of 18, we may be required to report this matter to state authorities.
- c. The Oregon Board of Psychologist Examiners (or a similar state agency) may subpoena relevant records from our agency should our staff become the subject of a complaint. If a client files a complaint or lawsuit against the Counseling Service, we may disclose relevant information regarding that client—so that we may provide our side of the circumstances in dispute.
- d. Should you be involved in legal proceedings that are related to your counseling concerns, the court might subpoena your records and/or our testimony could be required. In such cases, we will work to ensure your rights are protected.

- e. If you file a worker's compensation claim, this constitutes authorization for us to release your relevant mental health records to involved parties and officials. This would include a past history of complaints or treatment of a condition similar to that involved in the worker's compensation claim.
- f. We may be required to disclose your health information to authorized federal officials who are conducting national security and intelligence activities or providing protective services to the President or other important officials. By law we cannot reveal to you when we have disclosed such information to the government.
- g. Should you die, the personal representative of your estate (whom you have appointed) will have a legal right to access your treatment records. If you have not appointed a personal representative, your relatives or others may gain access to your records.
- h. Additional limitations on confidentiality apply to students under the age of 18. If you are under 18, your counselor will discuss with you these limitations.

Records of your contacts with our office are maintained by your counselor. These records are held secure and confidential, and will only be released with your prior written consent (with the same exceptions as above). Please note that when two persons have been engaged in couples/marital counseling with one of our staff, the written consent of both parties is generally necessary for the record to be released. You generally have the right to a copy of the records in your file. Requests to access your file should be directed to your counselor.

Please be aware that some organizations (e.g., the Peace Corps and government agencies involved in security clearances) routinely ask applicants about past mental health treatment and sometimes require that applicants sign release forms to authorize the disclosure of selected treatment information. If you have concerns about how this issue might play out in your future, please talk with one of our professional staff in your first appointment.

Consultation and supervision within our agency and with other mental health professionals

Counseling staff may consult with one another, or receive supervision on specific cases from other mental health professionals. All such consultations are conducted in an effort to improve the quality of services offered to you. Any mental health professional who provides us with consultation or supervision is obligated to hold information in confidence. Your consent is not required for such consultation to occur.

Service availability

The Counseling Service is open for client contact from 8:30 a.m. to noon and from 1:00 to 4:30 p.m., Monday through Friday, when undergraduate classes are in session. Occasional early evening appointments are also available. Please be aware that even when our office is open, our desk is not always staffed. So, while you are always welcome to leave phone messages on our voice mail (503-768-7160), it may take some time (even hours) for us to retrieve your message and return your call. If you are in crisis and need immediate help, and if our staff is not available when you call, you should contact one of the following resources:

Multnomah County Crisis Line	503-988-4888;
National Hopeline	1-800-273-TALK (8255); or
OHSU Emergency	503-494-7551.

Call Campus Safety at 503-768-7777 if you have a life-threatening emergency on campus. If you are off-campus, call 911.

What if I'm unable to make it to an appointment?

If you are unable to keep an appointment with our staff, call 503-768-7160 to cancel as far in advance as possible. This allows us to use your appointment time for another student. Please do not just "no-show" for an appointment without canceling. **If you no-show without canceling, we will charge you a no-show fee of \$25.** To protect your privacy, this will appear on your student account as a Student Health Service fee. If you repeatedly no-show, you may lose your slot on your counselor's schedule.

Our commitment to culturally sensitive care

Our staff are committed to providing effective services to all students, with sensitivity to each person's culture, gender, age, race, ethnicity, sexual orientation, learning style, ability or disability, socioeconomic status and other individual variables. If any of our staff ever act in ways that you feel are insensitive to how you might be different, we want to know so that we can better serve you and other students. Each one of our staff welcomes and encourages your feedback about such issues. If you do not feel comfortable providing a staff member with this feedback directly, or if your feedback has to do with agency procedures in general, please feel free to talk with or e-mail any of our staff members. Feedback (including anonymous feedback) can also be provided to our Chief Psychologist, Dr. John Hancock (hancock@lclark.edu).

Adherence to ethical principles

Our staff adhere to the Ethical Principles of the American Psychological Association. A copy of this code is available on request. Should you ever have concerns about our services, we encourage you to first discuss these concerns with us. Should you feel that you cannot resolve your concerns by talking with us directly, we encourage you to talk with our clinic supervisor, Dr. John Hancock (Associate Dean of Students/Director of Wellness Services/Chief Psychologist). Alternatively, you may also contact the office of the Dean of Students at 503-768-7110.

I have read, understand, and agree to the above conditions for service. I have received a copy of this information.

Signature

Date

Consultation with the Lewis & Clark Student Health Service staff

Counseling staff sometimes find it helpful to consult with medical staff in the Student Health Service. This is especially true in cases where students are being treated in both clinics, or where the expertise of medical staff might help improve a student's counseling experience or clinical/medical outcomes. All Student Health staff hold information disclosed to them in confidence, in accord with Health Service privacy guidelines. Please indicate below whether you consent to such consultations. Any consent that you give will last only for this academic year, and may be revoked at any time by notifying Counseling Service staff. Feel free to talk with your therapist about this issue before making your choice.

___ Yes, I consent to clinically-indicated consultations between the Counseling and Health Service staff.

___ No, I do not consent to Counseling staff exchanging clinically-indicated information with Health Service staff.

Use of e-mail to contact students

To safeguard your privacy, *the Counseling Service staff does not generally use e-mail to communicate with clients*. E-mail is not a secure means of communicating private information. Also, we sometimes check our e-mail infrequently, so e-mail does not represent a reliable means for you to communicate with us about urgent issues. However, our staff are open to using e-mail to communicate with clients about scheduling issues (e.g., making or canceling appointments). If you wish to give us your permission to communicate with you via e-mail related to scheduling issues, please provide your e-mail address below:

___ Yes, I wish to allow Counseling staff to communicate with me about appointments via e-mail. My preferred e-mail address is (please print): _____

___ No, I do not wish to allow staff to contact me via e-mail about scheduling issues.

Permission to contact the referring party

If someone referred you to the Counseling Service, do we have your permission to acknowledge this referral? (In acknowledging the referral, *we would let the referring person know only that you have come in and met with a staff member; no other information would be provided.*) If you are willing to have us acknowledge the referral, please sign below.

Signature

Date

___ No, I prefer that the referral is not acknowledged to the referring party.

Read this page ONLY if you're sure you want to meet with our psychiatrist (for medication management).

Psychiatry Services at Lewis & Clark College

Dr. Kara Powers, M.D., a licensed physician and psychiatrist, provides a total of nine hours each week of medication management services. Medication management services are available during most weeks when classes are in session. We do not offer psychiatry appointments during the summer, or during fall, spring, or semester breaks. Because psychiatry hours are limited, we often refer a student to community resources if the student needs regular, frequent medication management appointments. Initial evaluations are scheduled for 45 minutes and follow-up appointments for 20 minutes.

Fees and insurance issues

Please note that there is a fee of \$35 for students' first assessment appointments with our psychiatrist. There is a fee of \$25 for subsequent appointments. If you no-show for an appointment without canceling, you will be charged a fee of \$25. This no-show fee is typically not covered by insurance programs. All fees will be assessed to your student account. No money is exchanged at our front desk. To protect your privacy, all charges will appear on your student account as charges for the Student Health Service.

Many insurance programs (including the Lewis & Clark Student Health Insurance program) offer coverage for psychiatry visits. Our staff does **NOT** bill insurance directly, but we do supply students with forms that students can submit to their insurance. Information on how you can file for reimbursement with the Lewis & Clark Health Insurance plan is on our website at: <http://www.lclark.edu/live/files/8877-frequently-asked-questions-201112> See question #18. Please be aware that our psychiatry fees are very low compared to what you would pay in the community. So, if you have limited mental health benefits, it may sometimes be advantageous NOT to submit your LC psychiatry claims to insurance, thereby preserving your benefits for use during breaks and in the summer, when you may be accessing higher-cost services in the community.

Access to care after hours

Lewis & Clark College contracts with Harborview Medical Center to provide all enrolled students with access to a nursing consultation service for times when the Health and Counseling services are closed (and our psychiatrist is not available). Should any medical crisis arise for you after hours, on weekends, or during breaks, you may contact the Nurse Consultation Care Line by dialing 1-800-607-5501. Your symptoms will be assessed by a trained nursing staff member who can offer information, advice, and referral. Students who want to be personally seen by a medical provider after hours have a choice of several urgent care centers and hospital emergency departments. A list of options is available at:

http://www.lclark.edu/offices/student_health_services/hospitals/

Oregon Health Sciences University (3181 SW Sam Jackson Park Rd.) has a 24-hour emergency department; to access services, call 503-494-7551. We encourage students to check with their insurance to be sure the provider they choose is covered.

Other information

At her discretion, our psychiatrist may exchange information with other clinical staff members involved in your care. If you are prescribed medication by our psychiatrist, you will be prescribed a sufficient supply to last until your next scheduled appointment. **In the event that you miss an appointment, you will need to contact our office to arrange for a consultation with our psychiatrist before your medication runs out.**

I have read, I understand, and I agree to the above conditions for services. I have received a copy of these.

Signature

Date