



University of San Diego

STUDENT WELLNESS

Consent to Receive Services

Welcome to the University of San Diego's Wellness Area! We appreciate your coming our way, and look forward to working with you. The following provides important information about our services. Please read what follows carefully and sign below. If you would like a copy of this information, ask your wellness provider, or find it on the Student Wellness Website (www.sandiego.edu/wellness).

The University of San Diego's Wellness Area (USD-WA) offers a variety of medical, psychological, counseling, and psychiatric services by the Student Health Center, Counseling Center, Center for Health and Wellness Promotion, and Disability Services. Together, the USD-WA provides clinical assessment, primary health care, crisis intervention, short-term individual counseling, group counseling, and psychiatric care. Services are provided by professional, credentialed physicians, nurse practitioners, physician assistants, counselors, a board-certified psychiatrist and other health care providers. Licensed, doctoral-level psychologists and physicians supervise interns, graduate trainees, and non-licensed staff.

Eligibility for services and referrals to the community: USD-WA provides services to currently enrolled students. Services are provided based on the urgency of presenting concerns and the availability of treatment. Should you require services that the Wellness Area does not provide, we will provide a referral to a treatment provider in the community. Examples of the kind of services not offered at USD-WA include specialized health care, court-mandated treatment, long-term/intensive treatment, and other forms of specialized treatment.

Emergency services: In the event of a health or mental health emergency that occurs during regular business hours, come directly to the appropriate wellness unit and inform the front desk staff that it is important that you see a counselor or provider right away. After regular business hours, contact the USD Public Safety dispatcher by calling 619-260-2222 and ask to speak with the USD-WA provider-on-call (specify if you need to speak with a health or mental health provider). You can also secure emergency services in the community by calling 911, calling the San Diego Mental Health Crisis Hotline at 800-479-3339, or going to an urgent care center or hospital emergency room.

Confidentiality: The services provided at the USD-WA units are kept confidential in a manner consistent with applicable law. The Wellness Area units work collaboratively to provide students with the best care possible, and this may involve sharing information about students between units, including the Student Health Center, the Center for Health and Wellness Promotion, Disability Services, and the Counseling Center. This information may include any clinically relevant information deemed necessary for coordinating services between the units. The Wellness Area units will not disclose information to others about you without your written permission *except where such disclosure is required or permitted by law*. The following are examples of when such disclosure may occur:

- When there is reasonable suspicion of abuse of children or elderly persons
- If you are a serious danger to someone else
- If you are likely to harm yourself unless protective measures are taken, we may take steps to protect you, including notifying your family of our concern
- If you are unable to care for your most basic needs, or your health is in serious danger
- If your treatment records are subpoenaed by a court of law through a court order
- If you are under 18-years-old, your parents or legal guardian may have access to your treatment records

In addition to the above listed exemptions to confidentiality, the USD-WA professionals are also mandated to report certain conditions per state and federal laws which affect public health and safety. For more information about these exemptions, please contact your healthcare provider at the USD-WA. It is also possible that at some point in the future you will be required by an outside agency to sign a release allowing the agency to review your

treatment records. This may occur, for example, if you apply for health or life insurance, if you apply for licensure or certification in some professions, or if you apply for employment in agencies that require a security clearance.

Treatment records: All treatment records are maintained in secure electronic data bases. Access to these records is limited to professional and administrative staff bound by confidentiality agreements.

Use of student employees: The Wellness Area uses specially trained student employees to supplement the work of front desk staff. The student employees take telephone messages, manage appointments, and assist in uploading documents into health records. Please discuss concerns you may have about this with your provider or the Director of the Wellness Area unit you are seeing.

Process of Counseling: Research indicates that most people who engage in counseling benefit from the experience; even so, it is possible for things to get worse before they get better. For example, it can be difficult to discuss troubling memories in counseling, and students who address especially troubling issues may find it difficult to concentrate on their studies immediately after their sessions. You and your counselor will collaborate in developing a treatment plan that suits you, and will work together to determine the pace and form of counseling so as to minimize the risks of counseling.

Recording of counseling sessions: USD-WA is a training facility, and you may be asked permission to record your counseling sessions for training and supervision purposes. You may decline to have your sessions recorded without impacting the services you receive.

Research and reports of summary data: From time to time the USD-WA uses aggregate information gathered from students for research projects. These projects serve to enhance our services. No identifying information about any individual student is ever disclosed in such projects. Similarly, the USD-WA compiles and reports anonymous, summary data about students who use our services, but these reports contain no identifying information about individual students.

Emails and Secure Messaging: Although you may choose to contact USD-WA staff via conventional or unsecured e-mail about such matters as rescheduling or canceling an appointment, note that (1) staff may not check their e-mail regularly, (2) staff may inadvertently miss your e-mail message altogether, (3) e-mail is subject to interception and is not considered reliably confidential, and (4) some staff may choose not to correspond with their clients via e-mail. Bearing this in mind, we encourage you to utilize the Wellness Secure Messaging system (MyWellness) to communicate with the Wellness Units providers in a safe and secure manner and to address any urgent or sensitive matters by means of telephone or face-to-face conversations rather than by electronic communication. When utilizing My Wellness, it is important to remember to keep your login and password safe and private.

Missed Appointments: Please give us as much notice as possible if you have to miss an appointment, so that we can more easily accommodate other students in need. If there is a pattern of missed appointments, we may reassign your appointment times to other students who need our services.

Concerns about our services? Should you have any concerns about the services you receive here, consider addressing them with your provider, the director of the center, or the Assistant Vice President for Student Wellness.

- Dr. Melissa Halter, Director of the Center for Health and Wellness Promotion (619) 260-4618
- Dr. Steve Sprinkle, Director of the Counseling Center (619) 260-4655
- Pam Sikes, N.P., Director of the Student Health Center (619) 260-4595
- Dr. Donald Kirson, Director of Disability Services (619) 260-4655
- Dr. Moisés Barón, Assistant Vice President for Student Wellness (619) 260-4655

Notice of Privacy Practices

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

What is “Protected Health Information”?

Protected Health Information is all the information regarding your health care at the Student Health Center, health care information given to the Student Health Center at your request by other providers, and health care billing information. Generally, it is the information in your medical record.

The Student Health Center and other Wellness units are required by law to maintain the privacy of all Protected Health Information, to provide you with notice of our legal duties and practices, and to abide by the terms of this Notice of Privacy. The Student Health Center and other Wellness units reserve the right to change the terms of this Privacy Notice, and will provide clients with a copy of the revised notice.

- A. Protected Health Information is a record of the health care you receive, including billing information when applicable. For example, an X ray may be done to diagnose your problem, and your health care provider and a radiologist may then view that X ray. Your health care provider may then direct the nurse to give you medicine for your problem. Then your bill for this care may be generated for you to send to your insurance company for payment.
- B. Under limited circumstances, the Student Health Center may use or disclose your Protected Health Information **without** your consent. These include:
 1. Diseases that must, according to state law, be reported to the Public Health Department (Examples include tuberculosis, some sexually transmitted infections, and anthrax).
 2. Emergency situations in which you are unable to give consent and your health care provider attempts to get consent as soon as is reasonably practicable after delivery of care.
 3. Your health care provider cannot get consent due to substantial barriers in communication, and the health care provider determines that your consent is inferred from the circumstances.
 4. If the Student Health Center is required by law to treat you, and your health care provider has tried but is unable to get your consent.
 5. Review by the Student Health Center for internal quality assessment, or by an accrediting body such as the Association for Accreditation of Ambulatory Health Care.
- C. If other applicable law prohibits or limits use or disclosure of your Protected Health Information, the Student Health Center and other Wellness Area units follow the more stringent law.
- D. Any use or disclosure other than those described above is done only after you give your consent. You may cancel your consent at any time by notifying the Student Health Center or other Wellness unit in writing.
- E. Protected Health Information disclosed at your request by the Student Health Center to another health care provider can be disclosed by them without the knowledge of the Student Health Center.

You have the right:

- to request restrictions on certain uses and disclosures of your Protected Health Information.
- to receive confidential communications of your Protected Health Information.
- to inspect and be provided a copy your Protected Health Information, unless this might be harmful to you or to others.
- to request amendment of your Protected Health Information.
- to receive an accounting of disclosures of Protected Health Information.
- to obtain a paper copy of this Privacy Notice.
- to complain to the Student Health Center, and to the US Health and Human Services Secretary, if you believe your privacy rights have been violated.

If you wish to file a complaint, you may contact the Director of the Student Health Center at 619-260-4595. There will be no retaliation of any kind against you by the Student Health Center for filing such a complaint. For complaints about services received in any other Wellness unit (Counseling Center, Center for Health and Wellness Promotion or Disability Services), please contact the unit’s director (see list above) or the Assistant Vice President for Student Wellness at 619-260-4655. This Privacy notice is in effect as of March 16, 2010.