Account No. _____

WELCOME TO UNLV STUDENT WELLNESS CENTER

The Student Wellness Center is comprised of the Student Health Center (SHC) and Student Counseling & Psychological Services (CAPS). We are staffed by a variety of medical and mental health professionals to assist you in addressing your physical and mental health concerns. We appreciate that you have chosen to entrust us with assisting you in meeting your wellness needs!

To provide you with the highest quality of care, Student Wellness utilizes an integrated treatment approach. Our clinicians from diverse disciplines work collaboratively as a team to optimize your wellness through seamless prevention and intervention. Your clinician will assist you in deciding which services are most appropriate for you based on your presenting concerns, unique experiences, and goals for treatment. There is no charge for office visits with clinicians for currently enrolled UNLV students who have paid their health fee. There may be a charge for medications, some psychological testing, certain laboratory services, and some medical procedures.

Informed Consent for Treatment

Participating in Wellness Services can result in a number of benefits to you, including improvement or resolution of the specific concerns that led you to seek care, a better understanding of yourself, enhanced coping skills, and improved interpersonal and academic functioning. Achieving these benefits requires an open and honest relationship with your clinician and a personal effort to follow through with your treatment plan in order to reach your goals. For example, it will be important for you to take medication as prescribed, follow an agreed upon exercise plan, practice a new skill, or write in a journal. It is important to know that, for those seeking care at CAPS, counseling may produce some emotional discomfort due to the nature of the concerns addressed in session. Although this discomfort is usually temporary, it should be brought to the attention of your clinician.

Student Wellness participates in the teaching mission of the university. Therefore, medical students, residents, nurse practitioner students, mental health graduate students, nursing students, and medical assistant externs may participate in your care under close supervision of a licensed professional. You have the right to decline if you do not wish for a student to be involved in your care.

In order to ensure the highest quality counseling services and to comply with professional training standards, all services provided by graduate students at CAPS are video recorded as part of their professional training. These recordings are used only for agency supervisory purposes and kept strictly confidential. All recordings are permanently erased at the end of counseling and supervision. No video recording is performed at the Student Health Center.

Student Wellness Center Policies:

Confidentiality: All information discussed within sessions and office visits is confidential and no clinical records will appear in any academic records or transcripts. Please be aware that clinicians may be legally required to disclose information in the following circumstances: i) where there is reasonable suspicion of abuse involving a child or senior/vulnerable adult; ii) where there is a reasonable suspicion that a client presents a danger of harm to self or others unless protective measures are taken; and iii) disclosure of records may be required by a court of law in special circumstances. In addition, licensed professionals/supervisors have the right to confer about all aspects of care and counseling provided by graduate students at the Student Wellness Center (e.g., graduate students, medical students, nurse practitioner students). Student Wellness staff may consult with one another regarding treatment considerations on an as-needed basis. Information shared between SHC and CAPS staff is limited to verification of services provided, medications prescribed, and lab results. Any additional information (e.g., psychotherapy records) will not be shared without written consent by the student.

Electronic Medical Records: All protected health information is stored on a server in a secure datacenter on a secure network. Only authorized staff have access to your health information and audit logs are actively monitored to ensure appropriate access. Our electronic medical record uses multiple levels of security and encryption to keep your protected health information safe. Despite

these rigorous precautions, there is a remote chance that a breach could occur. In the unlikely event of such a breach, you will be notified as required by law. Your Student Wellness health and counseling records will be destroyed 10 years after their receipt or production in accordance with the American Health Information Management Association (AHIMA) guidelines. For minors, health and counseling records will be destroyed after the patient reaches the age of majority (18 years) plus 10 years.

Treatment: CAPS uses a variety of brief therapy models to address psychological concerns. Services include individual, couples, and group counseling as well as medication treatment. Should students present with issues that are beyond the scope of CAPS services, their assigned clinician will assist students with community referrals.

At the Student Health Center, there are no office visit/session limits for eligible students. For coordination of care and services, referrals may be provided to off-campus medical providers and specialists, and Student Health Center staff may communicate with and assist these treating professionals in provision of your care as needed.

Appointments: Appointments are available by calling the Student Health Center, Student Counseling and Psychological Services, and Rebel Wellness Zone. Patients of the Student Health Center and the Registered Dietitian may also make an appointment using our patient/client portal, UNLV Wellness View. To register on the portal and to make an appointment, please visit https://unlv.medicatconnect.com.

Since the scheduling of an appointment is a reservation of time specifically for you, the failure to cancel a same-day appointment prior to the start of that appointment time or to cancel an advance appointment without 24-hours advance notice will result in a $20.00 no-show charge. The $20.00 no-show fee will be charged to your Student Wellness account if your appointment is missed at the Health Center, Counseling Center or with the Dietitian in the Rebel Wellness Zone. The no-show fee for couples counseling at the Counseling Center is $30 since an extended 90 minute session is reserved. If you are late for an appointment, your clinician may no longer be available to see you that day and you may need to reschedule your appointment. You may also be charged a no-show fee if you arrive late and miss your appointment time. *If you miss or fail to cancel an appointment two times within a semester, you may be referred off campus for further services at your expense.*

Emergency Procedure: Should an emergency or urgent situation arise, the Student Wellness Center has triage clinicians available during our normal hours of operation to assist you. In the event that an emergency or urgent situation occurs outside our hours of operation:

- **Call 9-1-1 or go to the nearest emergency room for an emergency**
  OR
- **For medical concerns**: For non-emergency questions or issues, students may call The University of Nevada School of Medicine Multispecialty Group Practice at 702-992-6888.
  UNLV students with the Aetna Student Health Insurance plan may also call the 24-hour Nurse Advice Line at 1-800-556-1555 or TDD 1-800-278-2386.
- **For psychological concerns:** Call the Southern Nevada Adult Mental Health Services (702)486-6000 (M-F 8-5 pm, no insurance necessary) or Montevista Hospital (702)364-1111 (24 hrs) or Spring Mountain Treatment Center (702)873-2400 (24 hrs).
- **National Suicide Prevention Lifeline:** 1-800-273-8255.

Minor Students: To treat a student under the age of 18, Student Wellness must have the signature of a parent or legal guardian (appointed by a court of law) on this consent form before any general treatment may begin. The consent must be effective until the student reaches legal age (18 years old) in the state of Nevada. Exemptions to this are: a life-threatening emergency, treatment for emancipated minors with court supporting documents, treatment of drug abuse or related illness, and examination and treatment of a sexually transmitted infection. There are other situations in which a minor may give consent for services. Please ask to speak to a member of the clinical staff if you would like to discuss your individual situation.

Account No. _____

Potential Applicants for CAPS Training Program: Students who wish to apply to CAPS training program should be aware that receiving services from CAPS might delay their entry to the training program. In our efforts to avoid potential complications involved with multiple relationships, students are prohibited from becoming a CAPS trainee while they are receiving clinical services at CAPS. There must be a minimum of a 6-month, or one semester, waiting period between the date of termination of CAPS services and the beginning of a practicum/internship at CAPS.

Communication: Student Wellness may contact you (by phone, voicemail, email, letter, or through our patient/client portal-UNLV Wellness View) as needed at the contact information you have provided to follow up on care or provide a reminder of an appointment. You are responsible to ensure that your contact information is kept accurate and current with Student Wellness. If you would like to register on the patient/client portal, please visit https://medicatconnect.com. If you have concerns or questions regarding communication, please ask to speak with a staff member.

Compliments or Complaints: We welcome and appreciate your feedback to assist us in providing the highest quality of care. If you have compliments, comments, or complaints regarding your care at the Student Wellness Center, please ask to speak with a clinical staff member or the Director of the department. You are also invited to complete an anonymous student satisfaction survey. The surveys are located in the main lobby and on the second floor. Compliments or complaints may also be reported through the website: https://www.unlv.edu/srwc/health-center/student-services.

My signature indicates that I understand and agree to the above information and policies. I understand that in the event of a life-threatening emergency, this consent may be implied for the time of the emergency.

Print name: _____

Signature: _____ Date: _____

For Students 17 years old and younger:

Parent or
Representative
Signature:_____ Date: _____

Description of
Legal Guardianship: _____ Phone Number: _____

Print Name of Student: _____