



ADMINISTRATIVE PROCEDURE

TITLE: Confidentiality of Mental Health Services

ADMINISTRATIVE PROCEDURE # 5110

RELATED TO POLICY # 5110 Mental Health Services

A. Informed Consent

1. Providers of mental health service on campus, such as the Life Coach and other approved counseling staff/interns will provide students with informed consent prior to mental health services beginning.
2. Informed Consent is a written document explaining the purpose and extent of the services offered at UCC, the limitations and any benefits and risks involved, confidentiality and its limits, and their right to withdraw consent at a later date. The Life Coach or counseling staff will provide a time for students to ask questions before ongoing services begin.
3. In the event that crisis-counseling services are sought, the Life Coach or other counseling staff will identify themselves, their role, and seek verbal consent to assist.

B. Limits of Mental Health Confidentiality

1. Student confidentiality is considered essential for effective service, and the confidentiality of information given in the course of treatment will be maintained, with some considerations.
2. Following legal standards and ethical guidelines, the Life Coach and other counseling staff/interns will release information obtained in the course of their service when doing so would prevent serious, foreseeable, and imminent harm to the student or other identifiable person. Disclosures will also be made in response to reports of abuse mandated by law, as well as when the Life Coach, or other counseling staff/intern, is compelled by court order, and in the process of consultation with clinical supervisors, if required.

C. Calendar Access for Mental Health Services

1. Student confidentiality is a priority.

2. Student appointments will be kept on the Life Coach and/or other counseling staff/intern calendars in the AdvisorTrac system and access to this calendar will be limited to those staff who need it to facilitate coordination of care and educational success.
3. Scheduling staff will be given access for scheduling purposes. In the event that the administrative supervisor is not a clinical supervisor, access will be given to the calendar for the purpose of provider oversight and data collection.
4. IT staff will have access to the calendar for IT purposes and will uphold all confidentiality described within.
5. Individuals providing the mental health services will have access to the calendar for coordination of student services. Privacy settings to ensure that other campus stakeholders will not be able to view appointments will be added to any software and/or Outlook appointments that scheduling is done within.
6. The notes that are entered into AdvisorTrac will not include any details about the content of services and will state only “staff met with student.”

D. Data Collection for Mental Health Services

With the intent to provide the most effective services, and to support continuation of effective service, certain kinds of routine data collection will be collected from the student records including, but not limited to, number and types of services engaged in, as well as service effectiveness. When distributing data to stakeholders, identifiable information will be redacted and/or not included.

REFERENCE: NWCCU Standard 2.G.6 *(updated 3/19/2021)*

RESPONSIBILITY:

The Life Coach, or college position tasked with leading counseling services is responsible for implementing and updating this procedure.

NEXT REVIEW DATE:

DATE OF ADOPTION: 11/12/2019 by CC

DATE(S) OF REVISION:

DATE(S) OF PRIOR REVIEW: