ISU Student Counseling Center: General Information

This is your first appointment with one of our counselors, and we want to make this visit as comfortable as we can for you. In order for the counselor to be helpful to you today, we are asking that you complete some forms with some important information for your counselor to know.

After reviewing the next four sections on Availability of Services, SCC Policies and Procedures, Confidentiality of Services, Tape Recording of Sessions, as well as the *Indiana Notice Form* (separate document), please sign the spaces below and return it to the receptionist. Please feel free to ask any questions of your counselor.

***If you have a disability for which you need an accommodation, please inform the receptionist or your counselor.***

The purpose of your first appointment is to help you and your counselor clarify your concerns and refer you to the services on or off campus that are most appropriate for you, should you decide to work on them further. The counselor you meet with today may not be the same one you will see if you continue to receive services at the Student Counseling Center. The purpose of your first appointment is to briefly assess your concerns and determine what will be most helpful to you in addressing them. During this first appointment, your counselor will let you know about available options at the Student Counseling Center and off campus resources.

**SCC Policies and Procedures**

**Appointments**

* You are expected to attend all scheduled counseling appointments.
* If you need to cancel or reschedule an appointment, let us know as soon as possible
* You should always attempt to reschedule (during the same week) a cancelled appointment.
* Please note that one clinical “hour” is a 45-50 minute therapy session.

# No-Show Policy

* If you opt to schedule a follow-up appointment after your initial free visit and do not show for that appointment, you will be billed $15 for the no-show. Once you begin services, you will be allowed one no-show without being charged. Subsequently, a $10 no-show fee will be billed for every session that you miss without calling to cancel. You should call the SCC within 24 hours after the missed appointment to maintain your regular appointment time for the following week.
* *If you do not show for your first appointment with the psychiatrist and fail to cancel at least 24 hours in advance, you will be billed $55 for failure to show. If you fail to show for a medication management appointment, you will be billed $15 for each missed appointment.*
* *\* If you no-show on the psychiatrist twice you will no longer have access to this service for the remainder of the year.*

# Lateness Policy

* If you are going to be more than 10 minutes late for a session, please call in advance to notify the SCC that you are coming; you will be able to see your counselor for the remainder of the session time.
* If you do not call in advance and are more than 10 minutes late, you may be counted as a no-show and will need to reschedule that appointment.

# Psychiatric Services

* Only students who are actively involved in counseling will be eligible for SCC psychiatric services.

# Limitations of Service

* All students of Indiana State University are eligible to receive an initial assessment from the Student Counseling Center to determine the nature of their psychological issues.
* SCC services are in high demand and are provided at a minimal one-time charge. Students who abuse the privilege of coming to the SCC through frequent lateness, missed appointments, or treatment non-compliance may be referred elsewhere for services.
* The SCC reserves the right to make appropriate referrals when resources at the SCC are insufficient to meet client needs, based on the determination by the initial counselor.
* Determinations regarding appropriate services and/or referrals are made on a case-by-case basis.

**How Private is Private? An Assurance of Confidentiality**

Students often raise questions about the privacy of what’s discussed in counseling. The Student Counseling Center adheres to the legal and ethical standards set forth by the State of Indiana, the American Psychological Association, and federal HIPAA rules. These standards guarantee that information resulting from counseling is held in strict confidence. For example, the Student Counseling Center will not acknowledge to outside parties (e.g., parents, other University personnel, other students) that you are being seen at the Center without your written consent. Information about counseling will not appear on your academic record.

If you would like us to release information about your counseling to another person or agency, you must provide us with written authorization. Such authorization is also needed for fax and email correspondences. The only exceptions to these standards arise in the event that there is a clear and present danger to someone’s life (your own or someone else’s), in instances of apparent current child or elder abuse, or when information is subpoenaed by a court of law. Please see the *Indiana Notice Form* for more details.

From time to time, the counselors at the Counseling Center may consult with one another as professionals in order to improve our services. Also, counselors-in-training regularly discuss their work with their supervisors. In both instances, the information disclosed remains confidential within the Center. Any exception to this policy requires written consent.

The Center’s staff compiles data and conducts research in order to improve its services. In all cases, any information that would identify students is removed from the data.

If you have any questions about your rights to privacy, your counselor will be happy to discuss them with you.

**Tape Recording and Review of Counseling Sessions**

In order to provide the best possible service to our clients, counselors at the Student Counseling Center sometimes review our work and seek consultation and supervision from other Student Counseling Center staff members. We sometimes wish to videotape or audiotape our counseling sessions, but only with the knowledge and permission of the clients. All trainees are required to either videotape or audiotape all counseling sessions for supervision purposes. Recordings will be used only for supervision and will be erased at the end of the counseling relationship. Tapes do not leave the SCC.

If you are willing to give your consent to have sessions taped, please fill out and sign the section below (“Recording of Counseling Sessions”). If you have questions or reservations, or do not wish to have sessions recorded, please discuss this with your counselor.

**Recording of Counseling Sessions**

I agree to the recording of my sessions. I understand that confidentiality will be maintained and that professional ethical standards will be observed in these processes.

Approve audio taping: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Approve videotaping: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name Name

OR

I do not wish to have my sessions recorded: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name Date

**I have read and agree to comply with the SCC Policies and Procedures, I have read and understand the statement on Confidentiality of Counseling Services, I have been provided with a copy of the Indiana Notice Form and I agree to accept treatment services from the ISU Student Counseling Center:**

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Name Date

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