PACIFIC UNIVERSITY STUDENT COUNSELING CENTER (SCC)
CONSENT FOR CLINICAL SERVICES

The below information answers some important questions concerning our clinical services. If you have questions after reading this information, or if you have concerns not addressed here, please direct your questions or concerns to your clinician.

The SCC provides the following clinical services: consultations, crisis services, group therapy, and short-term individual therapy to eligible students whose concerns fall within our scope of practice. Services are provided in-person and via teletherapy, including phone and secure videoconferencing.

During your first contact at the SCC, the clinician will talk with you to clarify your concerns and together determine the options best suited for your needs. The options at the SCC may include sharing resources, a follow-up consultation, a referral to group therapy, or short-term individual therapy. When our staff determine that your needs fall outside of our scope of practice, the clinician will facilitate a referral to services in the community. Additionally, rare exceptions to short-term therapy are made on a case-by-case basis by our clinical team.

ELIGIBILITY AND FEES FOR ALL CLINICAL SERVICES:
- Enrolled Pacific University students who have paid the Student Support Fee are eligible for services at the SCC when your concerns are within our scope of practice.
- If you do not attend an appointment without canceling, we will charge you a no-show fee of $15 billed directly to your student account with the Business Office.

ELIGIBILITY FOR TELETHERAPY SERVICES
- Licensing regulations require that teletherapy services be provided only when clients are located within the state of Oregon.
- Clients must have appropriate technology to access teletherapy.
- Teletherapy services are available to Pacific University students when the clinician and client have decided that teletherapy services are an appropriate form of treatment for the client’s presenting concern and current circumstances.
- Teletherapy services may not be appropriate or effective for managing mental health emergencies or elevated risk to self or others.
- If at any time during the course of treatment your counselor determines that teletherapy services are not appropriate to meet your therapeutic needs, referrals for other services will be provided.

AVAILABILITY OF SERVICE:
- Call or visit our website for current hours and office locations.
- The SCC clinics operate by appointment with exceptions for crises and urgent situations. No appointment is needed during our walk-in hour weekdays at noon when our offices are open.
- The SCC clinics are closed during university observed holidays, Winter Break and Spring Break, and have limited clinical capacity in the summer.
- Qualified mental health professionals are available to provide confidential support and connect you with resources anytime by calling the SCC 24/7 Support and Crisis Line at 503-352-2999.
- Other urgent & emergency services when the SCC clinics are closed:
  - Local hospital emergency room
CLIENT RISKS, BENEFITS, AND RIGHTS:

- For counseling to be effective, it is important for you to be active and engaged with your clinician by sharing your concerns and working toward your goals outside of counseling sessions. Although it is not possible to guarantee outcomes, the SCC is committed to providing high quality services.
- Counseling often involves discussion of difficult topics, and you may experience uncomfortable feelings.
- Engaging in counseling can lead to benefits such as a reduction in distress, increased satisfaction in relationships, greater personal awareness, and increased skills for managing stress.
- You are encouraged to ask for information regarding clinician credentials, qualifications, therapy approaches, and possible alternative treatments.
- Links to ethics standards, state laws, and administrative rules of the professional licensing boards relevant to the staff at SCC, are available on request.
- You should expect to receive considerate, respectful, and culturally sensitive services regardless of sex, gender, disability, sexual identity, race, ethnicity, creed, religion, body size, age, socioeconomic status, or national origin.
- You may request or refuse any particular technique or withdraw from treatment at any time.

CLINICAL STAFF:

- Our staff is comprised of both licensed and pre-licensed clinicians. Your clinician will provide more information regarding their specific credentials during your initial appointment.
- Our licensed clinicians include psychologists, a licensed clinical social worker, and a licensed professional counselor. Our pre-licensed staff include advanced graduate students in psychology who adhere to the same ethical and legal standards as licensed clinicians and are supervised by licensed clinicians at our center.

AUDIO AND VIDEO RECORDING:

- With your written permission, our pre-licensed clinicians at the SCC routinely use audio-visual equipment to record sessions with their clients to facilitate consultation with their SCC licensed clinical supervisor to enhance your care.
- These recordings are confidential, they are routinely erased, and not all of them are reviewed.
- If you do not want sessions recorded, you are under no obligation to consent to this request. Your clinician will provide additional information during your first meeting.

I have read the Audio and Video Recording section above, and by selecting the checkbox below I provide my consent to record my counseling sessions:

☐ I agree to audio and video recordings of my counseling sessions.

EMAIL COMMUNICATION:

- At the SCC, we use email for appointment reminders, scheduling, providing resources, and sending links to anonymous surveys. We do NOT use e-mail to engage in therapeutic conversations.
- Please be aware that e-mail communication cannot be guaranteed to be confidential and may be vulnerable to unauthorized access.
- If you desire a more secure form of communication, please use the telephone. We are also able to utilize an email encryption service through UIS; if you prefer to communicate in this way, please notify us.
• Our email is not monitored outside of office hours. We cannot always respond to emails immediately and may take up to 48-hours to respond. Because of this potential delay, we ask that you do not use email if you are experiencing a mental health emergency or crisis.

• Email Address: ____________________________________________________

• Sign here ___________ to give consent for the SCC to contact this email address within the parameters described above. Please leave blank if you do not give permission.

CONFIDENTIALITY AND PRIVACY PRACTICES

Confidentiality of counseling services at the SCC are protected by Oregon State Laws, our professional ethics, and by the Family Educational Rights and Privacy Act (FERPA). In general, no information gathered through counseling services is shared outside the SCC. Within the SCC, confidential information is shared among staff for purposes of scheduling, clinical consultation, supervision, and training (i.e., including video recordings). There are some legally mandated exceptions to confidentiality that we want to share with you. These exceptions to confidentiality are intended to prevent harm to you and others.

• When we determine that there is a strong possibility of serious harm or death to yourself or someone else and we are unable to collaborate to develop a plan with you to ensure safety.
• When we learn of abuse or neglect of children, mentally ill or developmentally disabled adults, the elderly, and/or animals.
• In cases where there is a legal subpoena or a court order for records.
• If you file a worker compensation claim or claim mental illness as a defense in a criminal or civil legal action.
• Oregon Professional Licensing Boards that regulate our work 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 SCC, we may disclose relevant information regarding that client.
• Some high security employment positions (e.g., government, Peace Corp, law enforcement, military) and licensing boards (e.g., state attorney, mental health regulating boards, etc.) may request or require you to release medical records as part of a background check. We will only respond to such requests with your written authorization specific to release of mental health records.
• We may be required to disclose, without your written authorization, your health information to authorized federal officials who are conducting national security and intelligence activities.
• In the event of your death, a personal representative of your estate 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.
• Additional limitations on confidentiality apply to students under the age of 18. If you are under 18, your clinician will discuss these limitations with you.

CONFIDENTIALITY AND TELETherAPY

• Teletherapy services have the same confidentiality coverage and limits thereof as in-person services and have some additional considerations regarding confidentiality.
• As with any technology, there are risks of intrusion by hackers or other unauthorized users. SCC takes steps to limit these risks by utilizing password protected hardware and software, a secure server, and encrypted software for online forms (Titanium Scheduler) and videoconferencing (Protected Data Zoom).
• When our staff are unable to be in our clinic offices, we will select a private space and take other precautions to limit anyone overhearing the session.
MAINTENANCE OF RECORDS:
- Electronic and written records of contact with the SCC are kept secure according to legal and ethical standards set by state and federal law, FERPA Treatment Records, and the American Psychological Association.
- The SCC utilizes electronic health records, which are housed on a secure centralized server and can be accessed only by current authorized SCC staff. These records are separate from all other university records.
- The SCC 24/7 Support and Crisis Line engages in ongoing collaboration with clinicians at the SCC including confidential call summary reports which are treated as treatment records.
- Current and former SCC clients may request to review their records with their clinician or request to release relevant information from their records to appropriate professionals by signing an SCC Authorization to Release form.
- In compliance with state law, records are maintained for 7-years following the date of last contact and are then destroyed.

My signature indicates that I understand, authorize, and request mental health services at the SCC as outlined above:

Signature: __________________________________________

Date: _________________________

IF YOU ARE DISSATISFIED:
- If you have concerns or complaints about the services you received at the SCC and/or you believe that your rights to privacy have been violated, we encourage you to discuss these concerns with your clinician.
- If you feel unable to speak with your clinician, or the difficulty cannot be resolved by working with your clinician, please contact the Director of the SCC at 503-352-2191 or email counselingcenter@pacificu.edu.
- If you would rather report your concerns to someone outside of the SCC, you are welcome to contact the Vice President of Student Affairs at 503-352-1457.