

NAME: _____

SID#: _____

OFFICE COPY

University of California, Santa Cruz, Counseling and Psychological Services INFORMATION AND CONSENT FORM

WELCOME TO CAPS. We look forward to assisting you. Please let us know if you have any disability related needs.

Services Provided

UCSC Counseling and Psychological Services (CAPS) offers time-limited counseling and psychiatric services to UCSC students. These services are provided by psychologists, psychiatrists, mental health professionals, nurse practitioners, psychology interns, and postdoctoral fellows, in person and by telephone. Currently enrolled UCSC students paying the Student Registration Fee are eligible for CAPS services. When you meet with a CAPS staff clinician, you will be asked questions related to your emotional and physical well-being. It is important to provide accurate and complete information so they can make the most appropriate recommendation for services for you. In the course of the therapy relationship, you may be disclosing intimate, personal information. This relationship, though, is professional, not social, and should never include planned contact outside of the therapeutic relationship or sexual interactions of any kind.

- **Counseling Services**

Counseling services are not easily described in general statements and can vary depending on the style of both therapist and client, as well as the particular issues which the client brings. There are many different approaches that can be utilized to address your concerns. Counseling requires collaboration and effort on your part. In order to be successful, you will have to work actively on your concerns both during and in between your sessions.

Counseling can have both risks and benefits. The counseling process may include discussion of personal challenges and difficulties, which can elicit uncomfortable feelings such as sadness, guilt, anger, fear, and frustration. However, counseling has also been shown to have many benefits. It can often lead to better interpersonal relationships, improved academic performance and coping strategies, solutions to specific problems, and reduced feelings of distress. However, there is no assurance of these benefits.

Brief counseling can be effective with many issues typically encountered by university students. Your initial counseling session is an assessment to define your concerns, develop a treatment plan, and determine whether CAPS can meet your needs. Because brief counseling is not an appropriate approach for many difficulties, we may recommend longer-term counseling. In this case, we will help you find an appropriate off-campus provider.

- **Psychiatry Services**

Psychiatry services are offered by referral from other CAPS staff, the UCSC Student Health Center, or an off-campus medical or counseling professional. Psychiatry staff conduct diagnostic evaluations and prescribe medications to address mental health disorders such as depression and anxiety. If you choose to take a medication, it may take some time to find the right medicine and dosage for you. Your doctor will review with you information related to benefits and risks the treatment may have. Please ask questions of your doctor if you do not understand any of the information in your session. It is your responsibility to follow through with the recommendations of your prescriber and to make sure that you have adequate supplies of medicine. Prescription refill requests will be processed only during regular CAPS hours. It may not be possible to respond to last-minute requests for medication refills. Abruptly stopping your treatment may also result in problems.

If your situation should require more intensive treatment or more frequent appointments that are not available through CAPS Psychiatry Services, your prescriber will discuss referral options off-campus or in your home town.

Confidentiality

In keeping with ethical standards of the CAPS mental health providers, as well as state (CMIA) and federal (FERPA) law, all services provided by CAPS staff are kept confidential except as noted in this section. We consult as needed about the best way to provide the assistance that you might need. CAPS is part of the Student Health Services which provides integrative services for UCSC students. To facilitate your integrative care, your medical provider at the Student Health Center (SHC) has access to your counseling and psychiatry records, and CAPS providers have access to your SHC medical records. These are only accessed as needed to ensure quality care and in accordance with accepted professional practice. Also, Student Health Services management, pharmacists, nurses, dieticians, and registration/insurance/billing staff have access to your records. You have the right to opt out of sharing your CAPS information with medical providers. Please discuss this with your treatment provider if you are interested in this option.

As required by mental health practice guidelines and current standards of care, we keep confidential electronic records of your counseling and psychiatry services. Neither the fact that you seek services nor any information disclosed in your CAPS meetings will

appear in your student academic record unless you specifically direct us to communicate with other individuals not involved in your treatment. However, CAPS may disclose minimally necessary information in a health or safety emergency. CAPS professional staff have a legal responsibility to disclose client information without prior consent when there is an imminent risk that you may harm yourself or others; when there is reasonable suspicion of abuse of children (including viewing child pornography online), dependent adults, or the elderly; if you lack the capacity to care for yourself; or when there is a valid court order for the disclosure of your files. If you are participating in couples therapy in CAPS, please know that each party will be able to obtain a release for these records with the other's permission, and that every effort will be made to eliminate any identifying information about the person not requesting the release. Please consult with your treatment provider if you have any questions about confidentiality.

Appointment Policies

Although initial appointments for counseling and psychiatry are made as promptly as possible, it is common to have to wait for an appointment during busy times of the quarter. It is very important to keep your scheduled appointment so you are not delayed in receiving services. If you consider your situation to be urgent or an emergency, please inform our staff when you are requesting an appointment.

Please arrive on time for your appointments. Missed appointments reduce our capacity to provide services to other students. If you do not cancel your appointment 4 hours in advance, you will be charged a \$25 no show fee. If you miss or cancel a scheduled appointment, then it is your responsibility to reschedule.

You will receive an email reminder about your appointment 24 hours in advance. If you do not want this e-mail reminder, please check the box on the paperwork or electronic form you complete for your first appointment to decline the e-mail reminder.

Our goal is to provide the most effective counseling and psychiatry experience for you. If you have any concerns or feedback about our services, please speak with your provider, complete the Student Feedback Survey, or call CAPS to discuss your concerns.

CAPS After Hours Crisis Services

CAPS provides After Hours telephone crisis assessment, safety planning, and referrals for UCSC students. This service can provide immediate consultation and support by phone regarding a variety of crisis issues and can facilitate the transition to CAPS daytime services. It is available M-F between 5 PM and 8 AM, and 24 hours on weekends and holidays by calling 831-459-2628.

CAPS Psychiatry staff are NOT available to prescribe medication after-hours on nights, weekends, or holidays. If you are having problems with your medications prescribed by a CAPS Psychiatry clinician or need a refill when CAPS is closed, please contact a local emergency room or a walk in clinic for emergency assistance. Your health insurance carrier may provide a 24-hour nurse advice line that could assist you with questions regarding medication use. If you have the UC Santa Cruz USHIP/GSHIP insurance, you can contact a 24-hour Nurse Advice Line at 1-800-977-0027.

CAPS is a Training Site for Psychologists

CAPS maintains an American Psychological Association accredited internship training program in Professional Psychology. The counseling you receive may be from a doctoral or postdoctoral psychology trainee. All counselors-in-training will inform you of their trainee status as well as the name of their supervisor who can be contacted through our central office. In order to adequately supervise trainees, a supervisor may require that your counseling session be recorded. Your counselor-in-training will discuss this with you in more detail and obtain your permission for recording.

Use of Electronic Mail

Please be aware that e-mail may not be private or confidential and may not be read by the recipient in a timely fashion. Because of this, e-mail is not an appropriate medium for seeking assistance for personal concerns. Information may be communicated to you through our Health e-Messenger system.

Please ask your treatment provider if you would like a copy of this form. Please sign below to indicate that you understand and agree to participate in counseling in accord with the above policies.

_____ Signature _____ ID # _____ Date _____

The informed consent guidelines were discussed and there was no area of disagreement or misunderstanding.

CAPS Staff Signature: _____ Date: _____