



Policy Title: Mental/Behavioral Health Services (CORE)
Functional Area: ADMINISTRATIVE

Status: FINAL
Effective: 12/02/2017
Approved by: Leadership Council
Policy Contact: Director of Student Affairs, Director of Clinical Health, Director of Behavioral Health Services
Responsible Office: Office of Student Affairs
Last Reviewed/Updated: 2/1/2024

Purpose: This policy outlines how the University of the Incarnate Word School of Osteopathic Medicine (UIWSOM) will provide students with confidential access to an effective system of counseling and mental health care.

Policy Statement: A mental health representative must be accessible 24 hours a day, 365 days a year, from all locations where students receive education from the University of the Incarnate Word School of Osteopathic Medicine.

1) Description

- a) The University of the Incarnate Word School of Osteopathic Medicine (UIWSOM) provides holistic support to balance personal well-being to promote student excellence and academic, personal, and professional development.
- b) The ever-challenging demands of growth, change, and the expanding horizons of transformational learning are stressful, and often require an adjustment of attitudes and coping skills. Behavioral health through access to care, coaching, workshops, individual and couples counseling, group counseling, crisis intervention, and targeted assessment provides strong support for student success.
- c) UIWSOM students have access to prevention and intervention through confidential resources for behavioral healthcare services on a “24/7” basis.

2) Primary goal(s)

- a) Wellness

Emphasize personal holistic wellness by attending to the mind, body, and spirit. With the physical and emotional demands of the UIWSOM program, positive well-being and good health habits are vital to influence a student’s academic performance, emotional adjustment, and being prepared for his or her future professional functioning.

 - i) Positively impact student functioning and provide access to services and resources at all learning locations to better prepare students in addressing their health and attending to their well-being.
 - ii) Provide services for students in various areas of wellness, including mental, emotional, social, physical activity, sleep hygiene, and nutrition.
- b) Treatment of students by faculty
 - i) UIWSOM psychological/psychiatric/counseling providers with access to student health records will have no role in evaluation of osteopathic medical students throughout their academic curriculum.

- c) Privacy
- i) All student personal healthcare records will be protected by the Family Educational Record and Privacy Act (FERPA) and Health Insurance Portability and Accountability Act (HIPAA). Again, all healthcare providers who care for students and have access to their sensitive medical or psychological/psychiatric/counseling records will have no role in evaluation or progression of medical students through their academic curriculum. This ensures the strictest standards of patient privacy and confidentiality so that students are not concerned with adverse consequences or repercussions.
 - ii) All applicable Federal and Texas State laws regarding privacy of student health and all records are private according to HIPAA and FERPA.
 - iii) HIPAA: The major goal of the Privacy Rule is to assure that individuals' health information is properly protected while allowing the flow of health information needed to provide and promote high quality health care and to protect the public's health and well-being. The Rule strikes a balance that permits important uses of information, while protecting the privacy of people who seek care and healing.
- 3) Access to Care
- a) Students may receive private and confidential behavioral health care from numerous psychological/psychiatric care facilities throughout San Antonio and the affiliated core rotation sites (e.g., Laredo, Kerrville, or Corpus Christi).
 - b) Students have access to 24/7/365 resources for supportive care and treatment.
 - c) Students have access to support for substance abuse (See 5).
 - d) Students have access to Federal Title IX support (See UIW Policy).
- 4) Locations/Facilities for Access to Behavioral Health Care
- a) San Antonio- Counseling
 - (1) UIWSOM
 - (a) Access to daily confidential counseling with a dedicated UIWSOM counselor is available regularly on the Brooks campus. Services include coaching, individual and couples counseling, crisis intervention, and targeted assessment. UIWSOM's counseling staff includes a full time Behavioral Health counselor through the Behavioral Health Services department. This counselor is responsible for focusing on students' mental wellness by providing individual, outpatient therapy, mental wellness workshops, and mental wellness programming at UIWSOM. In addition, UIWSOM students have access to all Behavioral Health services counselors and interns for individual and/or couples therapy via telehealth and/or in-person sessions at the UIW Broadway campus.
 - (b) Behavioral Hours at UIWSOM are Monday through Thursday from 9:00 a.m. to 6:00 p.m. and Friday 8:00 am – 5:00 pm. Behavioral Services hours at the Broadway Campus are Monday-Friday 8:00 am – 5:00 pm. For afterhours and/or weekend support, UIWSOM students have access to CareConnect to speak to a licensed counselor.
 - (c) To access Behavioral Health services, UIWSOM students can call Behavioral Health Service at (210)832-5656 or visit their website at <https://my.uiw.edu/counseling/>
 - (2) Off-campus Counseling
 - (a) Health Insurance: Wellfleet Health Plan
 - (b) CareConnect – Contact Wellfleet Student CareConnect to be immediately

connected with a counselor 24/7 at (888)857-5462 or online at <https://wellfleetstudent.com/careconnect/>

- (c) Communicare: Access to both counseling and psychiatric services without a fee.
 - (d) Behavioral Health staff will also provide outside counseling referrals based on students' needs.
 - (e) <https://www.psychologytoday.com/us>
- b) San Antonio-Psychiatry
- (1) Outpatient
 - (a) Individual referral or direct appointments to UIW Health Services Psychiatry
Location: Broadway Campus
 - (b) Legion Psychiatry - Online telehealth psychiatry services HIPAA-compliant referral form
Phone number: (737) 237-2900
Fax: (812) 221-2017
Email: scheduling@legion.health
Website: legionhealth.com
 - (2) Crisis Intervention
 - (a) UIW Police Department - (210) 829-6030
 - (b) 24/7 hot line for suicide prevention on Behavioral Health site
 - (c) National Suicide Prevention Lifeline: 1-800-273-8255
 - (d) National Alliance on Mental Illness (NAMI) www.nami.org/Find-Support
 - (e) NAMI Helpline: 1-800-950-NAMI (6264)
 - (f) Bexar County Crisis Line (210) 223-7233 (24 hours a day for any type of psychiatric crisis)
 - (3) Inpatient
 - (a) [San Antonio Behavioral Healthcare Hospital](#) – (210) 541-5300
8550 Huebner Rd, San Antonio, TX 78240
 - (b) [Laurel Ridge Treatment Center](#) – (210) 491-9400
17720 Corporate Woods Drive, San Antonio, TX 78259
 - (c) [Methodist Hospital Specialty and Transplant Behavioral Health](#) - (210) 575-0500
8026 Floyd Curl Drive, San Antonio, TX 78229 (inpatient)
8038 Wurzbach, San Antonio, TX 78229 (outpatient)
 - (d) Laredo Psychology and Psychiatry - Gateway Community Health
<https://gatewaychc.com/behavioral-health>
 - (e) San Angelo/Abilene
<https://www.shannonhealth.com/services/behavioral-health.aspx>
- c) The Texas Physician Health Program (TXPHP) - A non-profit organization which protects the health of Texans and promotes medical excellence by serving physicians, physician-in-training (including medical students), and others affected by substance use disorders (SUD), physical illnesses and impairment, and/or psychiatric conditions. TXPHP fulfills this mission by providing education, recognition, and assistance in diagnosis and treatment for physicians, physicians in training, and others through a recovery program adapted and monitored according to their specific needs.

TXPHP functions in cooperation with existing entities within the Texas Medical Association, the Texas Osteopathic Medical Association, and others who currently interact with the potential participant population.

- (1) <http://www.txphp.state.tx.us/>
- (2) Participants
 - (a) Students
 - (b) Office of Admissions and Student Affairs

- 5) Health Services, including locations and services to access care (See #3 Access to Care)
 - a) Student Insurance
 - b) Health Programs and Resources
 - c) Wellness workshops and resources

- 6) Resources
 - a) Behavioral Health and Wellness <https://uiw.edu/counseling>
 - b) Health Insurance: <https://wellfleetstudent.com/>
 - c) Facilities Access from all locations with students <https://wellfleetstudent.com/>