



**Policy Title:** Mental/Behavioral Health Services: (CORE)  
**Functional Area:** ACADEMIC  
**COCA Element:** 9.8  
**Status:** FINAL  
**Effective:** 12/02/2017  
**Approved by:** Leadership Council  
**Policy Contact:** Assoc. Dean of Admissions & Student Affairs, Director of Health Services, Behavioral Health Manager  
**Responsible Office:** Office of Admissions & Student Affairs  
**Last Reviewed/Updated:** 11/15/2020

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**Purpose:** The purpose of this policy is to provide University of the Incarnate Word School of Osteopathic Medicine (UIWSOM) learners with confidential access to an effective system of counseling and mental healthcare. 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.

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1) Description

- a) The University of the Incarnate Word School of Osteopathic Medicine (UIWSOM) provides holistic support to balance personal well-being to promote learner 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 learner success.
- c) UIWSOM learners 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 learner’s academic performance, emotional adjustment, and being prepared for his or her future professional functioning.
  - i) Positively impact learner functioning and provide access to services and resources at all learning locations to better prepare learners in addressing their health and attending to their well-being.
  - ii) Provide services for the learners in various areas of wellness, including: mental, emotional, social, physical activity, sleep hygiene, and nutrition.
- b) Treatment of learners by faculty
  - i) UIWSOM psychological/psychiatric/counseling providers with access to learner health records will have no role in evaluation of osteopathic medical learners 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 learners 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 learners are not concerned with adverse consequences or repercussion.
- ii) All applicable Federal and Texas State laws regarding privacy of learner 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) Learners 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) Learners have access to 24/7/365 resources for supportive care and treatment.
- c) Learners have access to support for substance abuse (See 5).
- d) Learners have access to Federal Title IX support (See UIW Policy).

4) Locations/Facilities for Access to Behavioral Health Care

i) 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 Manager who is responsible for focusing on learners' mental wellness by overseeing mental health services and programming. In addition, an additional counselor and doctoral intern have been added to the staff.

Call 1-210-829-6017 Monday through Friday from 8:00 a.m. to 5:00p.m.  
Additional evening hours, Saturday and Telehealth visits are available.

- (b) At their choosing, learners can also be seen at the Broadway campus to provide an additional confidential location for services.

Call 1-210-832-5656 <https://my.uiw.edu/counseling/index.html>

(2) Off campus Counseling

(a) Health Insurance: Wellfleet Health Plan

- (i) Connect Care CareConnect - Wellfleet Student  
CareConnect to be immediately connected with a counselor. 1-888-857 -5462 <https://wellfleetstudent.com/careconnect/>

- (ii) CommuniCare with access for both counseling and psychiatric services without a fee.

(3) San Antonio-Psychiatry

(a) Outpatient

(i) Individual referral or direct appointments to UIW Health Services Psychiatry  
1. Location: Broadway Campus

(ii) Crisis Intervention

1. 24/7 hot line for suicide prevention on Behavioral Health site

a. National Suicide Prevention Lifeline: 1-800-273-8255

b. National Alliance on Mental Illness (NAMI).

[www.nami.org/Find-Support](http://www.nami.org/Find-Support)

NAMI Helpline: 1-800-950-NAMI (6264)

c. Bexar County Crisis Line (210) 223-7233

(24 hours a day for any type of psychiatric crisis)

<https://chcsbc.org/get-help/childrens-services/crisis-care-services/>

(b) Inpatient

(i) University Health System

<https://www.universityhealthsystem.com/services/behavioral-health>

(ii) San Antonio Behavioral Health

<https://www.sanantoniobehavioral.com/>

(iii) Laredo

Psychology and Psychiatry - Gateway Community Health

<https://gatewaychc.com/behavioral-health>

iv) San Angelo/Abilene

<https://www.shannonhealth.com/services/behavioral-health.aspx>

5) The Texas Physician Health Program (TXPHP),

a) 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. <http://www.txphp.state.tx.us/>

b) 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.

6) Participants

a) Learners

b) Office of Admissions and Student Affairs

c) Health Services, including locations and services to access care (See #3 Access to Care)

d) Student Insurance

e) Health Programs and Resources

f) Wellness workshops and resources

7) Resources

a) Behavioral Health and Wellness

<https://uiw.edu/counseling>

b) Health Insurance:

<https://wellfleetinsurance.com/products/student/>

c) Facilities Access from all locations with learners

<https://wellfleetinsurance.com/products/student/>



# **Learner Access to Behavioral Health Care**

## **MENTAL/BEHAVIORAL HEALTH SERVICES**



**Procedure:**  
**Functional Area:** ADMINISTRATIVE  
**Policy Referenced:**

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**Status:** FINAL  
**Effective:** 3/10/20  
**Procedural Contact:** Manager of Behavioral Health Services  
**Responsible Office:** Office of Admissions & Student Affairs  
**Reviewed/Updated:** 3/10/20

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**Purpose:** The purpose of this document is to outline the procedure for learner access to behavioral health services. COCA Element 9.8

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**Policy Reference:** The mental/behavioral health services policy states that UIWSOM learners will have confidential access to an effective system of counseling and mental healthcare. 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.

#### **Procedure: Learner Access to Counseling Services**

- 1) Learner calls counseling services scheduling phone number managed on Broadway campus – 210.832.5656
  - a) Learner indicates to scheduler that he or she is a UIWSOM medical school student and would like to make an appointment to see a counselor
  - b) Learner indicates the location that he or she would like to be seen
    - i) “Brooks City Base Campus” - 7615 Kennedy Hill Drive, San Antonio, TX 78235  
**OR**
    - ii) “Main/Broadway Campus” - 4301 Broadway, San Antonio, TX 78209
  - c) Scheduler uses CureMD (secure electronic medical record system) to schedule learner with counselor Monday through Friday.
  - d) Scheduler informs learner that services are completely confidential with legal exceptions (i.e. child/elder abuse, harm to self or others, or court subpoena)
- e) Scheduler provides learner with specific location of services
  - i) “Brooks City Base Campus” – Building 1, A116 or A117
  - ii) “Main/Broadway Campus” – Administration Building, AD438
- f) UIWSOM learners located outside of San Antonio are invited to seek a referral from the counseling staff or attend counseling sessions via *Zoom* HIPAA compliant software that is available to all UIW students.
  - i) All Learners may be provided the option for “**Tele-health Services**” by phone or virtual therapy via *Zoom* HIPAA compliant software if the therapist finds the

client to be eligible for services. Eligibility may include crisis or the client needing services due to other factors related to medical school.

- ii) Learner calls counseling services scheduling phone number managed on Broadway campus – 210.832.5656
  - iii) Learner will indicate the need for phone or virtual therapy
  - iv) Learner will be provided limits of confidentiality related to tele-therapy services
- 2) Counseling Documents and Resources**
- a) Learners receive a hard copy of Intake Documentation when they arrive for their first session
  - b) *Link to request documentation: <https://my.uiw.edu/counseling/index.html>*
- 3) List of services**
- a) A list of mental health services, along with service locations and hours is available to learners at the following website:
    - i) <https://osteopathic-medicine.uiw.edu/student-life/support-services/counseling-services.html>
    - ii) Services/Areas include:
      - (1) Individual counseling and support
      - (2) Group counseling
      - (3) Stress management
      - (4) Substance use support
      - (5) Depression
      - (6) Anxiety
      - (7) Relational issues
      - (8) Couples counseling
      - (9) Peer conflicts
      - (10) Physical health and wellness
      - (11) Grief and loss
      - (12) Sleep issues
    - iii) Locations and hours:
      - (1) “Brooks City Base Campus” – Monday through Friday, 8am to 5pm
      - (2) “Main/Broadway Campus” – Monday through Friday, 8am to 5pm
- 4) After-hours/Crisis care**
- a) San Antonio learners who find themselves in need of mental health care outside of the hours above have the following resources:
    - i) San Antonio Crisis Line – 210.223.7233
    - ii) The Center for Health Care Services Crisis Care Center – 210.225.5481

- iii) National Suicide Prevention Lifeline – 1.800.273.8255
- b) UIWSOM learners located outside of San Antonio that are covered under UIW campus insurance have access to Wellfleet’s *CareConnect* Behavioral Health service, which allows students to contact a counselor 24/7 via phone
  - i) *Wellfleet’s CareConnect* Behavioral Health Service phone – 1.888.857.5462
  - ii) *Wellfleet’s Care Connect* link: <https://wellfleetstudent.com/careconnect/>

## 5) Pre-matriculation

- a) Learner assess to counseling engagement activities for **OSM1 Orientation**  
Learners will attend “**Coffee with Counselors**” engagement activity as part of their orientation required for OSM1 learners to get familiarized with counseling services
  - i) OSM1 learners- Learners will receive an email to sign up for “Coffee with Counselors” engagement activity.
  - ii) Learners will be provided the agenda for “Coffee with Counselors”
    - (1) Agenda will be provided by email
    - iii) *Link to counseling services: <https://my.uiw.edu/counseling/index.html>*
- b) **Behavioral Health Orientation** – Learners will receive information on UIW SOM Counseling Services and be provided with education on mental health
  - i) OSM1 learners- Learners will receive an email in order to be invited to the “**Behavioral Health Orientation**”.
  - ii) OSM1 learners- Learners will also be provided “**Family Orientation**” for their family members. Family members of the learner will receive education on how to support their learner.

## 6) Outreach Initiatives

- a) Mindfulness activities: OMS1 and OMS2 learners will receive a mindfulness activity related to regulation skills in order to manage stress/anxiety
  - i) Clinical therapist will attend a scheduled OMS1 and OMS2 class in order to provide this activity to the learners.
  - ii) **OSM1/OSM2 Learners-** Learners will receive an email in order to be invited to the outreach activity
- b) Support groups: Learners will be offered support groups in order to address stress/anxiety and other issues related to being a medical student.
  - i) **OSM1/OSM2/OSM 3 /OSM 4 Learners-** Learners will receive an email to sign up for the engagement activity.
  - ii) Learners will be provided the agenda for group therapy.
    - (1) Agenda will be provided by email
    - (2) Link to counseling services: <https://my.uiw.edu/counseling/index.html>
    - (3) Link to mental health resources link: <https://osteopathic-medicine.uiw.edu/student-life/support-services/mental-health-services.html>