Consent to Treatment and Notice of Privacy Practices

Decker Student Health Services and University Counseling Services

Funding of Services
Decker Student Health Services and University Counseling Center are funded by the student health fee. Therefore, visits to see caregivers at either Center are free of charge for registered students. Some items, such as vaccines and some medications, are available for a charge. A list of these items and their cost is available by request. Students will be notified of any item’s charge before they are dispensed. Once the item is accepted, a charge will be entered into the campus billing system and the student will make the payment at Student Accounts.

Availability and Type of Services at the Decker Student Health Center (DSHSC)
General medical care is available at the Decker Student Health Services (DSHSC) with nurse practitioners and physicians during morning walk-in hours from 8:00 am – 11:00 am Monday through Friday. Medical appointments may be arranged either by phone or through our online portal in the afternoon.

DSHSC also provides psychiatric services. We encourage students to maintain connections with their home providers and to see those providers over breaks for continued care. We can provide private space for students wishing to engage in tele-health services with home providers for uninterrupted care from home. If a student does not have an established home provider, we offer psychiatric evaluation and management at an out-patient level of care. For chronic and recurring conditions requiring longer term interventions, we refer students to engage in off-campus specialty services and aid in the referral process. Psychiatric services are provided by our Psychiatrist, Medical Residents and Nurse Practitioners. This service offers medication treatment within a collaborative care model after students are established in counseling services, either on or off campus. Before a student’s first appointment, they will participate in a brief phone triage process to assess their needs and ensure referral to appropriate services.

Decker Student Health Services is staffed by a highly qualified clerical, technical, nursing and medical providers. Medical providers include primary care providers (family physicians, internists, family nurse practitioners), a psychiatrist, and a psychiatric nurse practitioner. Our providers are skilled in diagnosing and treating the medical and mental health difficulties which commonly affect students. Many of our providers are also certified by their medical specialty boards.

For more staff information please see the Decker Student Health Services Center web page:
https://www.binghamton.edu/health/about/staff.html

Availability and Type of Services at the University Counseling Center (UCC)
The University Counseling Center (UCC) provides free counseling and/or referral services, available for all currently enrolled students. We provide individual and group counseling. Initial Consultations and ongoing individual meetings are 50 minutes in length. Other services include consultation, referral, and a variety of outreach and programming activities. The Counseling Center operates within a brief treatment model. While we are able to be helpful with a wide variety of the problems that college students present, some problems call for more specialized, long-term, or intensive treatment. In such cases we will help students find a professional off campus who can provide the appropriate service. The UCC does not offer mandated counseling and does not offer court-ordered assessment or treatment.
What “counseling” is:
Counseling is the process of talking to a professional about your thoughts, feelings, behavior, problems, experiences, relationships, or whatever else is on your mind. Your counselor will also help you to set and achieve goals related to your presenting concerns. Counselors are non-judgmental and accepting. In addition to listening and asking questions, counselors also give education and feedback, suggest strategies, and work collaboratively to achieve student goals.

The first counseling appointment:
The purpose of your initial meeting with a counselor is to determine how, and by whom, you can best be helped. The meeting involves assessing various aspects of the problem (for example, when it started, how intense it is, and what solutions you’ve already tried.) Counselors will treat you as a whole person, so they may ask about other areas of your life beyond your specific problem. At the end of the appointment you and your counselor will discuss a plan for follow-up.

The Counseling Center is staffed by highly qualified counselors, including social workers and psychologists, who are sensitive to the many issues affecting students today. Staff members are friendly and down to earth, and help students to feel comfortable with the counseling process. Most staff members are generalists: that is, they are knowledgeable about a variety of psychological issues (much like a primary care doctor). In addition, counselors may have areas of particular interest or specialty.

For more staff information please see the University Counseling Center staff web page:
https://www.binghamton.edu/counseling/staff.html

Confidentiality
All student contacts with the Counseling Center and/or Decker Student Health Services are confidential to protect your privacy in accordance with New York State law and the ethical standards of counseling, medical, and psychiatry care and relevant professional organizations. Confidentiality means the staff does not communicate the fact that you have utilized services, nor the subject matter of any visits, to anyone outside of the Counseling Center and/or Decker Student Health Services without your written permission. However, there are several legally mandated exceptions to therapist-client, clinician-patient, and psychiatrist-client confidentiality. These include situations in which the student may be a danger to themselves or others, if neglect or abuse of a child is suspected, or when records are subpoenaed by a court of law. Additionally, the NY SAFE Act requires practitioners to alert authorities if a person is likely to engage in conduct that will result in serious harm to themselves or others. This law is designed to limit a suicidal or homicidal person’s access to firearms. These situations do not come up often, but if one of these situations applied to you, your caregiver would discuss it with you. Other than the above exceptions, written authorization will be obtained from you before disclosure of confidential information. In addition, your caregiver may consult with another caregiver here or with providers at Health Services, which is part of the same department as the Counseling Center. Consultation / supervision is a standard component of professional practice and is for the purpose of providing you with the highest quality service. You have the right to review the University Counseling Center or Decker Student Health Services privacy policies. You may also request a review of your records, as well as request amendments to your record. Such requests should be made in writing to the Clinical Director of University Counseling Services, the Medical Director of Decker Student Health Services, the Clinical Director of Psychiatry Services, or the Director of Health and Counseling.

Emergencies
Mental Health Emergency - If you are experiencing an emergency and need counseling during business hours, we will work with you to get you in as quickly as possible. If you have an emergency and we are not open, you may call the Binghamton General Crisis Hotline toll free at 607-762-2302, Binghamton University Police at 607-777-2393, or off-campusr police by dialing 911. The Crisis Hotline is staffed 24 hours a day, 7 days a week. An “emergency” is defined by you, but can include feeling suicidal or homicidal, feeling very disoriented, or having unusual or disturbing thoughts (hearing voices or seeing things other people cannot hear or see).
Medical Emergency – Harpur’s Ferry, a student-run ambulance service, provides emergency medical care and transportation 24 hours a day when classes are in session. The ambulance is staffed by certified emergency medical technicians, advanced EMTs and personnel certified in advanced first aid. Students on and off campus are eligible for this free service by calling 607-777-3333.

Non-emergency After Hours
Mental Health - After Hours: If you have a mental health-related issue that is not life-threatening and requires attention or consultation after business hours, you may contact the UCC's after-hours counselor at 607-777-2772 + press 2

Medical Care - If you need urgent (but not emergent) care when the Decker Student Health Services Center is closed, you may want to visit one of the urgent care facilities in the area (cost for care at these locations is your responsibility).

Attendance
When you make an appointment, the time is reserved especially for you. If you cannot keep your appointment, please call as early as possible to tell us so that we can make the time available to another student. If you miss an appointment, and you want care to continue, you may still call to schedule another appointment. If you have a pattern of missed appointments, this pattern will be discussed with you. If missed appointments then continue, the Counseling Center and/or Decker Student Health Services may suspend or terminate services here, and provide you with alternative treatment options elsewhere.

Scheduling
Mental Health appointments - Initial appointment scheduling is typically done through the University Counseling Center Secretary, and ongoing appointments are typically done through the individual counselor. You can stop by the secretary’s desk or you can phone 607-777-2772. Students are asked to make their own appointments; however, if you want you may bring a friend along to help get you started, and that is fine with us. Wait time for initial appointments may vary depending on times of the semester. If your circumstance is urgent or an emergency, we will make an effort to get you in quickly. Communications, e.g. appointment reminders, are sent by both Health and Counseling via text messages and email through the secure patient portal. To OPT out of this service please complete the Communications Preferences form at check in at your appointment or sign into your Binghamton University Patient Portal account to make the change in your account preferences.

Medical appointments - may be made online through our portal: https://myhealth@binghamton.edu or by calling 607-777-2221. The initial psychiatric appointment scheduling is done by our psychiatric nurse and ongoing appointments are typically done at the time of your visit. You may change your appointment by calling our psychiatric nurse at 607-777-3711. Communications, e.g. appointment reminders, are sent by both Health and Counseling via text message and email through the secure patient portal. To OPT out of this service please complete the Communications Preferences form at check in at your appointment or sign into your Binghamton University Patient Portal account to make the change in your account preferences.

Hours
University Counseling Center: Regular hours are 8:30 a.m. - 5:00 p.m. Monday through Friday.
Decker Student Health Services Center: Regular hours are 8:00 a.m. – 4:45 p.m. Monday through Friday.
Both locations: Summer hours are 8:00 a.m. – 4:00 p.m. Monday through Friday.

Health Insurance
Because our services are free, neither University Counseling Services nor Decker Student Health Services bill any insurance company. However, it is important for students to have health insurance coverage to pay for services that are not covered by the health fee. This includes things such as ER visits, laboratory testing, radiology services, and referral to off-campus specialists or counselors. Students are strongly advised to become familiar with their health insurance coverage and its reimbursement procedures as it applies to off-campus services.

We Welcome Diversity
The Binghamton University Counseling Center and Decker Student Health Service are committed to providing a safe and welcoming environment for everyone who visits us. We believe diversity enlivens and enriches our community. The range of diversity we value includes, but is not limited to: ethnicity, race, sexual orientation, gender, physical or mental ability, socio-economic status, spirituality or religion, size, appearance, and age. We extend a particular welcome to students who may be experiencing discrimination on the basis of their differences. We strive to treat all students with equal respect and dignity. We are also committed to taking part in activities and discussions that will help us continue to grow in our understanding of diversity.

Aggregate Data Collection
The Counseling Center and Decker Student Health Services collects student data and conducts surveys to improve the services we provide. When we publish data, it is grouped together in “aggregate” form, meaning that only overall numbers are presented (for example, total % of students reporting depressed mood). We never give out any individual data.

Website
For further information about the Counseling Center check out our website:
https://www.binghamton.edu/counseling/

For further information about the Decker Student Health Services check out our website:
https://www.binghamton.edu/health/

Question, Concerns, or Complaints
We want you to be satisfied with your counseling and medical care while you are here. You have the right to quality services delivered professionally and respectfully. If you have concerns about privacy, services, your caregiver, or how you are being helped, please tell us. We want, expect and need your feedback. If you want to see a different counselor or medical provider, you may request that. You may also address your counseling concerns by contacting the Director of Health and Counseling, or the Clinical Director of the Counseling Center, at 607-777-2772. For concerns related to medical or psychiatric care, please contact the Medical Director at 607-777-2221. If you feel the issue is not resolved, you may appeal to the Assistant Vice President for Health and Wellness at 607-777-4797. Complaints may also be registered at the U.S. Office of Civil Rights N.Y. Office at 1-800-368-1019; TDD:1-800-537-7697.

I acknowledge that I have reviewed a copy of this Notice of Privacy Practices and understand how certain health information about me may be used and disclosed and how I may obtain access to and control this information. I also understand that I may request a copy of this notice at any time.

I affirm that I have read this information about the policies and procedures of the Binghamton University Counseling Center and I give my consent to be treated here prompt if a counseling appointment

I affirm that I have read this information about the policies and procedures of the Binghamton Decker Student Health Services and I give my consent to be treated here prompt if a counseling appointment