

## TREATMENT INFORMATION AND DISCLOSURES REGARDING SERVICES AT COUNSELING and PSYCHOLOGICAL SERVICES (CAPS)

### Vaden Health Center, Stanford University

Counseling and Psychological Services (CAPS) offers registered Stanford students crisis intervention, evaluations, individual and group counseling services, psychotropic medication evaluation and management services, and referrals to community providers. Professional services are provided by psychologists, psychiatrists, marriage and family therapists and social workers. Supervised professionals-in-training, including psychiatry residents/fellows and psychology pre- and post-doctoral interns, also provide services. The professionals-in-training will identify themselves and provide you with their supervisor's name.

### Access

**Eligibility and Service Limits** Registered Stanford students who have been assessed the Campus Health Service Fee are eligible for a mental health evaluation without additional charge. A CAPS therapist will perform this initial evaluation and discuss treatment options. If your concerns can be addressed by short term counseling, CAPS will provide this service at no charge. If medication is prescribed by a CAPS psychiatrist, follow-up visits are provided on a *fee-for-service* basis. If you have Cardinal Care health insurance, a \$25 co-pay will apply for each follow-up medication visit. If you have private insurance, the level of visit complexity determines the cost. You may request billing statements to submit to your insurer for reimbursement, however CAPS cannot guarantee that the services provided will be covered.

**Longer-Term Services** Some issues are more appropriately addressed in longer-term therapy due to complexity and history. Generally, students for whom longer-term treatment is appropriate are referred to a clinic or therapist in the community. Efforts are made to help find providers who take the student's health insurance. Sometimes a CAPS therapist has an opening for longer-term therapy, which is billed by CAPS on a *fee-for-service* basis. The fee begins when you and your therapist agree on the need for longer-term therapy. If you have Cardinal Care health insurance, a \$25 co-pay will apply for each long-term therapy visit. You may request billing statements to submit to your insurer for reimbursement, however CAPS cannot guarantee that the services provided will be covered.

**Urgent Situations** An on-call clinician may be contacted at 650-723-3785 for urgent situations at any time, including evenings and weekends. After-hours, calls are handled by ProtoCall, a national provider of on-call behavioral health services. ProtoCall's licensed counselors provide immediate assistance to callers and share information about the call with CAPS for follow-up the next business morning as appropriate. Life threatening emergencies should be handled by calling 911 or proceeding to the nearest hospital emergency room. In the event of a sexual assault, call 650-725-9955 to reach an on-call clinician with Stanford's Confidential Support Team.

**Appointments** For non-urgent needs, students who are new to CAPS are asked to schedule an initial phone assessment appointment with a CAPS clinician to consult on which service may best meet their needs. Phone assessment appointments can be scheduled on-line at any time through the Vaden Patient portal; or from 8:45 am to 5:00 pm Monday through Friday by calling CAPS at 650-723-3785 or by coming to CAPS on the second floor of Vaden Health Center. At the phone assessment appointment you may request a specific therapist on the basis of gender, ethnicity, sexual orientation, or professional training, but it may mean a longer wait for an appointment. For any urgent needs, students may come to CAPS from 8:45 am to 5:00 pm Monday through Friday to meet with a CAPS on-call staff member directly. (See "Urgent Situations" above for additional details.) If you are unable to keep a CAPS appointment, please cancel it at least 24 hours in advance by calling CAPS or using the Vaden website. **A \$25 charge is imposed for no-shows and cancellations not made at least 24 hours in advance.** Also, if you do not cancel an appointment and do not show for the appointment, it will not automatically be carried forward to the following week. If CAPS staff are unable to keep an appointment with you, CAPS reception will make every effort to contact you to reschedule.

### Risks and Benefits

There are risks and benefits that may occur in counseling. Counseling may involve the risk of remembering unpleasant events and may arouse strong feelings. A benefit is that it may increase your ability to cope better with psychological, social, and academic stressors. You may also gain a better understanding of yourself that will benefit your personal development. Although most individuals benefit from the counseling process, there are no guarantees that counseling will produce the intended outcome. The specific risks and benefits of any medication treatment will be explained by your psychiatrist.

### Confidentiality

As described in Vaden’s ‘Notice of Privacy Practices’ (NPP), CAPS strictly protects the confidentiality of information consistent with all applicable legal requirements. The sections below summarize CAPS practices regarding the legal and ethical aspects of confidentiality and the sharing of information. It is not intended as a summary of actual federal and state laws.

**Release of Information** Information about you, including your use of CAPS services, can only be released to parties outside of Vaden as required or permitted by law (as described in the next section and in Vaden’s NPP) or with your written permission. If you request a release of information, you will be asked to sign a form authorizing its release. You may revoke your authorization by giving us written notice.

**Limits of confidentiality** CAPS uses an integrated care model which may involve sharing of some mental health information with Vaden’s Medical Services and/or Confidential Support Team clinicians and/or Stanford Health Care providers, on a need to know basis, in order to facilitate your treatment, referrals, or consultations. For further details, please discuss with your CAPS provider. In addition, there are exceptions to the confidentiality of provider-patient information set by federal and state law, and outlined in Vaden’s NPP, including but not limited to:

- If you tell your CAPS provider about being sexually assaulted, the provider is not required to make a report unless you are under 18 years of age at the time of the disclosure.
- If you tell your provider you were abused as a child and are under 18 years of age at the time of the disclosure, the provider must report the abuse to Child Protective Services and/or law enforcement. If you are over 18 at the time of disclosure and there is a child at risk by the same abuser, the provider may be required to make a report.
- If you tell your provider about abuse of a child, or elder/dependent adult, the provider may be required to make a report.
- If your provider gains knowledge about material in which a child is portrayed in an act of obscene sexual conduct that has been in downloaded or accessed through any electronic or digital media, the provider may be required to make a report.
- If your provider becomes aware that you intend to cause imminent, life-threatening harm to yourself, the provider is legally obligated to take whatever actions are necessary to protect you from harm.
- If your provider becomes aware that you intend to do imminent bodily harm to a person(s), the law requires your provider to inform the authorities and intended victim(s), and to take additional action if necessary.
- When a court of law orders a provider to release information, the provider is bound by law to comply.
- If a psychiatric admission to Stanford University Medical Center (SUMC) or a visit for psychiatric care to SUMC’s Emergency Department care occurs, Protected Health Information may be exchanged between providers to facilitate care.
- Some professions and/or employers seek information about mental health as part of practicing in that profession or job. If you have concerns about this, please discuss with your provider at the first session.

**Written/Electronic Records** Information, in the form of notes from your session(s), on-call services, and appointments, is recorded in an electronic health record. The CAPS record is kept for 10 years as required by law. CAPS maintains strict security measures to protect this information, including physical safeguards, encryption, and password protection. Your right to access and obtain a copy of your CAPS records is described in Vaden’s NPP. CAPS staff can provide you with a form for use in requesting access to and/or a copy of your records.

**Secure Messaging** Because regular email may not be as secure as other forms communication, CAPS staff use Vaden Health Center’s secure messaging system, which allows students and their providers to exchange information in a secure manner. CAPS staff will use secure messaging for matters related to appointments, administrative issues, or to exchange other non-urgent information. Secure messaging should not be used for any urgent clinical concerns. Secure message exchanges are considered part of your health record and may be accessed by Vaden clinicians involved in your care as appropriate.

### Feedback

We are here to help you. If you have any suggestions or feedback regarding your experience with CAPS, we encourage you to talk with your CAPS provider directly. Alternatively, you may contact Vaden Health Center’s Quality Manager at 650-724-0979. Anonymous feedback may be submitted at [vaden-feedback@stanford.edu](mailto:vaden-feedback@stanford.edu) or via the Comments and Suggestions boxes located in the Vaden lobby and the CAPS Kingscote waiting area.

CAPS Provider: \_\_\_\_\_ Date: \_\_\_\_\_

I am a supervised professional-in-training. My supervisor is: \_\_\_\_\_