

St. Cloud State University
Counseling and Psychological Services (CAPS)
Client Rights/Informed Consent

Your Counseling Record:

Your counseling record is contained in an electronic health record and protected by all existing state laws and professional ethics regarding counseling records. Your counseling record is stored on a secure server. Your counseling record is NOT part of your academic record and no one has access to it except CAPS staff and/or Medical Clinic staff. CAPS and Medical Clinic staff work as part of an integrated care team to provide holistic care to students. Medical Clinic staff and Counseling Center staff share an electronic health record system and can access the records of shared clients. You will be informed of the members of your treatment team. Records are maintained for ten (10) years after the end of counseling, at which point they are destroyed. You have the right to review your counseling record with your clinician.

Access to your counseling records both verbally and in written form will be available only when you sign a Release of Information Form for records or information to be disclosed to another entity. You have the right to revoke a Release of Information by making this request to your provider. Your protected health information is only shared by professional CAPS staff and Medical Clinic staff except in the following circumstances where disclosure to another entity may be required by law:

- When there is risk of imminent harm to you or another person;
- When court ordered;
- When suspected abuse of children or vulnerable adults is involved;
- When there is suspected prenatal exposure to controlled substances;
- When you sign a release of information for records to be shared or verbal correspondence;
- In addition, our accreditation standards or insurance companies may require very limited access to client files.

Scheduling and Insurance:

In most instances, services at CAPS will be billed to your health insurance. If you do not have health insurance, we have advocates who can work with you to obtain health insurance coverage. If you have questions about your health insurance coverage, please call the customer service number on the back of your insurance card to ask about your benefits. You may also speak with one of our receptionists or your provider regarding insurance questions.

When appropriate CAPS offers in-person and HIPAA-compliant telehealth services. The telehealth service model allows for the delivery of mental health services when there are barriers that prevent a client(s) and provider(s) from meeting in the same physical location. Your provider will determine if you are appropriate for telehealth services. These services require access to a compatible electronic device and high-speed internet connection. These services require access to a private location. There are circumstances when telehealth may not be appropriate and a face to face visit necessary. Some of these circumstances include, but are not limited to a need for interactive therapy that must be done in-person or the presence of recent high risk behavior.

You have been given a copy of our Do Not Show Policy (DNS). Please be sure to keep your scheduled appointments or call us to cancel with at least 24 hours' notice.

Email is not a safe way to transmit confidential information. If you want to send a message to your provider, you may do so using the secure patient portal. All messages through the portal become a part of your electronic health record and remain confidential.

Please do not message CAPS clinicians to schedule or change an appointment. You can schedule, change, or cancel your appointment by calling 320-308-3171 to speak with a receptionist. You may also request an appointment through the SCSU Counseling Center website: www.stcloudstate.edu/counseling. Please do not message CAPS clinicians for urgent or emergency needs as these messages may not be checked on a daily basis, nor evenings, weekends or holidays. If you are in need of an emergency-related/urgent appointment, please call CAPS (320-308-3171) during normal office hours of 8am to 4:30pm weekdays. You can also request an appointment in person by walking into the clinic without an appointment during office hours. If you need emergency-related/urgent help after office hours, you should contact the local Crisis Response Team at 320-253-5555 or 1-800-635-8008 or contact emergency services by dialing 911.

Your clinician may ask you about other treatment services you are engaging in in order to prevent duplication of services and to assist with being sure you have appropriate care based on your individual needs. In this case, your clinician will assist to coordinate services with other professionals involved. You will be told the identity of all providers involved in the coordination of your care.

Information regarding your care:

You will be given information in writing about the identity of your treatment provider or individual involved in coordinating your care. You will be given information about your diagnosis, treatment, alternatives, risks and prognosis in language that is understandable. You will be able to discuss your treatment, expectations, confidentiality, risks/protections and conditions for termination of treatment with your provider. You may be accompanied by a family member or other chosen representative, or both, if you choose. You will be given prompt and reasonable responses to your questions and requests.

You will be involved in treatment planning and be given continuity of care. You can decline or terminate services at any time.

If your clinician feels that the issue presented by you is one that he/she cannot help in resolving, then he/she may suggest referrals off campus. Your clinician will not start or continue counseling with you if his/her objectivity toward you is compromised for any reason. Examples of this may be that he/she already knows you, is working with your partner or relative, or your concerns are too similar to his/her own unresolved events.

All clinicians have available their areas of competence. You can also read up on clinician areas of expertise on the counseling center website at SCSU. Staff members who are pre-doctoral or practicum students will be identified as such.

Your clinician considers you as an individual and will strive to not impose stereotypes, values or roles related to age, gender, religion, race, disability, nationality or sexual preference.

CAPS staff may ask you to evaluate your counseling experience here through a client satisfaction survey. Your participation is anonymous and voluntary. We appreciate your help with this effort to evaluate our services and strive for continued improved quality.

Your Rights:

- You have the right to refuse any of the tests or techniques used by your clinician and you may request a different clinician if desired and clinically supported.
- You have the right to examine public records maintained by the following Minnesota boards who oversee the work done by our CAPS providers: Social Work, Psychology, Marriage and Family or Behavioral Health and Therapy.
- You have the right to obtain Rules of Conduct documents from all of the above boards, which are posted to their websites.
- You have the right to reasonable accommodations if you have a communication impairment or speak a language other than English.
- You have the right to be treated with courtesy and respect.
- You have the right to receive services that are free from any type of maltreatment and are free from any type of discrimination.
- You have the right to make a formal or informal complaint which is taken seriously and can be made at any time to any member of our CAPS team or Medical Clinic staff.
- You have the right to report any perceived violation of the above rights to the Director of Counseling and Psychological Services, Jennifer Rocheleau Dorholt, PsyD, LP, at 320-308-3171 or the Vice President for Student Life and Development at 320-308-3111.

****ACKNOWLEDGMENT:** I acknowledge receipt of the CAPS Client Rights/Informed Consent document.

Please sign name:
