

Clinical Social Worker Service
Patient Rights and Responsibilities

The Clinical Social Worker Service is part of the Student Health Center and enforces the same policies and procedures to uphold Patients' Rights and Responsibilities. The following is a further explanation of what to expect at the Student Health Center when working with the Clinical Social Worker. For further information with an Internet connection, please also review:

<https://shc.uci.edu/psychiatry-mental-health-services/mission>.

Student Health Center's commitment is to your overall well-being by creating a safe and confidential atmosphere that promotes personal growth. You have a right to considerate, respectful care consistent with the benefits covered in your health care policy or as required by law, based on race, ethnicity, national origin, religion, sex, age, mental or physical disability, sexual orientation, genetic information, or source of payment. An environment of mutual respect is essential.

The Clinical Social Worker works closely with the Psychiatry, Primary Care and Specialty Care teams at the Student Health Center. In addition, Nursing and Medical Assistant staff, Front Office, and a designated Mental Health Administrative Specialist assist to facilitate your access to care. Our work together may involve assessment, brief problem solving, brief psychotherapy, care coordination, advocacy, support, referral to on and off campus resources, and monitoring. All treatment requires an active engagement on your part: the willingness to talk about your life openly and honestly, explore the referrals recommended and collaborate with the Clinical Social Worker to address difficulties as they arise.

Student Health Center strives to provide you with access to high quality health care. However, we recognize that sometimes misunderstandings can occur. If you would like to file a complaint about the care you have received with the Clinical Social Worker, it is your right to have a fair and efficient process for resolving differences. The first step is to write down your complaint on a grievance form and submit it to the Administration or to any Administrative Assistant at Student Health Center. You can obtain a *Service Issue Form* at the Student Health Center main building. In addition, the Board of Behavioral Sciences receives and responds to complaints regarding services provided within the scope of practice of marriage and family therapists, licensed educational psychologists, clinical social workers, or professional clinical counselors. You may contact the board online at www.bbs.ca.gov, or by calling (916) 574-7830.

Psychotherapy: Since a goal of psychotherapy is to help you see things about your life in a new way, it may at times reveal painful aspects of your life or stir emotional distress. The working relationship of psychotherapy is unique. Feelings about your mental health provider are an important part of the treatment and should be discussed regardless of whether they are negative or positive. Although it is unlikely, there is a possibility that treatment could make you feel worse or uncover more severe illness, in which case we would, with your permission, take all appropriate steps to help you overcome this. Any psychotherapy provided by the Clinical Social Worker will be time limited and aimed at resolving immediate crisis issues and supporting you in developing a long term recovery plan.

I acknowledge that, even if I have an additional psychotherapist, I will be discussing areas of my life with the Clinical Social Worker. This means that higher professional boundaries will be maintained, including that if you encounter the Clinical Social Worker outside of a treatment setting, the Clinical Social Worker will maintain your confidentiality by not acknowledging you or greeting you unless you initiate it. This protects your privacy and

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confidentiality. It also, however, means that some natural curiosity that you may have about your Clinical Social Worker as a person, may not be appropriate to be discussed. Please bring up any questions or concerns you may have about this when you are in treatment with your provider.

Medications: The Clinical Social Worker cannot provide medication advice or prescribe any medications. Please see your physician about your medication if it is prescribed. Your physician will explain the side effects of any medication prescribed for you. If you encounter any unexpected difficulty with the medicine, please tell your physician, and note that the Clinical Social Worker can assist to facilitate that process. Check your medication supply before your physician visits so that prescription requests can be addressed in person with your physician.

_____ I acknowledge it is my responsibility to maintain my medication supply and to schedule my appointments before my refills have expired.

_____ It is also my responsibility to tell my doctor about any medication changes. I will take medications as they are prescribed and not increase, decrease, start or stop medications without my doctor's instructions.

Privacy and Confidentiality: Privacy and confidentiality are the cornerstones of any medical treatment, but are particularly important as they apply to sensitive or mental health issues. Some basic information about your diagnosis and treatment may be required as a condition of your insurance coverage. You should realize that any information given at your request to an insurance company or managed care company is thereafter beyond our control.

Mental health information can be subject to a higher degree of protection. The Clinical Social Worker is able to discuss your information within Student Health Center, with other providers and other Student Health Center staff for the purposes of treatment, payment or our operations. Generally, we do not disclose your health information to third parties unless we are required to by law. Situations in which we cannot maintain your confidentiality include: to prevent harm to the patient or others, reporting of abuse, for the mental health professional's defense in legal actions, regulatory oversight of the mental health professional's professional status, confidential supervision in training situations, or investigation by a medical examiner in the event of a patient's demise.

If you give consent for release of medical information from your general medical record, in compliance with federal and state laws, the Clinical Social Worker will disclose only the minimum amount of information necessary to serve the purpose for which the request has been made. Guidelines for minimum disclosure have been defined by federal and state law and by professional organizations.

_____ I acknowledge that I need to sign an authorization for release of health information when I would like my provider to communicate with someone outside the Student Health Center. I am responsible for starting this release and also can revoke the release in writing.

When you are requesting records, letters or communication generated from the Student Health Center,



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please be advised that we have up to a 15-day timeframe to respond to your request. You may also be subject to additional administrative fees.

_____ I acknowledge that it can take **up to 15 business days** for requests of records, documentation, letters to be processed and these *always* need to be accompanied by a signed authorization of release of information.

Choice of Providers: In addition to seeking services at our Student Health Center, USHIP and GSHIP policy allows for you to see providers in your treatment network. All SHIP referrals to your treatment network outside the Student Health Center must come with an authorization from our Insurance Office. In order to provide fair service to the campus community, sessions with the Clinical Social Worker are limited. The session limit may change annually, per policy year, and it will be applied to each student seeking our services. In part, the role of the Clinical Social Worker is to facilitate and coordinate your referral to outside providers and assist in your transition of care.

You may find that you are working with a provider whose style does not fit your needs. It is essential that you communicate this to your provider so that your expectations are heard. If you and your provider decide that you are better served with a different Clinical Social Worker it is important to discuss this to end your treatment well. In these situations, the Clinical Social Worker will attempt to facilitate your transfer of care.

As part of maintaining your privacy and confidentiality, we will do our best to ensure that your care is confidential. Some extra steps which we take include making sure that roommates, couples, or family members are not seen in treatment by the same Clinical Social Worker.

_____ I acknowledge that if I would like to change providers out of my own desire to find a better match, I am entitled to do so and can request referral to another Campus Social Worker, outside of the Student Health Center. Also, it is my responsibility to disclose any potential conflicts of interest, such as whether or not I need to see a different Clinical Social Worker than my friend, roommate, romantic partner or family member.

Communication: As part of your ongoing care with the Clinical Social Worker at the Student Health Center, it may become necessary for us to **notify you** of your health information. *Please always have an active, working telephone number which is confidential on file where you can be reached.* Please be aware that e-mail is not a confidential method by which to communicate. If you need to communicate using an online method, use the secure online messaging system through the [WH&CS Patient Portal](#) which you can access directly or via SHC's website at <http://www.shc.uci.edu/>. There will be a way to send a secure message to your provider. Secure health messages are NOT to be used for emergencies. They are for routine communications. For urgent matters, ALWAYS call the Student Health Center. In rare cases, by accident, regular email communications are received, they will be placed in the medical record.

You will receive a courtesy automated reminder about appointments scheduled in advance. Please do not rely on these solely as assurances of your appointment time. You are still responsible for scheduling and keeping track of your appointments on your own.

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The Clinical Social Worker requires that a confidential telephone number and valid address (P.O. Box is unacceptable) be on file for all patients seen, in order to provide quality care. **Particularly if the Clinical Social Worker is concerned about your well-being, they will make attempts to contact you. It is critical to respond to inquiries in the time designated.** If the Clinical Social Worker does not hear from you in a timely way, the Clinical Social Worker may request a welfare check on your behalf, which involves calling the campus police or the police in the city where you reside to ensure your safety.

_____ I acknowledge that I will be asked to respond to the Student Health Center within a certain timeframe. If I do not do so, and my provider is seriously concerned about me, a welfare check may be called on me, which means that the Campus Police may be called to ascertain my safety.

_____ I acknowledge that I can use only the secure Patient Health Portal if I want to use electronic communications with my provider(s) and only for routine, non-urgent matters.

Appointments: We hope to maintain clear communication about your ongoing care. It is important that follow-up appointments are kept in a timely way. It is also important that you are seen as frequently as your provider has determined. We strive to run on time for your scheduled appointment. Rarely, medical situations arise which may require scheduling changes. We appreciate your patience during these times. Similarly, please arrive at your designated appointment time. If more than half (1/2) of your appointment time has passed by your arrival (e.g. coming at 10:14 a.m. for a 25-minute slot scheduled for 10:00 a.m.), you will be asked to reschedule your appointment to another time.

_____ I acknowledge that if I am late to my 25-minute, 45-minute or 90-minute appointment by more than half, I may be asked reschedule my appointment to another time and date.

Emergencies: If you become seriously ill when the Student Health Center is closed, you should still get medical help. An example of an emergency situation is if you are thinking about suicide, or feel an urge to take your life. Another example is thinking violent and rageful thoughts, with urges to strike out at others. If you are working with a psychiatrist at Student Health Center, this would be an appropriate time to call the urgent line listed on your provider's voicemail. There is also a national lifeline available 24/7 if you or someone you love is at risk for suicide: (800) 273-TALK (8255) (<http://www.suicidepreventionlifeline.org/>).

The best and easiest way to get help if you are seriously ill or having an emergency when we are closed is to call 911. The dispatcher will talk with you and ask you to tell him/her what the matter is. The dispatcher will make sure that paramedics get to you and that you will get medical care. The paramedics may take you to a nearby medical facility so that you can get rapid medical care. **If you experience any issues related to the processing and payment of claims submitted to UC SHIP for services rendered by the hospital or other medical facility at which you were treated, you may email or call the Student Health Center Insurance Services Office at shc-insurance@uci.edu or (949) 824-2388 for assistance in helping you resolve any claims payment issues with the UC SHIP insurance carrier.**

Other Campus Units/Services: As a regularly enrolled student, you may be eligible for free counseling services at the Counseling Center on campus: (949) 824-6457.



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Student Health Center After-Hours Nurse Advice Line (available to all students):
(949) 824-3870

If you are a UC SHIP student, there is also a 24/7 Nurse Advice Line offered by the insurance plans:
USHIP and GSHIP (Anthem Blue Cross): (877) 351-3457

UC SHIP Students with Psychiatric Emergencies also have access to a customer service line: USHIP and
GSHIP (Anthem Blue Cross):
(866) 940-8306

Your Responsibilities: Greater individual involvement in your care increases the likelihood of achieving the best outcomes. Such responsibilities include:

- Self-monitoring about how you are doing between appointments and communicating with the Clinical Social Worker, and your Student Health Center treatment team, about how you have been thinking and feeling; being prepared for each appointment of what you would like to discuss.
- Taking responsibility for maximizing healthy habits, such as exercising regularly, eating a well balanced diet; getting enough rest and sleep; avoiding smoking, drinking alcohol in excess, using illegal substances; wisely managing time, demands, relationships and stressors.
- Participating with your health care provider regarding my health care decisions. Working collaboratively with your provider(s) in developing and carrying out agreed upon treatment plans. Disclosing relevant information and clearly communicating wants and needs.
- Showing respect for the staff at Student Health Center and for the other patients.
- Making a good-faith effort to meet financial obligations.
- Understanding my health plan coverage and health plan options.
- Abiding by administrative and operational procedures of my health plan, health care providers, and government health benefit programs.
- Report wrongdoing and fraud to appropriate resources or legal authorities.
- Give your feedback in written form and in electronic patient satisfaction surveys.

We look forward to providing you with quality health care.

Right to a Paper Copy of This Notice: You have a right to a paper copy of this notice. You may ask us to give you a copy of this notice at any time. Even if you have agreed to receive this notice electronically, you are still entitled to a paper copy of this notice.

Your signature below constitutes your acknowledgement that you have read and received to the foregoing.

(Signature)

(Date)

(Printed Name)