

BURRELL COLLEGE OF OSTEOPATHIC MEDICINE

STANDARD OPERATING PROCEDURES

Mental and Physical Health Referrals		SOP #: SA.010.05
Effective Date	02.01.2018	
Last Revision/Review	05.06.2024	

1. Purpose

To outline and define the processes used when referring students to Mental and Physical Health resources.

2. Related Policy/Authority

Policy B9070 Student Health Services

College Catalog and Student Handbook

3. Faculty/Staff Responsibilities

Office of Student Affairs

4. Definitions/Abbreviations

NMSU- New Mexico State University

5. Procedural Steps

- 1.1 Included in Burrell's tuition and fees, students have access to a variety of mental and physical health resources.
- 2.1 Student Affairs personnel may refer students to wellness resources based on the student's need. Situations in which Student Affairs may refer students to Wellness resources may include:
 - a. Visit to Student Performance Committee
 - b. Status changing to Leave of Absence
 - c. Student Conduct Proceedings
 - d. Any instance where it's inferred that a student is struggling to cope with anxiety, stress, etc.
 - e. Student Affairs Wellness Check-up (Refer to SOP_CARE Team)
- 3.1 Whenever Student Affairs personnel refers a student to one of our mental or physical health resources, it is documented in a student's file in the Office of Student Affairs.
- 4.1 Mental Health
 - a. TimelyCare Telehealth
 - i. Timely Care Telehealth, is a student assistance program that gives students free confidential access to a full range of behavioral and physical telehealth services including:
 1. TalkNow: 24/7 On-demand access to a mental health professional to talk about anything at anytime.
 2. Scheduled Counseling: Scheduled access to a licensed counselor to get mental health support; 12 per student per academic year
 3. Psychiatry: Scheduled access to licensed psychiatrists; annual block of free visits equal to 4% of student population provided and controlled by counseling staff

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- ii. The TimelyCare Telehealth app can be accessed on the Apple App Store and Android Google Play by searching for “TimelyCare” as one word.
- b. Florida Tech Holzer Health Center, Melbourne FL
 - i. Psychiatry and Counseling services are offered for Burrell students at the Florida Tech Holzer Health Center.
 - 1. The Holzer Health Center is available for psychiatric appointments, medication consultation and routine medication care. If you are currently taking medication and would like to continue your prescription, please bring your medical records with you to meet with one of the nurse practitioners.
 - 2. Appointments are made through referrals from the nurse practitioners at Holzer Health Center or the Student Counseling Center. Services are billed to a student’s insurance plan.
 - 3. The Florida Tech Student Counseling Center on campus provides confidential emotional and mental health services, groups, and outreach programs. Their website provides a variety of self-help tools, including anonymous screenings, brochures, resources and helpful links on a variety of college issues.
- c. Mesilla Valley Hospital, Las Cruces, NM
 - i. Serious behavioral health issues, including clinical psychiatry and substance abuse treatment, is offered for BCOM students through Mesilla Valley Hospital. These services are confidential, providing assistance in issues that might impair a student’s personal or professional life. These services are independent of BCOM and students will utilize their personal health insurance plan for all costs associated with these services.
 - ii. Mesilla Valley Hospital is a private, free-standing psychiatric hospital in Las Cruces, New Mexico that provides comprehensive mental health and drug & alcohol addiction services for adolescents, adults, and seniors.
 - iii. Mesilla Valley Hospital has been in operation since 1987, serving those in need of treatment for a variety of psychiatric and substance abuse issues, including, but not limited to:
 - 1. Depression, Post-Traumatic Stress Disorder (PTSD), Suicidal and Homicidal Behaviors and Self-Harming Behaviors, Bipolar Disorder, Anxiety Disorders, Alcohol and Drug Addiction Schizophrenia, Hallucinations/Psychosis
 - 2. The hospital offers confidential assessments 24 hours a day, seven days a week. Assessments are conducted by qualified mental health professionals who will help determine the most appropriate level of care for each individual.
 - 3. Any providers affiliated with BCOM or faculty, preceptor, or any other capacity, are advised to refrain from engaging in treatment of our students. This policy is included in the faculty handbook.
 - 4. For appointments, call: 575-382-3500 or 800-877-3500
<http://mesillavalleyhospital.com>

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- iv. Burrell students are given priority and can call 24 hours a day, seven days a week.
 - d. Request services from the Mesilla Valley Mobile Crisis Unit
 - e. Circles of Care Behavioral Health Services, Melbourne FL
 - i. Serious behavioral health issues, including clinical psychiatry and substance abuse treatment, is offered for BCOM students through Circle of Care Behavioral Health Services.
 - ii. Circle of Care Behavioral Health Services is a private, free-standing psychiatric Center in Melbourne, Florida that provides comprehensive mental health and drug & alcohol addiction services for adolescents, adults, and seniors.
 - iii. Circles of Care Behavioral Health Services provides high quality mental health, alcohol, drug abuse and related services to its customers through its hospital based and State and County contracted programs. Services include but are not limited to:
 - 1. Behavioral health, Drug Abuse, Alcohol Abuse, General Health, Depression Screening and Detox Services.
 - 2. The hospital offers confidential assessments 24 hours a day, seven days a week. Assessments are conducted by qualified mental health professionals who will help determine the most appropriate level of care for each individual.
 - 3. Any providers affiliated with BCOM or faculty, preceptor, or any other capacity, are advised to refrain from engaging in treatment of our students. This policy is included in the faculty handbook.
 - iv. For appointments, call: 321-914-0640 or 312-722-5200
<https://www.circlesofcare.org/>
 - f. In an emergency, Call 911
- 5.1 Physical Health
- a. Timely Care Telehealth
 - i. 24/7 Counseling Support
 - ii. Timely Care Telehealth, is a student assistance program that gives students free confidential access to a full range of behavioral and physical telehealth services including:
 - 1. Medical: Scheduled or on-demand access treat a wide range of common illnesses like cold and flu, sinus infection, allergies, etc.
 - 2. Health Coaching: Scheduled access to address topics like healthy body image/lifestyle, sleep issues, etc.
 - iii. The TimelyCare Telehealth app can be accessed on the Apple App Store and Android Google Play by searching for “TimelyCare” as one word.
 - b. NMSU Health and Wellness Center, Las Cruces, NM
 - i. Routine physical health services are provided for Burrell students at the NMSU Campus Health and Wellness Center.
 - ii. The NMSU Health and Wellness Center is a nationally accredited outpatient ambulatory health care center offering services in acute medical care, mental

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health, women's health, immunizations, and health education. BCOM students have no charge for a routine office visit.

iii. Services available to Burrell students at the NMSU Health and Wellness Center:

1. Acute medical care services are available by appointment or walk-in. The center is closed for university holidays and breaks.
2. Pharmaceutical services are available
3. Prescribing of medications and medication management
4. Comprehensive treatment planning
5. Coordination of care/consultation with other professionals
6. The NMSU Health and Wellness Center provides Women's Health services, offered by physicians and nurse practitioners certified in women's or family healthcare. Appointments are required for exams.

iv. Call (575) 646-1512 or visit <https://wellness.nmsu.edu/> for hours of operation and further details.

c. Florida Tech Holzer Health Center, Melbourne, FL

i. Routine physical health services are provided for Burrell students at the Florida Tech Holzer Campus Health Center.

ii. The Florida Tech Holzer Center provides optimal healthcare that promotes healthy habits over a lifetime and supports student in their academic endeavors. BCOM students have no charge for a routine office visit.

iii. Services available to Burrell Students at the Florida Tech Holzer Center

1. Acute illness
2. Acute injury
3. COVID testing by appointment (students only)
4. Mental health medication management
5. Family planning services
6. Women's health services
7. Sexual transmitted disease testing and treatment
8. Sports medicine injuries
9. Referrals at provider discretion
10. Vaccination administration
11. Tuberculosis testing (by Quantiferon Gold)
12. First aid
13. Travel medicine
14. Allergy injections (when serum is provided)
15. Laboratory blood draw (with provider order)
16. Psychiatrist appointments (fee/insurance apply for visit)

iv. Call (321) 674-8078 or visit <https://www.fit.edu/health/> for hours of operation and further details.

d. Call 911 if it is an emergency

6.1 Student Affairs will review the options for Mental and Physical Health resources on a yearly basis.

6. Reports/Charts/Forms/Attachments/Cross References

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7. Maintenance

Identify if the organizational unit/staff who developed the procedure; when it will be reviewed and updated.

8. Signature

Approved by

Department Head of Student Affairs

5.6.2024

Date

9. Distribution List

Internal/External

10. Revision History

Revision Date	Subsection #	Summary of Changes	New/Cancellation/ Replacement Procedure? (if applicable)	Approval Date
1	6.1	Addition of Hub Resources Section		
12.07.2021	5	Updated information on Timely Care		12.7.2021
05.12.2023	5.1 B	Updated NMSU Campus Health Center to NMSU Health and Wellness Center		05.12.2023
05.12.2023	3.1	Updated notification storage language		05.12.2023
09.07.2023	5	Added information about the Florida Health Services.		09.07.2023
10.5.2023	5	Removed physician name under Florida.		10.05.2023