

**BURRELL COLLEGE  
OF OSTEOPATHIC MEDICINE  
POLICY MANUAL**

SECTION: General – Student Administration

BCOM Policy 3107

TOPIC: Counseling, Physical and  
Behavioral Health Care Services

Approval Date: 05/16

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Approved: *Signature on File*

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\*Policy reformatted and renumbered for uniformity July 2017

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## **Counseling, Physical and Behavioral Health Care Services**

The Office of Student Affairs works closely with the faculty advisors to track individual student progress. In the case of any academic or non-academic issues that are impeding a student's progress, the advisor will refer the student to the Office of Student Affairs. The Office of Student Affairs will then contact the student to discuss the problems in a timely manner.

A wide range of counseling, physical and behavioral health services are available to BCOM students. All services are provided in accordance with the Health Insurance Portability and Affordability Act (HIPAA) and are strictly confidential. Students may access these services independently of BCOM.

### **Physical Health Services**

Routine physical health services are provided for BCOM students at the NMSU Campus Health Center. The Campus Health Center is a nationally accredited out-patient ambulatory health care center offering services in acute medical care, women's health, immunizations, and health education.

The Campus Health Center is located on the NMSU campus at 3080 Breland Dr., Las Cruces, NM 88003.

The main entrance is located on the North East corner of the building (corner of McFie and Breland, across the street from Zuhl Library).

#### **The Campus Health Center**

**Contact information:** (575) 646-1512

#### Academic Year Hours

Monday-Friday Walk-In Clinic: 7:30am - 11:30am  
1:00pm - 4:00pm

#### General Care, Women's' Health, Physicals and Immunization

By Appointment: 7:30am - 4:00pm

#### Urgent Care Evaluation, Pharmacy, Lab & X-Ray:

7:30am - 4:30pm

#### Summer & Interim Hours

Monday-Friday 7:30am - 11:30am  
1:00pm - 4:00pm

For more detailed information on the NMSU Campus Health Center, please see: <http://chc.nmsu.edu/>

## Behavioral Health Services

The study of Osteopathic Medicine, while rewarding, can also be challenging and stressful. A variety of confidential counseling and behavioral health services are available to BCOM students, ranging from simple counseling to clinical psychiatric care and substance abuse treatment.

General counseling services are offered to BCOM students at the NMSU Family Resource Center (FRC). The FRC is open to all BCOM students and provides therapy, resource information, education, activities and referral services to students and families.

### **NMSU Family Resource Center**

**Appointments can be made by calling: (575) 646-2065**

Please visit <http://aces.nmsu.edu/familyresourcecenter/untitled.html> for more information.

More serious behavioral health issues, including clinical psychiatry and substance abuse treatment, is offered for BCOM students through Mesilla Valley Hospital and Epoch. 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.

### **Mesilla Valley Hospital**

Mesilla Valley Hospital is a private, free-standing psychiatric hospital in Las Cruces, New Mexico that provides mental health and drug & alcohol addiction services for adolescents, adults, and seniors.

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:

<b>Depression</b>	<b>Post-Traumatic Stress Disorder (PTSD)</b>
<b>Suicidal and Homicidal Behaviors and Self-Harming Behaviors</b>	Bipolar Disorder, Anxiety Disorders
<b>Alcohol and Drug Addiction</b>	Schizophrenia, Hallucinations/Psychosis

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. Services are provided through a BCOM student's personal health insurance plan.

For more information, contact the Assessment & Referral Department anytime at 575-382-3500 or 800-877-3500 or by visiting <http://mesillavalleyhospital.com/>.

### **Mesilla Valley Hospital**

**For appointments call: (575) 382-3500 or 1-800-877-3500**

**Students can call 24 hours a day, seven days a week.**

## EPOCH

Epoch Behavioral Healthcare, Inc. (EBHC) assists in access to affordable and professional mental health treatment. Their provider network works with children, families, and adults in Southern New Mexico, Albuquerque and the El Paso metro area. Persons suffering from a wide range of problems such as depression, anxiety, schizophrenia, bipolar disorder, substance abuse, family, child, or marital problems, can call to schedule an appointment with one of their licensed independent practitioners. They can help you decide which provider is best for you and schedule an initial appointment at one of their convenient locations.

The services provided by EBHC independent practitioners include:

Psychiatric Evaluations	Psychotherapy	Supervised Therapeutic Visitations	Psychological Evaluations
Individual Therapy for children, adolescents, adults and geriatrics	Brief Solution-Focused Counseling	Tele Psychiatry	Suboxone Services
Group Counseling and Skills Training Classes	Treatment Planning Services	Psychotropic Medication Management	Discharge Planning Services
Couples and Marriage Counseling	Psychological Testing		

EBHC physicians work with local hospitals and providers to coordinate inpatient treatment when a higher level of care is needed. Privileges are currently held by these providers at the following facilities:

- University Behavioral Health (El Paso)
- Memorial Medical Center (Las Cruces)
- Peak Behavioral Health (Santa Teresa)
- Gerald Champion Regional Medical Center (Alamogordo)

EBHC services are provided through a BCOM student's personal health insurance plan. More information about EBHC can be found at: <http://www.myebhc.com/ebhchome.html>.

### **Epoch Behavioral Health Center**

**For appointments call: 1-855-469-3242**

**\*\*\* IN A CRISIS OR EMERGENCY,  
IF YOU FEEL THAT YOU MAY HARM YOURSELF OR OTHERS,  
DIAL 911 OR GO TO THE NEAREST HOSPITAL EMERGENCY ROOM \*\*\***

**General counseling services:**

NMSU Family Resource Center: **575-646-2065**

**Clinical behavioral health services, including Psychiatry and Substance Abuse Treatment:**

Mesilla Valley Hospital: **(800) 877-3500**

EPOCH Behavioral Health Care, Inc.: **(855) 469-3242**

**Mesilla Valley Hospital**

3751 Del Rey Blvd.  
Las Cruces, NM 88012

**EPOCH Corporate Office and Clinic**

118 S Water Street  
Las Cruces NM 88001

**EPOCH Satellite Clinics**

1120 New York Ave  
Alamogordo NM 88310

2015 Wyoming Ave NE  
Albuquerque NM 87102

100 S Kentucky Ave  
Roswell NM 880

3502 McNutt Road  
Sunland Park NM 88008 (El Paso area)

600 S Gold Ave  
Deming NM 88030

All locations, appointments and telehealth services are accessed through EBHC's central number:  
**(855) 469-3242.**

**When calling, please advise the receptionist that you are a BCOM student, for priority attention.**

**Patient Care**

**A. Respect for Patients**

Students will take the utmost care to ensure patient respect and confidentiality. BCOM osteopathic medical students will demonstrate respect for patients through appropriate language and behavior, including that which is non-threatening and non-judgmental. Patient privacy and modesty should be respected as much as possible during history taking, physical examinations, and any other contact, to maintain professional relationships with the patients and their families. It is also important that students be truthful and not intentionally mislead or give false information. With this in mind, students should avoid disclosing information to a patient that only the patient's physician should reveal. Students should always consult more experienced members of the medical team regarding patient care, or as requested by the patient. Although osteopathic medical students see patients in clinical settings, students must remember that they are not licensed to practice medicine. Students must never introduce themselves as, or allow patients to

carry the mistaken impression, that they are licensed physicians rather than osteopathic medical students.

**B. Respect for Faculty, Staff, Colleagues, Hospital Personnel, and Community**

Students must exhibit respect for BCOM faculty, staff, colleagues and others, including hospital personnel, guests and members of the general public. This respect should be demonstrated by punctuality, prompt execution of reasonable instructions, and deference to their teachers and those responsible for patient care and student education. In addition, students should make every effort to maintain an even disposition, display a judicious use of others' time, and handle private information in a mature manner and with confidentiality. Students should express views in a calm, respectful and professional manner when in disagreement with another individual, understanding that a mutual agreement will not always be reached. Disagreements should never be voiced in the presence of patients and should be carried out in private as soon as time permits.

**C. Respect for Self**

Students should realize that diversity amongst its members serves to enrich the medical profession. Therefore, students will nurture a strong personal ethic, belief system and firm moral character at all times. With the understanding that conflicts may exist or arise between personal beliefs and their practice of medicine, students are encouraged to be proactive in order to resolve these situations.

**D. Respect for Proper Documentation**

The written medical record is vital in communicating important patient information to the healthcare team; it is also a legal document and available for patient review. As such, it is crucial that BCOM students recognize the value of the patient's medical information, and manifest this through the accurate chronicling of all pertinent patient data.

Written medical documents, including electronic correspondence pertaining to patients and their care, must be legible, truthful, complete and accurate to the best of the student's knowledge and abilities. To avoid an accidental breach of confidentiality, students will not discuss patient care in common areas. Appropriate medical and/or personal information about patients should only be shared with health professionals directly involved in the patient's care, or for educational purposes. Any communication of patient information in the course of educational presentations will always be void of any patient identifying information and with the permission of the attending physician(s). The student should be aware that disclosing any amount of patient information, even though primary identifying information is omitted, may still compromise the confidentiality and privacy of the patient. This includes sharing information in any public format (conversation in public areas, social media posts, sharing information with friends and Assistants, etc.).

**E. Respect for Laws, Policies and Regulations**

Laws, policies and regulations at the College, local, state and federal levels benefit the community and are not to be disregarded or violated. Although matters under the jurisdiction of local, state, or federal laws lie outside the limits of the BCOM Code of Ethics and Honor, however violations of such policies and regulations may result in civil liability to the student, as well as college disciplinary action.