

BURRELL COLLEGE OF OSTEOPATHIC MEDICINE

STANDARD OPERATING PROCEDURES

Mental and Physical Health Referrals		SOP #: SA.010.02
Effective Date	02/01/2018	
Last Revision/Review	12/01/21	

1. Purpose

To describe the process 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

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 on the Student Affairs shared drive.
- 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. Mesilla Valley Hospital
 - 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>
 - iv. Burrell students are given priority and can call 24 hours a day, seven days a week.
 - c. Request services from the Mesilla Valley Mobile Crisis Unit
 - d. 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.

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- b. NMSU Aggie Health and Wellness Center
 - i. Routine physical health services are provided for Burrell students at the NMSU Campus Health Center.
 - ii. The NMSU Campus Health Center is a nationally accredited outpatient ambulatory health care center offering services in acute medical care, mental 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 Campus Health Center:
 - 1. Acute medical care services are available be appointment or walk-in. The CHC 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 Campus Health 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. 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

7. Maintenance

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

8. Signature

Approved by	12/01/21
Executive Director of Student Affairs	Date

9. Distribution List

Internal/External

10. Revision History

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Revision Date	Subsection #	Summary of Changes	New/Cancellation/Replacement Procedure? (if applicable)	Approval Date
1	6.1	Addition of Hub Resources Section		
12.7.2021	5	Updated information on Timely Care		12.7.2021