

**Case Management Services  
Counseling and Mental Health Center  
University of Houston-Clear Lake**

We would like to welcome you to Case Management Services offered through UHCL's Counseling and Mental Health Center (CMHC). Case Management Services are offered to students who are seeking referrals in the community, connections on campus, agency information, and/or would like to explore services that are available outside of therapy. The primary purpose of UHCL Case Management Services is to help students with identifying, planning, accessing, coordinating, and monitoring services that best suit their needs. The Case Manager assists with identifying all forms of services, including those that do not fall under the scope of therapy. Students are not required to be in therapy to receive case management services.

Another element of Case Management is specifically for students seeking psychiatric services through CMHC and do not have an assigned therapist at the center. Per CMHC psychiatry policy, you must meet with the Case Manager at least two times per semester.

**Description of Sessions**

Sessions will be tailored to best fit your needs and usually last no more than 30 minutes. Sessions typically include discussion of your needs and referrals are provided, if appropriate. Clients are expected to follow up on the referrals in between appointments on their own time. During follow-up sessions these referrals will be discussed and you will be asked to provide feedback on referrals or discuss additional referrals needed. If no referrals are needed and the purpose of the appointment is in fulfillment of the psychiatry policy, the following will be discussed: medications, effectiveness, dosage, current mood/affect, and any risk management concerns will be discussed.

**Confidentiality**

CMHC recognizes that confidentiality is essential to effective treatment. For our clinical services to work best, you must feel safe sharing personal information and know that your privacy will be protected. Under most circumstances, all information about you (including your identity as a client) is confidential and will be released to parties outside CMHC only with your expressed written consent.

Because there are certain circumstances in which confidentiality is limited or can be breached, it is important that you carefully read the Notice of Privacy and Confidentiality Practices which provides detailed information about your right to confidentiality and its limits.

**Cancellations, No-Shows, and Late Arrivals**

Excessive cancellations or failure to provide notice of a cancellation deprives other clients of services and negatively affects the treatment process and your progress. If you are going to be late to an appointment please call and notify the office. It may be necessary to reschedule your appointment.

If you are unable to attend your appointment for any reason, you must call to reschedule before the starting time of your appointment, otherwise it is counted as a no-show. If it is necessary to cancel a session, clients are required to provide at least 24 hours notice. Failure to do so will result in a late cancellation. If you cancel an appointment and are able to reschedule within a week, it is counted as a rescheduled appointment. If it cannot be rescheduled within a week it is marked as a cancellation.

After two no-shows, a \$25 fee is charged. Clients may still attend appointments; however, fees must be paid in full or a payment plan established. A client with a no-show balance that has not been paid after 60 days will have a hold put on the student's UHCL account. A combination of five missed appointments (cancellations, late cancellations, or no shows) may lead to restriction in services or a referral to outside services. Any accrued fees will remain the student's responsibility, missed appointment counts reset each academic year.

\*If a client misses their scheduled appointment with the Case Manager, they will not be allowed to schedule another appointment with the with psychiatric provider until they re-schedule with the Case Manager. If client has an existing appointment with the psychiatric provider already scheduled in the same week as the missed case management appointment, the client will be allowed to keep the psychiatry appointment, however, will not be allowed to make any subsequent appointments.

### **Counseling Records and Recording of Sessions**

It is our standard practice to use various methods for gathering data for the purpose of creating therapy records, including written notes and audio and video electronic recordings of sessions. These notes or recordings do not become part of your therapy record and are disposed of soon after the official record has been created. The official record is maintained in a secure electronic database and is retained for seven years in accordance with state law. (Refer to the Notice of Privacy and Confidentiality practices for details about your therapy record).

### **Email**

Use of email for electronic communication is not completely secure or confidential. As such, email communication is primarily used by our office for administrative reasons related to sending appointment links, scheduling/rescheduling missed appointments, providing/receiving relevant paperwork or resources. Please do not email content related to your session to the Case Manager. In the event that you do choose to communicate with our office or your therapist via email, please note that all correspondence is documented in your client file and retained in the logs of the UHCL email server and your Internet Service Provider.

### **Termination of Services**

Termination of services can occur for a number of reasons:

- The client has reached their goals.
- The client has reached the limits of the availability of our service.
- The client would like to take time off from case management services (if not receiving psychiatry services).
- The client has found the appropriate resources necessary to move forward.
- The client is no longer a currently enrolled UHCL student.
- The client is non-compliant with treatment.

When any of these situations occur, it is important for you and the Case Manager discuss the end of services to make certain that you have full mutual communication regarding goals and termination. Upon termination your file will be closed. If you do not attend your case management appointments and do not contact the office, your file will be closed. In most cases, this does not exclude you from reinitiating services at a later date.

**In the event that you need crisis support outside of office hours, please contact one of the below 24-hour crisis hotlines:**

**UHCL CMHC 24-hour crisis line: 281.283.2580 and press 2**

**National Suicide Hotline: 988**

**UHCL Police Department: 281.283.2222**

**Crisis Textline: Text HOME to 741741**

*I have read the UHCL Case Management Services' Informed Consent and Notice of Privacy and Confidentiality Practices. I understand and accept these policies, procedures, and guidelines for services, my responsibilities, and the responsibilities of the Case Manager, as described in this document. I authorize UHCL CMHC to provide professional services to me.*