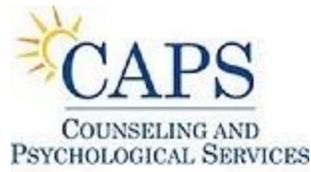


SUMMARY OF CAPS INFORMATION AND CONSENT FOR TREATMENT

- Scope of Services
 - Most students get their needs met in 3-6 sessions
 - When appropriate, students will be provided with referrals to other resources
- Eligibility and Fees
 - Any student who is currently enrolled at FGCU is eligible for services
 - Services are free for registered students (paid through tuition and fees)
 - Exceptions include testing and assessment services which may include additional fees
- Emergency / Crisis Situations
 - When in significant distress during normal operating hours (M-F, 8AM-5PM) you may contact the main line for support (239-590-7950)
 - Outside of normal operating hours, we have a 24/7 Helpline (EARS line) that you may contact in a crisis situation (239-745-3277 [EARS])
 - In an imminent emergency, contact 911 if off campus, or 590-1900 for University Police while on campus
 - National Suicide Prevention Lifeline (1-800-273-TALK)
- CAPS Attendance Policy
 - You can sign up for HIPAA-compliant text-based reminders (Ask Client Services for details)
 - No-show / Late Cancellation fees (less than 24 hours notice) do apply
 - \$25 for any missed appointment (not including group sessions)
 - \$45 for missing a psychiatry / ADHD testing appointment
 - If you need to cancel or reschedule, please provide as much notice as possible
 - If you are ill, please cancel or reschedule your appointments (fees will be waived for sick cancellations if documentation is provided)
 - Please do not use the EARS line to cancel or reschedule your appointment
- Communicating with CAPS
 - In-person or telephone contact is the preferred method of communication
 - Email contact should be used sparingly and only be related to scheduling concerns
 - Do not include private health information in your email messages
- Confidentiality
 - Everything discussed with a counselor while in treatment is held in the strictest of confidence and will not be shared with other parties
 - Primary Limitations
 - If you are a clear and imminent danger to yourself or others
 - If there is suspicion of abuse or neglect of a vulnerable population (i.e. child, elderly, etc.)

For additional details concerning the above items and other information concerning CAPS policies and expectations, please review the following pages for the complete consent document

TL;DR



CAPS INFORMATION and CONSENT FOR TREATMENT

We truly wish to welcome you to CAPS. We respect and support your decision to receive services and want you to know our goal is to provide you with a sense of hope, understanding, and respect.

Counseling and Psychological Services (CAPS) provides you the following information to familiarize you with important aspects of our operation, and counseling/psychotherapy in general. **Please read this thoroughly** and ask your clinician any questions you have, either about our means of operation or counseling/psychotherapy in general.

General Information Regarding Treatment

Research has demonstrated that counseling/psychotherapy is effective with the vast majority of clients. Success of treatment depends on several variables including positive expectations for improvement and the effort that you put into your therapy process. It is strongly encouraged that you discuss any concerns you may have about your treatment with your CAPS clinician. The most effective treatment to reach your therapeutic goals may include group therapy, relationship therapy, individual therapy, psychiatry, and/or other services offered by our center. Your clinician will work with you to identify the services best suited to meet your needs.

We aim to help you move toward improvement or to reach your goals in the most efficient manner possible. Thus, you may experience significant relief or have an effective plan by the end of your visit today. Should you need additional visits, it is important that you attend any appointment you have scheduled. If you have a clear need to cancel your appointment, please do so with as much advanced notice as possible so one of your fellow Eagles can use that appointment time.

CAPS Office Policies

Scope of Services

CAPS is best suited for short-term, targeted therapy. **It is important to note that most students have their needs met between 3 and 6 sessions.** In addition, students may be referred to providers in the local community or other CAPS resources (i.e. Group Therapy) for ongoing care. There are times when some students experience concerns that require specialist treatment or a service that CAPS does not provide. This is an issue that your clinician will discuss with you should we need to make a referral. Participation in groups is unlimited and subject to group availability.

CAPS Eligibility and Fees

Office visits for therapy, career counseling, consultation, and psychiatry are already paid as part of tuition/fees for enrolled, fee-paying FGCU students. There is an additional fee for some testing/assessment services. Your clinician will discuss any fees with you prior to rendering services. You are responsible for the cost of any medication prescribed by the psychiatrist. You will be charged fees for no-shows and late cancellations (see below). For summer semesters in which you are not enrolled, or if you are sitting out a semester, please ask about the **Health Bridge** program. Minors are required to have a parental consent form on file after initial contact in order to be eligible for services.

EMERGENCY/CRISIS SITUATIONS

If you are in significant distress or crisis and need to speak to a mental health clinician before your next scheduled appointment, you may call the CAPS office main line (239-590-7950) during business hours (Monday – Friday, 8 AM – 5 PM) to see if your clinician is available for an earlier appointment. We also have clinicians available during daily drop-in hours (see website www.fgcu.edu/caps for hours). **CAPS offers a 24/7/365 Helpline you can access by calling 239-745-3277 anytime.** If you are in imminent danger to yourself or others, call 911 if you are off campus and 239-590-1900 if you are on campus, or have someone take you to the emergency room at the nearest hospital. You may also contact the National Suicide Prevention Lifeline at 1-800-273-TALK.

CAPS Attendance Policy

CAPS makes every effort to provide individual services as quickly and efficiently as possible. Due to the high demand for counseling/therapy and psychiatry services, the following attendance policy is in place. This policy applies to students receiving any clinical service from any member of the clinical staff.

- (1) You may opt in to an automated, HIPAA-compliant appointment reminder system used by CAPS. By opting in, you give permission for CAPS to contact you by **text message** about upcoming appointments. This is a courtesy service and you do not have to participate. If you wish to receive an appointment reminder, provide the requested information and give your consent on the last page of this document. **Opting in or out of the reminder system in no way changes any no-show charge.**
- (2) Clients who do not show for an appointment will be charged a no-show fee. **The fee is \$25 for any clinician, any appointment type or length** (not including group sessions), **and \$45 for the psychiatrist or LD/ADHD testing.** It appears on your FGCU account as a miscellaneous medical charge. Cancellation fees will be applied if you cancel your appointment without 24 hours notice prior to your appointment time.
- (3) Be advised that your clinician may have a lateness policy in place. If you attend your scheduled appointment more than 15 minutes late, you may be required to reschedule your appointment.
- (4) Clients who need to cancel or change an appointment with any clinician are expected to do so as far in advance as possible. Many FGCU students utilize our services and if you no longer need or cannot attend your appointment, please leave that space/time for other students. You may leave a message on nights/weekends to cancel for the next day. Do not use the Helpline (EARS Line) to change or cancel an appointment.
- (5) If you are ill in any way and symptomatic, please call to cancel or reschedule your appointment. While we love to share our time and space with you, we do not want to share germs. We will do our best to acknowledge your responsible decision to cancel your appointment if you are ill and, if you cancel less than 24 hours before your appointment time and provide a doctor's note within a week, we will happily waive the late cancel fee.
- (6) If you **no-show** for an appointment with any clinician you must call to reschedule within 24 hours or all future appointments may be cancelled.

Clients who show a pattern of no-show or cancellation of appointments may have their eligibility for services suspended. Clinicians reserve the right to suspend or terminate services after consecutive missed (*cancelled or no-showed*) appointments. If you have any questions about the Attendance Policy, please consult your CAPS clinician.

In-Person Services and COVID-19

In light of the COVID-19 pandemic, you acknowledge there are additional risks in participating in face-to-face clinical services and that you have been made aware of these risks. Telehealth / remote options are available at your request and may be required based upon changes in CDC guidelines or the health of you or your counselor. If you choose to voluntarily engage in face-to-face clinical services instead of telehealth accommodations, you agree to comply with the University's directions, CAPS posted and stated requirements, and CDC guidelines regarding personal protective equipment and social distancing.

COVID-19 Contact Tracing and Confidentiality

As you may know, contact tracing is the process of identifying all known potential exposures to COVID-19 with the intention of notifying and reducing spread of this illness. However, in our effort to protect your confidentiality, we will **NOT** be disclosing any identifying information to contact tracing case managers or outside parties. However, if there are any cases of potential exposure, all known individuals will be directly notified by CAPS staff and encouraged to reach out to the case managers and/or complete the Veoci app on your own. No details regarding the source of exposure will be shared.

Telehealth Services

The laws that protect the confidentiality of your medical information also apply to telehealth. Information disclosed during the course of your therapy is generally held confidential by your service provider (CAPS). As telehealth occurs outside the CAPS office, you are responsible for taking additional steps to ensure confidentiality of these sessions by engaging in telehealth appointments while in a private and secure location. You also agree to not record any session or portion of the telehealth session. There are risks to telehealth services that include, but are not limited to, the possibility, despite reasonable efforts on the part of your provider, that: transmission of medical information could be disrupted or distorted by technical failure, the transmission could be interrupted by unauthorized persons, and/or electronic storage of my medical information could be accessed by unauthorized persons.

You will be responsible for the following while completing telehealth services: Having access to a computer/internet/phone and arranging a location with appropriate lighting, sound, and other characteristics that will allow telehealth sessions to proceed effectively. You will be expected to provide your location to your therapist at the time of each meeting, you will be expected to be dressed appropriately for these appointments and, lastly, you understand that services delivered by your provider are required by law to take place within the state in which your provider is licensed (i.e. Florida), with exception for crisis consultations or sessions. If you are physically located outside of the state in which your therapist is licensed, you are expected to immediately notify your therapist.

Communicating with CAPS

Non-emergency messages can be left through the main office number Monday through Friday 8 AM – 5 PM. Hours vary during summer and holiday breaks; when the university is closed, CAPS is closed. You may leave a confidential non-emergency message on the CAPS voicemail at any time. We do not retrieve messages when the office is closed (nights, weekends, and holidays). Some staff members are not in the office every weekday and non-emergency messages may not be received and returned for several days. When you complete your initial forms, and at the end of this document, you will be asked how you wish to receive communication from CAPS, including appointment reminders or other contacts CAPS may need to make.

EMAIL

Email should only be used sparingly, such as to arrange or modify appointments. Please do not email content related to your therapy sessions. Your email communications with CAPS become a part of your client file. If you choose to communicate with your clinician via email, be aware that under Florida Sunshine Laws there is a real but remote possibility that email sent to or from the University, for any reason, may become searchable record.

Record Keeping

All CAPS clinical records are confidential and not part of any other university records. State laws and professional ethics and rules assure this confidentiality. You have one electronic chart at CAPS where all CAPS staff (clinicians, psychiatrist) will keep clinical visit notes. We may also store communications with you or about you in your chart. We may store large files, such as forwarded records or testing materials, on paper, locked in a file cabinet in our office. Access to our confidential and dedicated server is restricted to a limited number of pre-identified users. Access to case notes and clinical data is restricted to CAPS clinical staff. Records are kept for a minimum of 7 years after your last visit. Should your clinician leave CAPS, your chart stays in our system.

Confidentiality/Release of Confidential Information

CAPS has both a legal and an ethical duty to ensure that clinician/client communications remain confidential, but there are certain legal requirements that may override this duty. According to Florida statutes, there are exceptions to maintaining confidentiality:

- (1) If CAPS has reason to suspect that a child, elderly, or disabled person is being abused, neglected, or taken advantage of, we are legally obligated to disclose this information to a state agency.
- (2) If we believe someone's safety is seriously/immediately at risk. This may be danger to yourself or danger to others.
- (3) When the clinician or psychiatrist is a defendant in a civil, criminal or disciplinary action brought against the provider or arising from your treatment.
- (4) If there is a waiver (Authorization to Use or Disclose Confidential Information) obtained from you in writing.
- (5) If a client's mental status or emotional condition is introduced at a legal proceeding by court order, CAPS may be required to turn records over to a court or testify.
- (6) If you are a minor (not yet 18), your parent or legal guardian may have access to your records.
- (7) A medical emergency.

If you need treatment information sent to another provider, or would like to authorize a non-CAPS provider to communicate treatment information to us, please come to the office to sign the *Authorization to Use or Disclose Confidential Information*. Provide the full name, address, and telephone number of the provider. Florida statute allows providers 30 days to respond to requests for information. Should it be necessary for CAPS to release confidential information in a situation where we are not required to get your signed authorization, your clinician will make every reasonable effort to discuss this matter with you first. When possible, we prefer to make any such disclosures together, from the CAPS office.

CAPS Staff Consultation

Staff members consult each other about clinical issues and/or for training purposes. Any CAPS staff with whom your clinician speaks is also bound by confidentiality. CAPS may also exchange clinically relevant information with our Helpline clinicians, and we add a summary of any CAPS Helpline call to your file.

Legal Issues

We are not experts in matters involving the law, and do not conduct evaluations or treatment ordered by a court. If a client is involved in, or intends to commence, a legal proceeding in which any aspect of his or her mental, emotional, or behavioral functioning will be at issue, it is essential that this matter be discussed with your CAPS clinician as soon as possible. As a matter of policy, we do not perform forensic evaluations, mandated treatment or evaluation of fitness (e.g., to drive a motor vehicle, etc.). A client involved in litigation is potentially subject to certain additional exceptions to the right to confidential communication.

Other Consents and Releases

If you request to be seen by the psychiatrist, for learning disability testing, for couple's therapy, if you are a minor, if you are assigned to a graduate clinician, referred for adjunctive treatment options, or if you are invited to participate in research or pilot projects, additional information and consent will be required before services are rendered.

Research and Reporting of Group Data

Information for an annual report of services is routinely compiled and reported as group averages with no individually identifying information. This is used for program planning, service evaluation, and to assess service needs. CAPS also participates in a national research project on trends in university counseling centers. Data is stripped of all personally-identifying information and then combined with anonymous, numeric data from other colleges nationwide for statistical analysis. Because data cannot be linked to specific individuals, there are virtually no risks to contributing data. Aggregate, de-identified data may also be used for other legitimate research projects. Your personal or identifiable data is not at risk of disclosure through research projects. This group data contributes to understanding the state of college mental health in the United States, which can help college counseling centers create more relevant and effective services for their students.

You have the right to opt out of having your data included in such research with no penalty to you. If you would like to opt out, please contact Dr. Adam McCabe atamccabe@fgcu.edu. If you have questions about the research study, please contact FGCU's IRB office.

Doctoral Intern and Graduate Student Clinical Staff

Part of CAPS mission is to help train therapists. Your CAPS clinician may be an advanced graduate student (master's or doctoral) in the field of counseling, psychology, or social work. If you are assigned to an intern or graduate clinician, they will notify you of this status as well as the name and credential of their CAPS licensed clinical supervisor. The Intern or Graduate Clinician will also ask for written consent to digitally video record sessions with you for use in supervision. Refusing to be seen by a trainee or to be recorded will not change your eligibility for services, and you may be transferred to another clinician.

Social Media Policy

FRIENDS and FOLLOWING: Clinicians do not accept friend or contact requests from current or former clients on any social networking site (Facebook, LinkedIn, etc.). Doing so can compromise your confidentiality and our respective privacy. In addition, it can confuse the boundaries set within a therapeutic relationship. Some services (such as Twitter and Instagram) allow anyone to follow another person. Our clinicians do not expect that you will follow them; however, if you choose to do so, your clinician may discuss this with you. Clinicians do not friend/follow current or former clients.

OTHER ELECTRONIC INTERACTION: Please do not use messaging on social networking sites to attempt to contact a clinician. Do not use wall postings, @replies, direct messages, or other means of engaging with a clinician in public online. If there are things from your online life that you wish to share with your clinician, please bring them into your sessions where you can view and explore them together, during the therapy hour.

Your Rights Regarding Your Records

Right to Request Restrictions – You have the right to request restrictions on certain uses and disclosures of protected health information. However, CAPS is not required to agree to the restriction that you request if we conclude that it would hinder the appropriate care that we can provide you.

Right to an Accounting of Disclosures – You may request an accounting of disclosures that occur regarding your confidential information.

Right to Access Records – Access to mental health related records is highly regulated by state and local statute, professional ethics for psychologists, counselors, and psychiatrists, and agency policy. According to Florida Law, mental health practitioners must respond in a timely manner to a patient's request for records. Please consult with your clinician, the Director, or Clinical Director if you are requesting your records. The front desk staff is NOT able to fulfill this request for you. **The law does not make any provision for you or anyone else to have “on demand” access to your records.**

If you have any questions or concerns about confidentiality issues, release of confidential information, or any of our policies and procedures, please ask your clinician or contact our office at 239-590-7950.

CONSENT FOR TREATMENT

Please read each item below. In order to utilize counseling/psychotherapy or psychiatry services, you must sign Item 1, and give the requested information in sections 2 & 3 below. Please ask for clarification if you have any questions or concerns.

1. Consent for Treatment

After having read this entire **CAPS INFORMATION and CONSENT FOR TREATMENT** document, I freely consent to participate in psychotherapy/ counseling or psychiatry at Counseling and Psychological Services at Florida Gulf Coast University. I agree to abide by the policies and procedures detailed in this document.

Printed Name

UIN

Signature

Date

This consent above is considered active while you are a CAPS client. Revocation of your consent for treatment makes you ineligible for services at CAPS.

2. Attendance Policy (INITIAL each item):

___ I understand that any appointment I make but do not attend and do not cancel is a **no-show** and I will be charged \$25 for a missed clinician visit of any type or length (excluding group sessions) and \$45 for a missed psychiatry or LD/ADHD testing visit. It will appear on my FGCU billing statement as a miscellaneous medical charge. I will be charged a no-show fee if I do not cancel at least 24 hours before my appointment time.

___ I understand that services at CAPS may be suspended or terminated if I demonstrate a poor pattern of attendance or have consecutive no-shows or unexplained cancellations.

3. Courtesy Automated Appointment Reminders (If you choose to opt in to the system, initial the first item and choose delivery method and number, otherwise initial next to your wish to NOT receive appointment reminders).

___ I consent to receive a text reminder regarding upcoming CAPS appointments and I understand that "I didn't get the message" due to the failure of any of my device (e.g., phone died/lost), network outages, or other reasons does not negate the no-show charge.

» Text message to this number _____

___ I DO NOT wish to receive appointment reminders.

Thank you for your cooperation with our policies and procedures. We look forward to working with you!

A PAPER COPY OF THIS ENTIRE DOCUMENT, OR A COPY OF YOUR SIGNATURE PAGE, IS AVAILABLE AT YOUR REQUEST.