

**California State University, Fresno – Student Health and Counseling Center  
Counseling And Psychological Services****INFORMED CONSENT FOR COUNSELING SERVICES**

Welcome to the Student Health and Counseling Center (SHCC) at Fresno State. This informed consent form provides general information about our Counseling and Psychological Services (CAPS).

**ELIGIBILITY AND FEES:** Only currently enrolled Fresno State students are eligible for our services. CAPS services are included in the Student Health Fee. If students have waived the Student Health Fee, they will need to pay a per-visit fee.

**PROVISION OF SERVICES:** CAPS clinical services to students include consultation and assessment, individual counseling, psychiatric consultation and treatment, crisis intervention, group therapy, workshops, and referrals. Appropriate referrals to community resources will be provided if a patient requires more than one visit per week to remain stable or if the treatment recommendation is not within the scope of CAPS services (i.e., emergency services, drug/alcohol rehabilitation, etc.).

**NATURE OF COUNSELING:** There may be both risks and benefits associated with participation in counseling. Counseling may improve the ability to relate to others, provide a clearer understanding of self, values, and goals, and increase the ability to deal with everyday stress. Although counseling can be beneficial to many people, there may be risks involved in counseling as it may produce some discomfort due to the nature of the concerns addressed. Therefore, it is essential that you discuss any questions or discomfort you might have with your counselor.

**CONFIDENTIALITY:** CAPS counselors maintain confidentiality in accordance with the federal regulations governing Confidentiality and Substance Use Disorder patient records, 42 C.F.R. Part 2, the Family Educational Rights and Privacy Act, 34 C.F.R. Part 99 (FERPA), and the Health Insurance Portability and Accountability Act of 1996 (HIPAA), 45 C.F.R. Part 160 & 164, as well as the ethical guidelines and legal requirements of their profession.

Confidentiality within the group setting is a shared responsibility of all members and leaders. While group leaders may not disclose any client communications or information except as required by law, group members' communications are not so protected by law. As such, confidentiality within the group settings is often based on mutual trust and respect.

With your permission, your session(s) may be audio or videotaped for training and quality assurance purposes. These tapes are confidential and erased after review, but you are welcome to refuse to tape. To provide more comprehensive treatment, your counseling chart is kept together with your medical chart at SHCC. However, clinicians will view your information only on a need-to-know basis. You may rescind authorization for any clinician to view your record at any time by notifying the front desk.

**MYBULLDOGHEALTH:** Our electronic health record (EMR) allows you to access your health information (e.g., appointment dates/types/notes, lab results, forms, immunization history, etc.) through the Patient MyBulldogHealth (accessible through the Fresno State Student Health and Counseling Center website). Access to MyBulldogHealth requires your Fresno State password and secondary authentication. Please do NOT give out your Fresno State password to others, as this may allow them to access your protected health information.

Please note that documentation of your meetings with your counselor can come across as brief and impersonal. The documentation will not adequately convey the stories that are so important in your life and will not capture the nuances of the work. The notes do not reflect your relationship with your counselor; they are a snapshot of key elements of the session. If you have any questions or concerns about the information found in your chart, please get in touch with your counselor to discuss them.

No records or information will be released from CAPS without written consent except under the following circumstances:

- Reasonable suspicion that a patient presents a danger or harm to self, others, or property.
- Reasonable suspicion or observation or knowledge of abuse or neglect of a child.
- Reasonable suspicion or observation of abuse or neglect of an older adult or dependent adult.
- Valid subpoena issued for records or records otherwise subject to a court order or other legal process requiring disclosure.
- If the patient has engaged in preparing, selling, accessing, streaming, downloading, viewing, and/or distributing material of a minor (i.e., a person under age 18) engaged in “obscene” acts, including modeling the act or posing for a video, painting, or drawing of an obscene act, including “sexting;”

**NO-SHOW AND ATTENDANCE POLICY:** SHCC requires that an appointment be canceled or rescheduled at least 24 hours in advance to avoid a \$20.00 no-show/late cancellation fee. There is a very high demand for CAPS services, and non-canceled appointments translate into missed opportunities for other students in need of timely services.

**CLINICAL STAFF:** Counseling services are provided by licensed staff, registered associates, and master’s level and post-master’s level trainees who are closely supervised by our licensed staff. Your counselor will advise you if he or she is an intern, trainee, or associate and will give you the name of the supervisor.

## **NOTICE TO CLIENTS**

The Board of Behavioral Sciences receives and responds to complaints regarding services provided within the scope of practice of marriage and family therapists, clinical social workers, or professional clinical counselors. Contact the board online at [bbs.ca.gov](http://bbs.ca.gov) or by calling (916) 574-7830. The California Board of Psychology receives and responds to complaints regarding services provided within the scope of practice of psychologists. Contact the board online at [psychology.ca.gov](http://psychology.ca.gov) or by calling (916) 574-7720. The Medical Board of California responds to complaints regarding services provided within the scope of practice of psychiatrists. Contact

the board online at [mbc.ca.gov](http://mbc.ca.gov) or by calling (916) 263-2424.

The Fresno State Student Health and Counseling Center receives and responds to complaints regarding the practice of psychotherapy by any unlicensed or unregistered counselor providing services at Fresno State. To file a complaint, go to [studentaffairs.fresnostate.edu/health](http://studentaffairs.fresnostate.edu/health) and complete the feedback form.

**Special note to FUTURE MENTAL HEALTH PROFESSIONALS:** Undergraduate students in a health-related field and graduate students who might be interested in applying for internships or graduate fellowships at CAPS may encounter potential role conflicts if they receive services from CAPS. We recommend that you consider other counseling options within the community if you are seeking an internship here in the future, as it may affect your placement at this internship site.

**MEDICAL WITHDRAWALS, DROPPING CLASSES, DISABILITY EVALUATIONS, FITNESS FOR DUTY, AND FINANCIAL AID APPEAL REQUESTS:** Counselors do not grant or evaluate medical withdrawals, disability evaluations, immigration recommendations, or fitness for duty evaluations. Letters for academic accommodation consideration will be provided in some circumstances and only if a treatment relationship has been established with a medical or counseling clinician and with approval from the CAPS Director or designee. A letter from a CAPS clinician will NOT be provided to students who have yet to receive previous services at SHCC.

If a letter is provided, it will be given directly to the student, who will then be responsible for getting it to the concerned party. **The letter request must be made at least five working days in advance of when it is needed. Letters must be on SHCC letterhead, dated, and signed by a licensed provider.**

In lieu of a letter, any student who has received services at SHCC may receive verification of service dates by filling out a records request form. If a clinician is not able to provide a letter of accommodation, a student may submit a verification of service dates at their discretion. *Medical and counseling providers do NOT write letters of accommodation for service or emotional support animals.*

**EMERGENCY PROCEDURE: Call 911 for an EMERGENCY or go to the nearest hospital.**

Should an urgent situation arise, CAPS counselors are available during regular hours of operation to assist you within one hour.

If an urgent mental health situation occurs outside our hours of operation, you may talk to a counselor on the phone by calling (559) 278-2734 or calling:

**National Crisis Hotline: 988**

Or visit:

**Exodus Crisis Stabilization Center  
4411 E. Kings Canyon Rd  
Fresno, CA 93702  
(559) 453-1008**

*I acknowledge that I have read, understand, and agree to abide by the information outlined above regarding my eligibility and use of CAPS. I hereby give my consent to authorize CAPS to evaluate, treat, and/or refer me to others as needed.*

Patient Name:

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Patient Signature:

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Date:

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