

IDENTIFYING STUDENTS AT RISK

1. What medical history information you collect from **incoming students**?

Required Measles/Mumps/Rubella Immunization

Students enrolled in a course offered for credit at North Dakota University System (NDUS) institutions in North Dakota must provide documentation of immunity against measles, mumps and rubella in accordance with NDUS policy. Students enrolled only in distance learning or other courses taught off-campus, students enrolled only in continuing education or non-credit courses, and students attending camps and workshops are exempt from this policy. Documentation of immunity means: (a) evidence of two doses of measles, mumps, and rubella (MMR) vaccine more than one month apart from a licensed physician or authorized representative of a state or local health department, (b) proof of a positive serologic test for measles, mumps, and rubella, or (c) proof of date of birth prior to 1957.

Exemptions from immunizations: *In the event a student wishes to be considered exempt from the stated NDUS policy, a written request is to be submitted to the Student Health Services Immunization Nurse for review and approval.*

Required Tuberculosis Screening

North Dakota University System (NDUS) policy requires tuberculosis (TB) testing of new students from all countries except those classified by U.S. health officials as “low risk for tuberculosis”. All UND students, regardless of country of origin, will be required to complete a TB screening form to determine their level of risk. If a student qualifies as “high risk”, he/she is required to have testing done or provide documentation of a tuberculin skin test done within the United States within the last six months. All UND International students who have arrived in the United States within the past five years from countries where TB is endemic will be required to have TB testing or provide documentation of a tuberculin skin test done within the United States within the last six months.

Failure to comply with MMR immunization documentation requirements and tuberculosis risk assessment will result in a HOLD on the student’s course registration for subsequent semesters.

In addition, all incoming students are provided an Instruction Sheet for Mandatory Health History & Immunization Form; completed form is to be returned to Student Health Services. Accurate and complete immunization information is required for registration at UND. If not on file, this form is completed prior to or during first visit to Student Health Services.

This form consists of Six Sections to be completed by the Student: Part I. (Name/Address/Other Demographic Information); Part II. Verification of Immunizations: Required Immunizations; Recommended Immunizations; Part III: Health History; Part IV: Health Insurance Information; Part VI: TB (Tuberculosis) Screening Questionnaire; Part IV. Health Insurance Information; and Signatures Required.

*The **Health History** component includes sections relative to Allergies to Medication (in addition to Allergies/Environmental Sensitivities, Latex Allergies, Food Allergies); Review of Systems to include: Skin; Ear/Nose/Throat; Dental; Respiratory; Cardiac; Gastrointestinal; Genitourinary; Women's Health; Men's Health; Musculoskeletal; Neurological; Mental Health; Endocrine; Hematologic, Infectious Disease, and Other Problems. In addition, a Family History is gathered, any other health-related conditions not listed above, and Hospitalization/Surgeries along with listing date/purpose/type.*

Mental Health Section currently lists Anxiety Disorder, Depression, Anorexia and/or Bulimia, Suicide Attempt, ADD/ADHD and space to describe details for each 'yes' answer with dates.

A Personal/Social History is gathered at the time of scheduling pertinent Physical Exams with Student Health Services. Social History questions include, but are not limited to questions regarding use of alcohol and tobacco/illicit drugs (marijuana, cocaine, etc.), sexual history (to include sense of safety in current relationship), physical/emotional abuse, (support system), past medical history (to include specific questions relative to stress/depression/mental illness), physical activity/type of exercise, diet, vitamins/supplements/over-the-counter products, occupation, use of consistent automobile seatbelt restraints, date of last eye exam, and date of last dental exam.

2. Which mental health **screening tools** do you use?

Refer to University Counseling Center (UCC) for specific Mental Health Screening Tools.

*Providers in Student Health Services are currently trained in **Motivational Interviewing Techniques**.*

***8-Week Pilot Project with Mental Health (Student Health Services/University Counseling Center)** focusing on depression/alcohol screening completed in December, 2010 (specific screening questions conducted on physical exams that presented to Student Health Services –to include those students that presented for Annual Gynecological Exams/PAPs, ROTC Physicals). Student participation was voluntary.*

As mentioned previously, Health History component contains relevant Mental Health review for a Family Practice setting in a University-based health services center.

3. Do you offer **gatekeeper training** to: (1) enable identification of students in distress; and (2) promote taking necessary steps to get them help?

Student Health Services Providers & Ancillary Staff (to include Student Health Promotion Office at that time) have been trained in gatekeeper training with QPR - "Ask a Question, Save a Life". QPR is an emergency mental health intervention, which stands for Question, Persuade, and Refer (August, 2008); De-Escalation Training (May, 2008), Safe Zone Training (August, 2008).

In addition, referral processes to University Counseling Center (UCC) have been outlined and an algorithm has been created. Student Health Services also tracks referrals to internal/external care providers on a monthly basis. As part of our AAAHC Accreditation and Risk Management activities we also have No Show policies and processes in place.

4. Does your institution have a **case management committee** that meets to discuss the mental health needs of individual students?

*We don't have a "case management team" per say; however, UND has a **Campus Life & Safety Team (CLAST)**. CLAST serves primarily as a behavioral intervention team (BIT). The group is led by the Dean of Students.*

Both the Director of Student Health Services and a SHS Health Care Analyst/Physician Assistant attend these weekly meetings on a regular basis. Contact is also made intermittently throughout the week, or on an as-needed basis between SHS/UCC and the DOS when harm to self or others is eminent. HIPAA/FERPA regulations followed as applicable to existing administrative structure and as per UND General Counsel. A Case Manager within the University Counseling Center (UCC) is identified and algorithm followed according to best practices and evidence-based medicine.

Refer to responses provided by the Dean of Students Office (DOS)

Refer to response provided by University Counseling Center (UCC)

*Other efforts to identify students at risk include the use of the **Crisis Coordination Team** and night responder group. Refer to DOS.*

Additional efforts to identify students at risk:

***Active Minds** chapter (student-led organization) is a new club on campus is providing students with both closure and education, specifically to the attention of mental illnesses and students at UND. The club is called Active Minds and is made up of individuals of all walks of life and varying majors. In only its second semester, it is a group that provides information and closure. The group meets to discuss and promote mental health at each meeting. Along with discussing, the group collaboratively is involved with activities such as de-stressing exercises or conversations*

such as mental health stigmas and how they can be overcome. With growing numbers, Active Minds has a plan for the future. Other positive actions have been made on the UND campus to promote the awareness of mental health. UND's Wellness Center completion of last semester called Sizzlin' 64 enticed participants with extra points for those that attended a stress session at the University Counseling Center, or for those who took an online mental health quiz at Student Health Services. It allowed for a balance of health, not only were participants encouraged to attend classes at the Wellness Center and work out, but also to be aware of their mental health too.

The Body Project is a joint collaborative initiative between the University Counseling Center (UCC), Student Health Services (SHS)/Student Health Promotion Office (SHPO), Psychology Department, and the Wellness Center. *SHS/SHPO is responsible for nutrition-related content of the text and has provided funding for ¼ GSA position. Based on research conducted by Stice & Presnell, study design focuses on group treatment of young women who are at risk of developing eating disorders. Utilize workbook filled with handouts, educational information, and worksheets this workbook supplements a 2-part group intervention for adolescent and college-aged girls outlined in the corresponding Facilitator's Guide. In the first part of the program, participants critique the thin-ideal through discussion, role-playing, and written exercises. Participants learn skills that increase body satisfaction, decrease unhealthy weight control behaviors, and prevent eating disorder symptoms. The second part of the intervention is designed to help participants make gradual and permanent lifestyle changes to achieve a healthy body weight. It teaches how to eat for energy balance, make healthy food choices, and incorporate physical exercise into a daily routine. Tools found in the workbook include self-affirmation exercises, tips for eating out, healthy diet and exercise principles, and daily food records.

The UND Eating Disorders Interdisciplinary Team (EDIT) provides support to students coping with eating disorders to assist in the recovery process through assessments and limited outpatient services. Students can take the eating disorders self-assessment on-line. Students who are determined to be in need of specialized treatment will be offered information and assistance in accessing appropriate care in the area. UND does not offer specialized, intensive, residential or in-patient treatment for eating disorders. EDIT is comprised of licensed health care professionals from the UND Counseling Center and Student Health Services. EDIT abides by strict confidentiality standards and fully complies with all privacy provisions of the Health Insurance Portability and Accountability Act (HIPAA).

*In order to more effectively manage emergencies with students studying abroad, the Director, Office of International Programs has started to draft a **Study Abroad Emergency Management Plan/Process**.*

MENTAL HEALTH SERVICES

5. What places on campus can students get some type of **counseling** or mental health service?

Counseling is provided only through licensed professionals hired to provide this service. As such, counseling is available through the University Counseling Center. Advisement, consultation, mentoring is available through other staff professionals.

6. How many health and mental health **professionals** work at your institution?

Refer to University Counseling Center

7. Are students required to have **health insurance**?

Students are strongly encouraged to have some type of health insurance coverage in the event of a health care crisis.

- ***International students are required*** by the state of North Dakota to purchase health insurance.
- *Many students are eligible to stay on their family health insurance program. Students/Parents/Families consult with their existing insurance provider to determine if this option is available to them. Out-of-Area Network Waivers can be requested with some plans.*
- *Students also have the option of subscribing to a **Student Accident & Sickness Plan** (a non-renewable term policy) designed for and endorsed by the North Dakota University System. This insurance covers most basic health care charges plus emergency care. Information and forms are available online at www.sas-mn.com or by **contacting a local Servicing Agent at Vaaler Insurance, Inc.** at www.vaaler.com. For assistance and questions about insurance benefits, ID cards, claim status or claim processing contact: **Student Assurance Services, Inc.** locally at (701) 775-3131 or toll-free at (800) 732-4336 for more information. Students can also pick up a brochure at Student Health Services or the Health & Wellness Resource Office.*
- *The existing plan (Accident & Sickness Insurance) endorsed by the N.D.U.S. is due to be considered for renewal prior to the 2011-2012 plan year.*

Refer to SHS Annual Report(s) for information regarding % of students covered by insurance.*

In a study commissioned by the U.S. Senate Health, Education, Labor and Pensions Committee in 2008, the Government Accountability Office (GAO), found that about 80% of college students aged 18 to 23 were insured in 2006. Of the overall student population in that age range, 7 % had private health plans like student plans, while 6% had public plans and two-thirds were on their parents' employer-sponsored plans.

In all, about 600,000 students who skewed wealthier than average were on private plans – a small number in a nation of 300 million, meaning the plans have not gotten much attention in the ongoing health insurance debate.

Of the students seen at SHS in the last fiscal year, approximately 72.5% presented health insurance coverage. It has in the past and continues to be the opinion of the leadership of SHS that the N.D.U.S. considers either adopting mandatory health insurance for all students (which would reduce the premium costs by pooling) and/or enhance the plan benefit options existing on the current student accident and sickness plan to provide a more robust offering. An estimate of the number of UND students that historically hold some type of health insurance is provided **(Appendix G).***

The American College Health Association National College Health Assessment (ACHA-NCHA) Institutional Data Report for the University of North Dakota asks a self-reported Question #58. Do you have any kind of health insurance (including pre-paid plans such as HMO's – health maintenance organizations)?

Spring 2008	Yes	85.6%	(n) = 585
Spring 2006	Yes	74.6%	(n) = 1,001
Spring 2004	Yes	77.3%	(n) = 888
Spring 2002	Yes	74.5%	(n) = 968
Spring 2000	Yes	75.7%	(n) = 907

This Question was changed with NCHA II and Spring, 2010 reads #62. What is your primary source of health insurance?

College/University Sponsored Plan = 9.2%

Parent's Plan = 67%

Another Plan = 16.9%

Don't have health insurance = 6.1%

Not sure if I have insurance = 0.8%

Number of Surveys (n) = 1,005 for Spring, 2010

The Midwestern Higher Education Compact (MHEC) is one of four statutorily-created interstate compacts founded in 1991 and serves Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota and Wisconsin.

- *One of the goals of the Compact is to help institutions enhance productivity through reductions in administrative costs. MHEC is able to further this goal through the creation of group aggregation programs that reduce costs and bring value-added benefits to the institutions in the MHEC member states.*

- *Each member state appoints five individuals to a 60-member governing body of legislators, higher education leaders, and governors' representatives. At this time, Michelle D. Eslinger, M.B.A., Director, UND Student Health Services been appointed to serve on the MHEC Student Health Benefits Advisory Committee for the State of North Dakota. Michelle reports to Laurie Betting, DPT, Associate Vice President of Health & Wellness, University of North Dakota. <http://www.mhec.org/committees>*
 - *Recently, Marsh/Mercer was notified that they were the winning bidder to the MHECare RFP. Mercer has collected data from each of the institutions represented on the committee for the basis of creating the MHECare RFP for a "new" Student Health Insurance Product (goal is to provide richer plan coverage options, allowing for preventive services, at a reasonable cost for students).*
 - *Mercer's MHEC Data Request included underwriting variables such as:*
 - *Incurred Claims Data; was provided on a monthly/quarterly basis if possible; claims broken out by medical/pharmacy/dental/vision if available for the past three plan years (two completed plan years and partial plan year through most current month in 09-10)*
 - *Number of Covered Students*
 - *Premium Rate by Coverage Tier (e.g. Student, Student Plus Spouse, etc.).*
 - *Plan Benefits (provide either booklet or website link and any changes made to benefits in prior plan years)*
 - *Large Claims Reports (preferably at \$50,000 level, or if not possible, at any other available level)*
 - *Current Vendor/Carrier (and whether there were any changes in carriers historically)*
 - *Current Enrollment of Students by Coverage Tier*
 - *Renewal Proposal and Rate Development Exhibit Provided by the Carrier for the 09-10 Plan Year*
 - *UND SHS Director (in her role on MHEC Student Health Benefits Advisory Committee) was responsible for gathering, coordinating, and submitting this campus specific underwriting data as requested. To assist in this effort, SHS Director was responsible for collecting system-wide data for the N.D.U.S., as well as data specific to UND and NDSU to be considered as a sampling pool for this proposal.*
 - *Timeline with Key Milestones & Project Plan for roll-out of Mercer's new **MHECares** product was presented to NDUS Student Affairs Council August 12, 2010 and is under development at this time. Once final draft is approved, the MHECares plan will be available on a voluntary basis to any MHEC member state. Two finalists have been identified to serve as carriers to date. Work of MHEC SHBAC is on-going.*
8. Regarding the **counseling center/mental health service:**
Refer to University Counseling Center

What types of **after-hours and emergency mental health services** are available at your institution? *Refer to University Counseling Center and DOS*

SPRC Inventory of Campus Mental Health & Suicide Prevention Programs, Policies & Services

Prepared for: **Healthy UND Mental Health Priority Action Group**

Reply from Student Health Services | Author: Michelle D. Eslinger, M.B.A., Director

To access the services of the **University Counseling Center (UCC)**, students may call 701-777-2127 or present to 200 McCannel Hall. Prior to appointment, student will be asked to complete some brief paperwork that will assist counselor in helping student solve their problem(s).

In addition, an **On-Call Counselor** is available each day between 10:00 a.m. and Noon; 1:00 p.m. and 3:00 p.m.

In the case of an emergency, students may access the UCC anytime between 8:00 a.m. and 4:30 p.m. For crisis situations after 4:30 p.m. and on weekends, the **University Crisis Coordination Team** is available by calling 701-777-3491

In addition to the 200 McCannel Hall location, the **UCC maintains an office in the Apartment Community Center** (525 Stanford Road).

This office is open each **Tuesday between 4:00 p.m. and 8:00 pm (walk-ins welcome)**. The office serves members of the apartment community. To inquire about appointments call 701-777-2127

Student Health Services is open from **8:00 a.m. to 4:30 p.m., Monday through Friday**
Tuesdays: 8:00 a.m. to 6:00 p.m. (Fall and Spring Semesters)
Closed Saturday, Sunday and all legal holidays

SHS maintains a caring, collegial relationship with providers at UCC and Internal/External Referral Processes are established with specific evidence-based protocols in place. In addition, SHS assists with Medication Management & Prescription Refills for students and the SHS Pharmacy plays a large role in counseling/educating students and connecting with UCC Case Manager, Prescribing Psychiatrist, SHS Providers, as well as student's primary care providers (when prescriptions are transferred and filled at SHS. Providing continuity of care is paramount in the services we provide to students on a daily basis.

After Hours Care Options For emergencies after hours, students are instructed to seek care at Altru Emergency Room. **For life threatening emergencies call 911.**

Altru Urgent Care (use emergency room entrance)
1200 S Columbia Road, Grand Forks, ND
701-780-5968

Aurora Urgent Care
1451 44th Ave S, Grand Forks, ND
701-732-2710

9. What **hotline** services are offered? *Refer to University Counseling Center and DOS*
10. Does your institution have working relationships with **community mental health providers** for off-campus referrals? *Yes*

Additional efforts to provide access to effective mental health services:

SHS Providers purposefully reach-out to Community Providers to provide Continuity of Care for our students and constituents. We maintain professionalism and respect the decision of the student as to where they wish to seek care and appropriately refer off-campus if deemed medically necessary or upon request of individual student with their health-care provider.

CRISIS MANAGEMENT

11. What is included in your institution's **crisis management** protocols?
Refer to UCC and DOS, as well as UND's Emergency Management Plan.
12. How are these **protocols shared** with parents, students, and other in the campus community?

Via several different avenues – refer to University Counseling Center & DOS, as well as Health & Wellness Resource Office. Information posted on respective web-sites, joint promotion and targeted marketing at Getting Started and via Panel Discussion with Parents for Incoming Students. Information is shared through a variety of channels at Orientation specific to colleges/programs both formally and informally throughout the year.

As the Health & Wellness Unit for the University of North Dakota, we work in collaboration to empower all members of the campus community to embrace healthy choices for their personal and professional success.

The Health & Wellness Resource Office will help answer all your health and wellness questions in a caring, confidential and friendly atmosphere. The office is conveniently located on the main floor of the Memorial Union, near the internet café. Look for the "Healthier U" sign above the door.

The Wellness Center utilizes a variety of marketing channels and has been extremely successful in communicating messages via social marketing techniques. These messages are infused throughout the Health & Wellness Unit and focus on the 7 Dimensions of Wellness. UND is committed to its holistic approach to wellness. This means incorporating all 7 Dimensions of Wellness (emotional, environmental, intellectual, occupational, physical, social and spiritual) into your daily life. We're not just concerned with how you're doing in one or two dimensions but we want to support your growth in all areas of wellness.

The 7 Dimensions of Wellness are incorporated into many components of the Wellness Center: the pillars in the atrium, the design and layout of the facility, and all program areas and activities.

13. Do you have a **medical leave policy** or process in place that includes leave for mental health reasons? Describe or attach all.

No, not at this time. Newly under consideration by CLAST (under direction/led by DOS).

Planned Educational Leave Policy (PELP) discussions have occurred in the recent past under direction of the DOS Office.

14. How does your institution interpret **HIPAA/FERPA**?

This information is found in the following areas:

- *Refer to UND General Counsel – Jeffrey Jensen acts as Asst. General Counsel (Attorney at UND that focuses on HIPAA/FERPA issues – note this was a newly created FTE position).*
- *Refer to UND’s Executive HIPAA Team*
- *Refer to University Counseling Center (UCC) and DOS*
- *Refer to **Student Affairs Division HIPAA Officer – Health Care Analyst at Student Health Services** currently serves in this capacity (in addition to duties as Physician Assistant)*

- *See **CODE pg. 33, Section 8-4** Medical & Counseling Services Records*

In situations in which it has been determined that a student’s life is in danger or in which his/her condition results in a danger to others, the facts pertaining to this danger may be communicated to the student’s nearest responsible relative, without the student’s consent, if judged necessary by the student’s primary healthcare provider at Student Health Services.

Information in a student’s Health Service record may be released by the President of the University or by the Medical Director of Student Health Services in response to a health or safety emergency (see Notice of Privacy Practices).

In the case of a student who is a minor, release of medical information must be authorized by the student’s parent or guardian.

Except as otherwise provided for in this section, information pertaining to a student’s physical or mental condition may not be released to any party without the written, signed consent of the student.

The records of the Counseling Center and of the Psychological Services Center are considered confidential within the rules and codes of ethics of the American Psychological Association and the American Counseling Association.

The portion of a student's counseling record used in connection with treatment may be made available to the student in summary form, upon the student's written request, and upon the sole discretion of the primary counselor, therapist, psychologist, or psychiatrist. The healthcare provider may deny right of access.

15. What is your institution's approach to **parent or emergency contact notification**?

- *Refer to University Counseling Center (UCC) and DOS*
- *Parental notification at SHS does not occur unless appropriate Authorization for Disclosure is on file (including specific information to be disclosed). **Refer to CODE pg. 33, Section 8-4 for exceptions as otherwise provided.***
- *See **CODE pg.8, Section 1-5 Alcohol/Drug Policy Statement***

Parental Notification. *In accordance with a 1998 amendment of the Family Educational Rights and Privacy Act, the University of North Dakota may notify parents or guardians of students who at the time of disclosure are under the age of 21 and have violated any federal, state, or local laws, or violated any rule or policy of the institution governing the use or possession of alcohol or a controlled substance. Notification will be made after the finding of a second alcohol offense and any subsequent alcohol offense; or after the finding of a first alcohol offense if the violation is more serious, such as but not limited to, driving under the influence of alcohol or in conjunction with another violation, especially one involving violence or property damage. Parental notification will be made for any drug offense.*

The Dean of Students office directs a "Crisis Coordination Team," consisting of first responders. During emergency situations information may be sought, retrieved, and exchanged with university employees at the discretion of the Vice President of Student Affairs or designee (see 8-3, A-7 and A-8), and emergency notification may be made to parents or families of students.

Additional efforts to develop and follow crisis management protocols:

INCREASING HELP-SEEKING BEHAVIOR

16. How are students, parents, faculty, staff, administrators, coaches, etc., made aware of the **mental health services** available to students at your institution (e.g., Web sites, orientation, health fairs, etc.)?

SPRC Inventory of Campus Mental Health & Suicide Prevention Programs, Policies & Services

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- *Refer to University Counseling Center*
- *Refer to Health & Wellness Unit (Health & Wellness Resource Office, Health & Wellness Peer Education/Outreach, Student Health Services, Wellness Center)*

17. Do you have any specific support **program from incoming students** who have already been diagnosed with a mental health disorder?

- *Refer to University Counseling Center (UCC) & DOS*
- *Refer to Student Health Services Health History Form; SHS provides “Continuity of Care” and gathers previous treatment records (after authorization obtained from student) if disclosed during routine visit. Motivational Interviewing techniques utilized to gather and capture previous diagnoses and past/current medication and course of treatment (if applicable). Student is not always willing to disclose at first visit to SHS, or UCC for that matter. This is a very individualized process that takes dedicated time and focus (by both parties) to establish a trusting relationship between student and their provider of choice.*
- *Refer to Active Minds Chapter (Student Organization)*

18. Who is in charge of mental health-related **outreach activities**? In what office is this person(s) based?

- *Refer to University Counseling Center*
- *Refer to Health & Wellness Unit (Health & Wellness Resource Office, Health & Wellness Peer Education/Outreach, Student Health Services, Wellness Center)*

19. What outreach activities do you provide?

- *Refer to University Counseling Center, Women’s Center, Health & Wellness Unit (Health & Wellness Resource Office, Health & Wellness Peer Education/Outreach, Student Health Services, Wellness Center), Student Success Center, Housing, etc.*

Additional efforts to increase help-seeking behaviors:

MEANS RESTRICTION

20. Are there any **physical locations** on your campus that have become associated with suicide?
Not that I am aware of. Refer to University Police Department.

21. What efforts have you taken on your campus to **limit access to potentially lethal means**?

This information is found in the following areas:

See CODE pg. 13 for prohibited acts by students.

See CODE pg. 44 for Drug Free Schools and communities Act information

See CODE pg. 46 for Safety Information for campus

See CODE pg. 49 for Police Service information for campus

Additional efforts to restrict potentially lethal means:

INCREASING STUDENTS' LIFE SKILLS AND COPING ABILITIES

22. What **life skills programs** does your institution offer?

Refer to University Counseling Center, Women's Center, Health & Wellness Unit (Health & Wellness Resource Office, Health & Wellness Peer Education/Outreach, Student Health Services, Wellness Center), Student Success Center, Housing, etc. There are many, many areas of the institution responsible for life skills programs.

Additional efforts to develop life skills:

SOCIAL NETWORK PROMOTION

23. What efforts have you taken on your campus to reduce student isolation and promote a feeling of community belonging (e.g., school-wide parties, small freshman groups that meet all year, peer-to-peer support groups, etc.)?

Same as response to #22 above.

TALKING POINTS for UND to Consider:

Coordination of Services – potential for Improved Communication between Providers at SHS/UCC

- A. Potential for Centralized Scheduling – economies of scale
- B. Potential for Case Management that further focuses on Continuity of Care
- C. Medication Refill Management
- D. Referral Algorithm – Internal & External
- E. Release of Information (ROI)
- F. Address HIPAA/FERPA Issues
- G. Enhance Coordination with DOS / CLAST / Crisis Team
- H. Electronic Medical Record Opportunities
- I. Fine-tune Referral Processes to Community Partners
- J. Potential for Site Visit to Universities that have successfully incorporated an Integrated Service Delivery Model (University Counseling Center, Student Health Services, Wellness Center)

See American College Health Association (ACHA) White Paper: "Considerations for Integration of Counseling and Health Services on College & University Campuses" released March 4, 2010. http://www.acha.org/Publications/Guidelines_WhitePapers.