



# QUILLEN COLLEGE *of* MEDICINE

EAST TENNESSEE STATE UNIVERSITY

Policy Name: **Student Access to Emergency Mental Health Services**

Policy Replaces a Previous Policy (this includes change in policy name): <input type="checkbox"/> Yes/ <input checked="" type="checkbox"/> No
If so, list name of previous policy (include policy number if different):
Policy Number (issued by the Office of Academic Affairs upon final approval): <b>ADMIN-0323-27</b>
Policy Owner (Individual, Department, or Committee/Chair): <b>Amanda Stoltz, MD / Assistant Dean for Student Affairs</b>
Committees, Departments, or Individuals Responsible for Implementation: <b>Associate Dean for Student Affairs</b>
Original Approval Date and Who Approved by: <b>3/9/2023 – Deidre Pierce, MD / Associate Dean for Student Affairs</b>
Effective Date(s): <b>3/9/2023</b>
Revision Date(s) (include a brief description) and Who Approved by (made by Policy Owner and/or Policy Advisory Committee):
Administrative Edits (briefly describe) by Staff and/or the Policy Advisory Committee (PAC) and Date (these revisions do not require voting/approval by the policy owner):
Exemption(s) to Policy (date, by what committee or individual, and brief description):
LCME Required Policy: <input checked="" type="checkbox"/> Yes/ <input type="checkbox"/> No
If yes, please list the Element(s) Affiliated with this Policy (include Element number/name/statement):
<b>12.3 Personal Counseling/Mental Health/Well-Being Programs</b>
<b>A medical school has in place an effective system of counseling services for its medical students that includes programs to promote their well-being and to facilitate their adjustment to the physical and emotional demands of medical education.</b>
<i>All policies will be reviewed by the Policy Advisory Committee every three years unless an earlier review is identified.</i>
Date of Review:
Revisions Made: <input type="checkbox"/> Yes/ <input type="checkbox"/> No
If yes, list revisions made: Revisions Require Approval by Policy Owner: <input type="checkbox"/> Yes/ <input type="checkbox"/> No

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**Policy Statement:**

Quillen College of Medicine Counseling Services provides individual mental health counseling and psychotherapy utilizing a short-term, problem oriented, solution-focused model. Emergency or crisis for the purpose of this policy is defined as a situation in which a student or someone a student knows is actively, imminently suicidal, homicidal, or incompetent for self-care.

**Purpose of Policy:**

This policy pertains to LCME Element 12.3. The policy outlines the procedures that are to be followed whereby a medical student identifies the need for personal counseling/mental health services.

**Scope of Policy (applies to):**

All QCOM medical students who are currently enrolled. Transitions at the conclusion of school or employment will be discussed with the counselor. Overlap cannot exceed six (6) months past the time of graduation of employment to assist with the transition process.

**Policy Activities:**

Students experiencing an emergency or crisis should immediately:

1. Call 911 <or>
2. Contact Campus Safety (423-439-4480) <or>
3. Contact Creekside Behavioral Health (888-252-2154) <or>
4. Contact Frontier Health Crisis Helpline (423-926-0940 <or>
5. Utilize Turning Point walk-in crisis service (208 E. Unaka Ave.; Johnson City, TN) <or>
6. Go to the Emergency Room

Students in distress, but NOT in imminent danger (including but not limited to: panic attack, depressive episode, self-harm that is not putting the student in imminent danger, suicidal or homicidal ideation) can call:

1. Physician Support Line (1-888-409-0141)
  - a. This is a free, confidential peer support line staffed by volunteer psychiatrists helping U.S. physician colleagues and medical students navigate the many intersections of personal and professional lives
  - b. Its focus is confidential peer-to-peer physician self-care and prevention of burnout
  - c. It is available seven (7) days a week from 8:00 am – 1:00 am EST
  - d. The website is: <https://www.physiciansupportline.com/>
2. BucsPress2 (423-439-4841)
  - a. ETSU's 24/7 Mental Health Helpline
3. Suicide Prevention Hotline (1-800-273-8255)
4. Tennessee Statewide Crisis Hotline (1-855-274-7471)

Students concerned about a peer who is not in imminent danger:

1. Submit a CARE form ( <https://redcap.link/qcomcare>)
  - a. Any concerns about a student's welfare can be confidentially reported

Students interested in starting counseling:

1. Students who are interested in starting counseling to address symptoms, issues, or concerns from a framework of wellness and prevention should contact QCOM Counseling Services, Professional and Academic Resource Center (PARC) House at 423-232-0275 to schedule an appointment.

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<b>Administrative Reviews/Approvals</b>	<b>Date Approved</b>
<i>University Compliance (if applicable)</i>	
<i>Policy Advisory Committee (includes three-year reviews)</i>	3/9/2023
<i>Associate Dean for Accreditation Compliance (if applicable)</i>	
<i>Vice Dean for Academic Affairs</i>	3/9/2023

<b>Policy Review and/or Revision Completed By (if applicable)</b>	<b>Date Policy Reviewed and/or Approved (if applies to that department, committee, or group)</b>
<i>Office of the Dean</i>	
<i>Office of Academic Affairs</i>	3/14/2023
<i>Office of Student Affairs</i>	March 2023
<i>Department of Medical Education</i>	
<i>Medical Student Education Committee</i>	
<i>Student Promotions Committee</i>	
<i>Faculty Advisory Council</i>	
<i>Administrative Council</i>	
<i>M1/M2 Course Directors</i>	
<i>M3/M4 Clerkship/Course Directors</i>	
<i>Student Groups/Organizations (describe):</i>	
<i>Other (describe):</i>	

<b>Final Policy Emailed to:</b>	<b>Date of Email Notifications</b>
<i>Medical Education Director for Posting on Educational Policies Website</i>	March 2023; 5/1/2024
<i>Policy Owner</i>	5/1/2024
<i>Admissions Office for Catalog</i>	5/1/2024