

## **COUNSELING AND PSYCHOLOGICAL SUPPORT**

### **I. Purpose:**

**To establish policies and procedures for counseling and psychological support that is available and applies to employees, including medical house staff, of the University of Mississippi Medical Center. These policies are intended to promote psychological health, and offer guidance and assistance in referral when needed.**

### **II. Policy**

#### **Medical Support:**

**Refer to the Administrative Policy and Procedure Manual, Code H-1, for policies and procedures relating to provision of medical services. Currently, a twenty percent discount on hospital services is allowed University Hospital employees and their dependants when covered by the state insurance plan. Routine physician discounts or waiving fees for any third party payer, courtesy write-offs, or not charging for services are not allowed in accordance with the Health Insurance Portability and Accountability Act, a federal statute. Advice, counseling, and assistance with medical problems are provided by the Employee Health Service. All UMMC employees are eligible for medical services as specified in Section H-1 of the manual, through the Employee Health Service, and University Hospital Emergency Department, Outpatient Clinics, and Inpatient Services, as needed.**

#### **Psychological Support and Counseling:**

**All UMMC employees are eligible for psychological services through the Department of Psychiatry and Human Behavior, or may choose care through the private practice sector if so desired. Additional services related to counseling and advice are available through the office of the Hospital Chaplain, limited to the customary and usual service provided by that office. In addition, a program has been established for students and medical staff, including house staff, through which those individuals can be assisted in referral into a group called Life Enrichment Services to provide initial assessment and counseling and more extensive referral if needed. The Employee Health Service will provide information and assist the individual choosing referral into Life Enrichment Services. See the included list of services provided by this group.**

### **III. Procedures:**

- A. It is to be understood that all communication regarding counseling and psychological support be held in strict attention to confidentiality, and involve only those persons having unavoidable or essential knowledge of the reasons for and content of such counseling or psychological/psychiatric**

services. This is necessary to encourage the individual to seek the care they need, with confidence.

- B. The individual in need of care or advice has several options as to which initial contact person or entity is utilized:**
- **Employee Health Service**
  - **The individual's supervisor**
  - **The Hospital Chaplain**
  - **The individual's personal physician**
  - **Other trusted confidant of the individual**
- C. The most direct procedure, especially when utilizing the services of UMMC or its referral program, is for the individual to present initially to, or be advised to present to, Employee Health Services. At that time an initial discussion can be held with the physician on duty to determine the type of problem and the most advisable next step.**
- D. If the person is eligible for referral into Life Enrichment Services (currently administered through Mississippi Baptist Medical Center), a description of that program will be given, and assistance with referral will be provided.**

**This group will provide a comprehensive initial assessment, define the category of what is needed for that individual, usually a limit of two or three sessions applies and is provided free of charge to the eligible individual, and if ongoing treatment is indicated, further referral to caring and competent treatment providers is facilitated. Confidential 24-hour crisis intervention telephone service is available 365 days of the year (1-800-378-7613).**

**The scope of Life Enrichment Services includes the following issues:**

**Life/Emotional Stress  
Relationship/Family Conflict  
Alcoholism/Drug Addiction  
Anxiety  
Depression  
Child/Adolescent Problems  
Gambling**

- E. Information as to what extent the state insurance plan covers such services can be obtained from the departments of Human Resources or Employee Health, or from the policy description given to each employee.**
- F. A list of providers under the various options of the state insurance plan is available through the department of Human Resources Benefits Division.**

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**IV. Employee Health Clinic Hours and Location:**

**A. All UMMC employees are eligible for services. Hours of clinic operation are from 7:30 a.m. to 4:00 p.m., Monday through Friday (except holidays). During other hours, care is provided in the Emergency Department.**

**B. Employee Health is located in N-128, at extension 4-1185.**

**4/6/00**