Mental and Physical Health Referrals  

**SOP #: SA.010.01**

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<tr>
<th>Effective Date</th>
<th>02/01/2018</th>
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<tbody>
<tr>
<td>Last Revision/Review</td>
<td>Reviewed 8/28/19</td>
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1. **Purpose**

To describe the process used when referring students to Mental and Physical Health resources.

2. **Related Policy/Authority**

Policy B9070 Student Health Services

College Catalog and Student Handbook

3. **Faculty/Staff Responsibilities**

Office of Student Affairs

4. **Definitions/Abbreviations**

5. **Procedural Steps**

1.1 Included in BCOM’s tuition and fees, students have access to a variety of mental and physical health resources.

2.1 Student Affairs personnel may refer students to wellness resources based on the student’s need. Situations in which Student Affairs may refer students to Wellness resources may include:

   a. Visit to Student Performance Committee
   b. Status changing to Leave of Absence
   c. Student Conduct Proceedings
   d. Any instance where it’s inferred that a student is struggling to cope with anxiety, stress, etc.
   e. Student Affairs Wellness Check-up (Refer to SOP_CARE Team)

3.1 Whenever Student Affairs personnel refers a student to one of our mental or physical health resources, it is documented on the Student Affairs shared drive.

4.1 **Mental Health**

   a. WellConnect

      i. WellConnect by Student Resource Services is a student assistance program that gives students and their family members free, confidential access to a full range of life services.

      ii. WellConnect can be reached 24/7 by phone by calling (866) 640-4477 or by logging in to www.wellconnectbysrs.com

      iii. Student Login Code: BCOMNM-STU (code must be provided before student can utilize service).

      iv. WellConnect Services Include:

         1. 24 Hour telephonic access to licensed mental health professionals at 866-640-4777 for in-the-moment support.
2. In-Person or telephonic counseling sessions per issue. (long term issues will be triaged to long term provider).
3. Professionals help students identify key needs, problem solve, and find solutions to work through their concerns such as emotional stressors, test anxiety, or relationship issues.
4. Free legal and financial consultations
5. Referrals to local valuable resources on daily living concerns such as housing, utilities, childcare, and others.
6. Health and Wellness Consultations
7. Robust website featuring articles, assessments, webinars, financial calculators, searchable database, skill builders and more.

b. NMSU Aggie Health and Wellness Center
   i. BCOM has entered into an agreement with the Aggie Health and Wellness Center, which provides access to licensed mental health counselors for BCOM students.
   ii. Counselors are available by appointment or by walk-in Monday-Friday from 8am-5pm at the Aggie Health and Wellness Center. A counselor is also available by appointment on Wednesday and Friday afternoons from 1-5pm at BCOM. Student may contact The Office of Student Affairs to schedule appointments.

c. Mesilla Valley Hospital
   i. Serious behavioral health issues, including clinical psychiatry and substance abuse treatment, is offered for BCOM students through Mesilla Valley Hospital. These services are confidential, providing assistance in issues that might impair a student’s personal or professional life. These services are independent of BCOM and students will utilize their personal health insurance plan for all costs associated with these services.
   ii. Mesilla Valley Hospital is a private, free-standing psychiatric hospital in Las Cruces, New Mexico that provides comprehensive mental health and drug & alcohol addiction services for adolescents, adults, and seniors.
   iii. Mesilla Valley Hospital has been in operation since 1987, serving those in need of treatment for a variety of psychiatric and substance abuse issues, including, but not limited to:
      1. Depression, Post-Traumatic Stress Disorder (PTSD), Suicidal and Homicidal Behaviors and Self-Harming Behaviors, Bipolar Disorder, Anxiety Disorders, Alcohol and Drug Addiction Schizophrenia, Hallucinations/Psychosis
      2. The hospital offers confidential assessments 24 hours a day, seven days a week. Assessments are conducted by qualified mental health professionals who will help determine the most appropriate level of care for each individual.
      3. Any providers affiliated with BCOM or faculty, preceptor, or any other capacity, are advised to refrain from engaging in treatment of our students. This policy is included in the faculty handbook.
4. For appointments, call: 575-382-3500 or 800-877-3500
   http://mesillavalleyhospital.com
   iv. BCOM students are given priority and can call 24 hours a day, seven days a week.
   d. Request services from the Mesilla Valley Mobile Crisis Unit
   e. In an emergency, Call 911

5.1 Physical Health
   a. NMSU Aggie Health and Wellness Center
      i. Routine physical health services are provided for BCOM students at the NMSU
         Campus Health Center.
      ii. The NMSU Campus Health Center is a nationally accredited outpatient
         ambulatory health care center offering services in acute medical care, mental
         health, women’s health, immunizations, and health education. BCOM students
         have no charge for a routine office visit.
      iii. Services available to BCOM students at the NMSU Campus Health Center:
         1. Acute medical care services are available by appointment or walk-in.
            The CHC is closed for university holidays and breaks.
         2. Pharmaceutical services are available
         3. Mental health evaluations
         4. Prescribing of medications and medication management
         5. Comprehensive treatment planning
         6. Coordination of care/consultation with other professionals
         7. The Campus Health Center provides Women’s Health services, offered
            by physicians and nurse practitioners certified in women’s or family
            healthcare. Appointments are required for exams.
      iv. Call (575) 646-1512 or visit https://wellness.nmsu.edu/ for hours of operation
         and further details.

   b. Call 911 if it is an emergency

6.1 Hub Resources
   a. Student Affairs has arranged for all students to have access to health care providers at
      their assigned rotation hubs. These providers have agreed to accept the BCOM students
      at their facilities, with the use of their personal insurance plans. An updated list is
      available by hub on the BCOM website at:
      https://bcomnm.org/students/resources/health-services/

7.1 Student Affairs will review the options for Mental and Physical Health resources on a yearly
basis.

6. Reports/Charts/Forms/Attachments/Cross References

7. Maintenance
Identify if the organizational unit/staff who developed the procedure; when it will be reviewed and
updated.
### 8. Signature

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<th>Signature on File</th>
<th>8/8/19</th>
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<tr>
<td>Vanessa Richardson, MAEd</td>
<td>Date</td>
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### 9. Distribution List

Internal/External

### 10. Revision History

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<tr>
<th>Revision Date</th>
<th>Subsection #</th>
<th>Summary of Changes</th>
<th>New/Cancellation/Replacement Procedure? (if applicable)</th>
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<td>1</td>
<td>6.1</td>
<td>Addition of Hub Resources Section</td>
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