



# QUILLEN COLLEGE of MEDICINE

EAST TENNESSEE STATE UNIVERSITY

## Policy Name/Number: Student Access to Emergency Mental Health Services / ADMIN-0323-27

<b>Policy Owner:</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/ By:</b> 3/9/2023 / Deidre Pierce, MD / Associate Dean for Student Affairs	<b>Effective Date:</b> 3/9/2023
<b>Most Recent Revision Date:</b> 3/9/2023	<b>Policy Advisory Committee Review Date:</b> 3/9/2023
<b>Date of Next Review:</b> 3/9/2026 <i>(All policies are reviewed by the Policy Advisory Committee every 3 years unless circumstances for an earlier review is identified.)</i>	

### (A) 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.

### (B) 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.

### (C) 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.

### (D) 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.