

Access and Referral to Student Services (A3.10)

The Austin College PA Program is committed to the success and well-being of all students and recognizes the importance of timely access to services addressing academic and/or personal issues which may impact progress in the PA program. Personal issues that may impact a student's progress include, but are not limited to mental health concerns, physical illness, financial hardship, family crisis, grief and bereavement, relationship difficulties, and substance use concerns.

To expedite access to services, students do NOT need the prior approval of PA faculty to access any of the services described below. Students may self-refer to any service at any time. Students do need to provide documentation (without personal health information) to the program for any missed classroom or exam time, as outlined in the attendance and missed exam policies of this Handbook. There may be resources or scope of practice limitations from college service providers.

Faculty and Program Director Role in Referral

When the program director, medical director, or principal and/or instructional faculty become aware that a student is experiencing a personal issue that may affect their ability to progress in the program, they are expected to promptly connect that student with appropriate resources. Referrals from the program should be made as expeditiously as possible, generally within 72 hours of receiving and reviewing all relevant information, or as promptly as the situation warrants.

Faculty and/or staff who observe a student exhibiting signs of personal distress or behaviors suggesting a personal crisis are expected to consult with the Program Director and, with the student's awareness, facilitate an urgent referral to appropriate services. The Program Director will coordinate appropriate follow-up while maintaining confidentiality consistent with applicable law and institutional policy. Documentation of program-initiated referrals are maintained in the student's confidential advising file.

Medical Emergencies

In the case of an urgent or emergent medical need, students should pursue medical services emergently regardless of program activities. Although faculty are not permitted to provide healthcare to students, they may assist students in the case of a true emergency. In case of medical emergency call 911.

Student Health Services

Student Health is located in the Adams Center where a Registered Nurse operates a clinic for immediate assistance. There is no charge to see the nurse. Over-the-counter medications are dispensed as necessary. Unless otherwise posted, medical clinics are from 12-1p.m. several days during the week. Up to date clinic hours can be found on the Health Services web site.

A calendar of physician appointments is also posted on the Health Services web site, including Women's Health and Dermatology clinics. The Business Office will bill students for doctor visits.

Fees vary for specialty clinics and whether prescription medication is dispensed at a doctor's visit. Students must pay for any laboratory, x-rays, or other outpatient services ordered.

Telehealth Available for All Students

As a supplement to our Student Health Center and Counseling Services, Austin College now has access to an extensive online program featuring 24/7 on-demand counseling, urgent medical care, therapy and psychiatry all at no cost to the student. Whether you want to make a quick visit between classes, after dinner, or while on clinical rotations, visiting home, or on vacation, all students can obtain on-demand virtual visits with a health professional on their smartphone, tablet, or computer. Services provided by [Academic LiveCare](#). Use **ALC** as the Service Key. When prompted for payment use the Coupon Code **ALCROOS** to waive payment. Academic LiveCare can also be accessed by calling (866)349-5575.

Counseling Services

In addition to the counseling services available through Academic LiveCare, services are available to all enrolled students through the Adams Center on campus. The contact number for the Adams center is at 903-813-2247. An additional phone number for counseling services is 903-813-2451. Here, short-term counseling approaches are utilized, and students may be referred to community resources, should medication consultation be indicated or when issues require treatment approaches beyond those offered by the Counseling Staff. Counseling is provided by appointment, and six free sessions are available to enrolled students per semester.

Self-help materials are available at Adams Center and on the counseling services website.

In addition to the counseling services, there are other resources that can help students with their mental wellbeing:

- Crisis counseling is available to [EVERYONE 24/7](#)
Just text 741741 and someone will be there to help with your stress & anxiety.
- National suicide and crisis lifeline: **988**
 - A national network of local crisis centers that provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week

Center for Student Success and Access Services

The Center for Student Success and Access Services (CSSAS) is dedicated to helping students with the resources they need to achieve academic and personal success. All services of the CSSAS are free and include support for study skills, time management, academic writing, test taking skills, resume writing, and interviewing skills. In addition, the CSSAS supports the academic success of students with disabilities. The CSSAS can be reached at cssas@austincollege.edu or 903-813-2454.

Disability Services. Students with disabilities are an integral part of the Austin College PA Program's rich diversity. The College is committed to providing services and reasonable accommodations to students with disabilities including those with mobility, visual, speech, hearing impairments; chronic illnesses; learning differences; psychological disabilities; and temporary disabilities to the extent that such accommodation does not impose an undue hardship on the conduct of its business. Students with disabilities have rights that are protected under Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990 (ADA). It is the policy of the Austin College PA Program to ensure that no qualified student with a disability is excluded from participation in educational programming or subjected to discrimination. The Deputy Title IX Coordinator and Compliance Officer is the Section 504 and Americans with Disabilities Compliance Act (ADA) Coordinator.

It is the responsibility of the student to register with and provide verification of academic accommodation needs to the Director of the CSSAS as soon as possible. After being granted reasonable academic accommodations by the CSSAS, the student must also contact the PA Program director in a timely manner to arrange for the implementation of these accommodations. For further information regarding disability services or to register for assistance, please contact the Academic Skills Center at 903-813-2454 or visit their office at WCC 211. Please see the [Austin College Disability Services Handbook](#) for more information.

For additional information or questions about accommodations, please contact Access Services at asc@austincollege.edu.