

CAPS COVID-19 Frequently Asked Questions

updated 5/27/20

CAPS

1. Is CAPS open?

Yes! CAPS will continue to offer a range of their services remotely. CAPS will operate from 8:30am to 5:00pm daily.

2. Are you scheduling intakes?

Yes, but in a modified manner. Currently, we are scheduling new clients with a triage/phone consultation appointment to determine the most appropriate services. If you are interested in services, please call the Cowell Center at (408) 554-4501.

3. Are virtual sessions available for regular appointments?

Yes. CAPS is still meeting with active CAPS clients who reside in the state of California and are registered in the Spring Quarter 2020. All appointments will be conducted via telepsychology. Due to jurisdictional issues related to licensure as psychologists we are currently only able to practice in the following states including California:

- Arizona
- Connecticut
- Delaware
- Indiana
- Illinois - existing clients only
- Louisiana
- Massachusetts
- Minnesota
- Nevada
- New Jersey
- New York
- Oregon
- Texas

- 4. I live out of the state of California. Can I meet with a counselor at CAPS?** Currently, we are only prepared to conduct telepsychology within the following states listed above in Question #3. Each state has its own laws, regulations and permissions around performing interstate treatment care that each professional must abide by. However, as an out-of-state student, you can freely work with our Cowell Center Case Manager, Jessica Johns. She will assist you in finding services and resources in your home state. To engage in remote work with our Case Manager, please call (408) 554-4501 to schedule an appointment. Additionally, please feel free to contact our Student Health Insurance Coordinator, Pat Sandvick, at psandvick@scu.edu or at (408) 554-2379 if you have questions about SCU's

student health insurance plan.

5. Can I meet with someone in-person?

Due to the State of California order to shelter-in-place, appointments will be conducted virtually. We continue to receive guidance from Santa Clara County regarding social distancing and will notify the SCU community once we are able to meet with students in-person.

6. Can I still contact my counselor during the shelter-in place?

Yes. If you are located in California, you can contact your counselor through the Cowell Center portal. If you are outside the state of California, you can schedule an appointment with the Cowell Center Case Manager, Jessica Johns, who will work closely with your counselor to find appropriate referrals.

7. I am in crisis and I am in the state of California. Can I meet with someone?

- a. During business hours, please call the SCU Cowell Center at (408) 554-4501 to request a crisis consultation phone appointment.
- b. After hours, please call 911 or the Suicide Prevention Hotline at 1-800-273-8255, available 24/7. You may also text HOME to the Crisis text hotline at 741741.
- c. If you are on campus, you may contact SCU Campus Safety at 408-554-4444 (emergency) or 408-554-4441(non-emergency) or the Suicide Prevention Hotline at 1-800-273-8255, available 24/7. You may also text HOME to the Crisis text hotline at 741741.

8. Are any groups offered virtually?

Yes. The Understanding Self and Others Group and Body Positive are currently in the process of transitioning to being provided online. Contact the Cowell Center for more information.

9. Will I still be billed after 6 sessions?

Yes. The fee schedule will remain the same.

10. Is your Visit Fee Waiver program still in existence?

Yes. Students who are Federal Pell Grant eligible may request a fee waiver for Visit Fees at the Cowell Center.

Psychiatry

1. Can I still meet with the psychiatrist?

Unfortunately we are no longer taking any new appointments for psychiatry as of June 1, 2020.

2. Can the psychiatrist prescribe my medication out of state?

The psychiatrist is able to prescribe medication for current clients prior to June 1, 2020. This also depends on the medication and the laws of the state you are traveling to or residing. Some prescriptions can be filled in a state different from

the one in which it was originally written, however, controlled substance prescriptions have more stringent laws in certain states. If necessary, please feel free to work with our Cowell Center Case Manager, Jessica Johns, to find resources closer to your home.

3. Can I get a RX refill if I am not able to come to Cowell for my appointment, but I am still in CA?

Psychiatrists will adhere to all federal, state and medical mandates when prescribing psychiatric medications. If you are a current patient of the psychiatrist please contact the Cowell Center at (408) 554-4501 to schedule a virtual appointment. Certain types of medications may not be prescribed or refilled.

Case Management

1. Are case management services still available?

Yes. Students can meet with the case manager by zoom or phone call. Please call the Cowell Center at (408) 554-4501 to set up an appointment.

2. I live in another state, can I still meet with the case manager?

Yes. Case management services are available for all enrolled students. Please call the Cowell Center at (408) 554-4501 to schedule an appointment to meet with the case manager either by zoom or a phone call.

3. How do I make an appointment with the case manager?

Please call the Cowell Center at (408) 554-4501 to request an appointment. The case manager will send you a link to your SCU email for the Zoom meeting. Please follow the instructions via Zoom.

4. Can I have a same day appointment with the case manager?

It is possible, however, we may need more time to get the appropriate documentation for a Zoom meeting. The case manager or the front office staff will let you know if this is a possibility.

5. What should I do if I miss the phone call/Zoom from the case management?

You will need to call the Cowell Center at (408) 554-4501 to reschedule your appointment.

6. Is there a cost associated with an appointment to meet with the manager?

There is no visit fee associated with an appointment to meet with the case manager.

7. Can I schedule an appointment online?

You will need to call the Cowell Center at (408) 554-4501 to schedule an appointment to meet with the case manager.

8. How can the case manager help me?

The case manager can help you in a variety of ways. You may be helped to find a therapist, psychiatrist, and/or any kind of medical care near your home. Additionally, the case manager may help to link you to other resources in your community, such as food assist programs, shelters, insurance issues, etc.

9. Are there any online resources you recommend?

Please visit the Cowell Center's [resources page](#) for a plethora of online resources. There are also several online resources that can help you to locate providers in your area. Some of the more common sites are: [Psychology Today](#), [Thriving Campus](#), and [Healthgrades](#). Additionally, you can call the phone number on the back of your health insurance card to inquire about services available through your insurance provider.