1. GENERAL

This SHSU-COM health services policy describes resources and supportive opportunities available to encourage students, staff and faculty to maintain their health and seek services when needed.

2. MEDICAL STUDENT HEALTH INSURANCE

2.1. All medical students enrolled at SHSU-COM are required to show proof of health insurance. All students must maintain health insurance coverage throughout their enrollment at SHSU-COM.

2.2. Students may obtain health insurance privately or through one of the Sam Houston State University student health insurance plans. The SHSU health plan is available to all students. Family coverage is also available through this program.

3. PHYSICAL HEALTH SERVICES

3.1. Students may be seen by a physician or medical practitioner of their choosing or may be seen at the SHSU Student Health Center.

3.1.1. Additional physical health service locations shall be provided for students to access diagnostic, preventive, and therapeutic health services in all locations where students receive education from the COM.

4. MENTAL HEALTH SERVICES

4.1. SHSU has confidential counseling services at the Huntsville campus and The Woodlands Center that are available to all students.

4.2. Additional mental health service locations shall be provided for students to access diagnostic, preventive, and therapeutic mental health services in all locations where students receive education from the SHSU-COM.
4.3. Medical students shall have 24/7 access to mental health resources.

5. PROVISION OF MENTAL AND PHYSICAL HEALTH SERVICES

5.1. SHSU-COM and the Council on Osteopathic College Accreditation prohibits the provision of health care services to students by faculty involved in their evaluations.

5.1.1. It is a violation of this policy for students to request faculty to provide medications or other treatments outside of a physician-patient relationship.

5.1.2. Students on self-selected elective rotations, outside the purview of SHSU-COM, must plan for their health care needs at the rotation site independently with the assistance of SHSU Student Affairs.

5.1.3. Faculty providing health services, via a therapeutic relationship, shall be required to recuse themselves from the academic assessment or promotion of the student receiving those services.
**Procedure Title:** Mental Health Services

**Corresponding Policy:** SHSU-COM Health Services Policy

**COCA Standard/Element:** COCA 9.8 Mental Health Services

**Effective:** Upon Receiving Pre-Accreditation Status

**Revised:** January 29, 2019

**Description:**
SHSU-COM shall provide access to physical and mental health services that respect each student’s right to privacy.

<table>
<thead>
<tr>
<th>Procedure Step/Task</th>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. SHSU will secure the services of licensed mental health care providers and maintain clinic facilities that are dedicated to enrolled students.</td>
<td>SHSU Counseling Center</td>
</tr>
<tr>
<td>2. Facilities will provide services during regular business hours but may extend those hours based on course schedules and other factors.</td>
<td>SHSU Counseling Center</td>
</tr>
<tr>
<td>3. SHSU will provide 24-hour access to behavioral and mental health services to all enrolled students. Such services will be provided in a confidential manner using both university based, community based, and externally contracted services.</td>
<td>SHSU Counseling Center</td>
</tr>
<tr>
<td>4. SHSU-COM will work in cooperation with the Dean of Students Office to identify students demonstrating at-risk behaviors in order to facilitate early intervention as part of its comprehensive student wellness and mental health initiative.</td>
<td>Dean of Students Office</td>
</tr>
<tr>
<td>5. Access to psychiatric services will be available on the Huntsville campus at least two days per week with off campus services available the remaining times. Students may self-refer or be referred by the student clinic or another health care provider.</td>
<td>Student Health Services SHSU Counseling Center</td>
</tr>
<tr>
<td>6. SHSU will provide proactive wellness/prevention programming targeted at identified areas of student need.</td>
<td>SHSU Counseling Center Office of Health Promotions</td>
</tr>
<tr>
<td>7. SHSU will identify physical health services that can be accessed by COM students who are not located at the SHSU-COM campus.</td>
<td>SHSU Counseling Center</td>
</tr>
<tr>
<td>8. SHSU-COM will provide information to its students regarding these services during new student orientation and on the SHSU-COM website.</td>
<td>SHSU-COM Dean, Office of Student Affairs</td>
</tr>
</tbody>
</table>
Overview of Physical and Mental Health Services for Medical Students

Maintaining your physical and mental health is priority as you matriculate through SHSU-COM. It is common for medical students to seek health services and emotional support through the rigors of a medical education. The university has student health services confidential counseling services at the Huntsville campus and The Woodlands Center that are available to all SHSU students. SHSU-COM encourages students to recognize healthcare needs and seek appropriate care. The following is a list of physical and mental health resources in proximity to the SHSU-COM and University Campuses, as well as in the regions for assigned clinical rotations. Questions should be directed to SHSU Counseling Center at 936-294-1720.

In case of emergency, dial 911 in all areas
Information on Health, Food, Housing resources in Texas Dial 211 http://www.211.org/
Montgomery and Walker Counties

- **Huntsville Pediatric and Adult Medicine 936-295-8000**
  - 100 Medical Center Parkway, Suite 1000, Huntsville TX 77340
  - Physical and mental health medication management
  - Accepts most insurance companies
  - Open 7 days a week.

- **Lone Star Family Health Center* - 936-539-4004**
  - Medical, dental and counseling services
  - Insurance or self-pay. Have financial services.
  - 605 S. Conroe Medical Drive, Conroe
  - 13905 Grangerland Road, Conroe, Texas 77306
  - 9516 West FM 1097, Suite 140, Willis, Texas 77318
  - [www.lonestarfamily.org](http://www.lonestarfamily.org)

- **Tri-County Behavioral Healthcare†**
  - 24 Hour Crisis Line: 800-659-6994
  - Acute, Crisis, child and adult mental health and substance abuse services
  - Montgomery County: 936-521-6100
  - Walker County: 936-291-5800
  - [http://www.tricountyservices.org/adult-mental-health](http://www.tricountyservices.org/adult-mental-health)

- **The SHSU Student Health and Counseling Center**
  - Acute and preventive health service, dental care, counseling (tele-mental health)
  - 1608 Avenue J on the Huntsville campus.
  - Health: 936-294-1805/Counseling: 936-294-1720
  - Helpline, We Listen: 936-294-4111, Tues – Thursday (4-8 pm)
  - [https://www.shsu.edu/dept/student-health-center/](https://www.shsu.edu/dept/student-health-center/)
  - [https://www.shsu.edu/dept/Counseling](https://www.shsu.edu/dept/Counseling)

- **Community Counseling Center**
  - 3380 College Park Drive, Room 151 (at the Woodlands Center campus)
  - 936-202-5012
  - [https://www.shsu.edu/academics/woodlands-center/](https://www.shsu.edu/academics/woodlands-center/) (see other campus resources)
Nacogdoches and Lufkin Region

- **Nacogdoches Health Partners**
  - Physical Health Only. Accepts Most Insurance Plans
  - 936-559-0700. 4800 NE Stallings Dr. #109, Nacogdoches, TX 75965

- **East Texas Family Medicine**
  - Physical Health Only. Accepts Most Insurance Plans
  - 936-634-3396. 206 Gene Samford Dr. Ste. B, Lufkin, TX 75904

- **Pathways**
  - Mental Health. Accepts most insurance plans
  - 936-238-3868
  - 1132 NW Stallings Dr. Ste. 2, Nacogdoches, TX 75964
  - 103 Wildlife Lane, Lufkin, TX 75904

- **East Texas Community Health Services**
  - Medical, Dental, Counseling services
  - **Locations in Nacogdoches and Lufkin**
    - 936-560-5668
    - Nacogdoches locations:
      - East Side Clinic, 1309 South University Drive
      - West Side Clinic, 1210 Douglas Road, 936-560-1122
    - Lufkin Location:
      - 1316 Lakeview Drive, 936-899-7214

- **Burke Center**
  - Behavioral Health, Crisis intervention, substance abuse services
  - **Crisis Line: 800-392-8343**
  - **Locations in Nacogdoches and Lufkin**
    - Lufkin Location:
      - 1522 West Frank
      - 936-639-2384
    - Nacogdoches Location
      - 4632 NE Stallings Drive
      - 936-558-6200
Southeast Texas Region

- **Samaritan Counseling Center of Southeast Texas**
  - Mental Health. Accepts most insurance plans
  - 409-727-6400. 7980 Anchor Drive, Bldg. 500, Port Arthur, TX 77642

- **CHRISTUS Family Medicine**
  - Physical Health. Accepts most insurance plans.
  - 409-982-6461. 8445 Memorial Boulevard Ste. 500, Port Arthur, TX 77640

- **NewPath Counseling Group**
  - Mental Health. Accepts most insurance plans
  - 409-200-2220. 3560 Delaware Ste. 402, Beaumont, TX 77706

- **Gulf Coast Health Center**
  - Medical, dental and mental health services
  - 2548 Memorial Blvd. Port Arthur, Texas 77640
  - 409-983-1161

- **Legacy Community Health**
  - Medical and dental services
  - 450 North 11th Street, Beaumont, Texas 77702
  - 409-242-2577

- **Beaumont Behavioral & Family Health Center**
  - Medical and behavioral services
  - 1495 N. 7th ST. Beaumont Texas, 77702
  - 409-832-3377

- **Spindletop Center**
  - Crisis services, behavioral health and substance abuse
  - Crisis Line: 800-937-8097
  - 655 S. 8th Street, Beaumont Texas 77701
  - 409-784-5400
Fort Bend County Region

- **Access Health***
  - Medical and behavioral health services
  - 400 Austin Street, Richmond Texas 77469
  - 281-342-4530

- **Texana Center†**
  - Behavioral Health
  - Crisis Line: 800-633-5686
  - 1818 Collins Road, Richmond Texas 77469
  - 281-239-1140

- **Fort Bend Premier Care**
  - Medical Services only. Accepts most insurance.
  - 1505 Liberty St, Richmond, TX 77469
  - 281-342-9500

- **Westpark Springs**
  - Behavioral health and addiction
  - 6902 S. Peek Rd. Richmond, Texas 77407
  - 832-225-4865

Ennis and Corsicana Region

- **Hope Clinic***
  - Medical, dental and Behavioral Health
  - 805 West Lampasas, Ennis Texas 75119
  - 972-923-2440

- **Dalsan Counseling**
  - Mental Health Counselors. Accept most insurance plans
  - Medical Arts Plaza, 301 Hospital Dr. Ste. 198, Corsicana, Texas 75110
  - 903-874-7133

- **Medical Associates at Corsicana Crossings**
  - Medical. Accepts most insurance plans
  - 3201 Corsicana Crossing Blvd. Corsicana, Texas 75109
  - 903-872-6065
Affiliation agreements include the ability for students to be seen at the hospital emergency department in cases of emergency, needle stick or other immediate needs. The student is responsible for any charges incurred.

Students on self-selected elective rotations outside of affiliated facilities, along with SHSU-COM, must plan for their physical and mental health care needs with the University at the rotation site.

*Indicates a Community Health Center (FQHC). Individuals seeking subsidized (sliding fee) services must provide financial documentation for eligibility for services. Check for acceptance of insurance.

†Indicates a state supported local mental health authority or Community MHMR Center. Open to residents of the service area. Check for acceptance of insurance.
1. Tri-County Behavioral Healthcare  
http://www.tcmhmrs.org/  
Mental Health/Substance Abuse outpatient services/assessments with inpatient care located in Conroe. Accepts insurance and works on a sliding scale. Does not take Blue Cross Blue Shield. Must complete application.  
Conroe Medical Clinic: 233 Sgt. Ed Holcomb, Conroe TX 77304 936-521-6100  
Psychiatric Emergency Treatment Center: 706 Old Montgomery Rd. Conroe TX 77340  
24 Hour Crisis Hotline: 1-800-659-6994

2. Community Counseling Clinic  
http://www.shsu.edu/academics/counselor-education/community-counseling-clinic.html  
The Clinic is a training facility for Masters and Doctoral level students who are enrolled in the counseling program at Sam Houston State University. Counseling program faculty supervise all counseling sessions provided by counselors-in-training. The Counseling Clinic offers free counseling services to students and to the community. Ages pre-K to Adult.  
3380 College Park Dr. Conroe, TX 77384  
Call 936-202-5012 and leave confidential voicemail for appointment

3. St. Hope Foundation  
https://offeringhope.org/  
Accepts: Uninsured, Underinsured, Insurance, Medicare, Medicaid  
Income: All income levels accepted  
Fees: Sliding scale of fees based on income Services include: Primary Care, Medical, Dental, Vision, Pharmacy, Health Education/Nutrition.  
1414 S. Frazier, Ste. 105/106 Conroe, TX 77301  
936-441-2440

4. Montgomery Women’s Center  
http://mcwctx.org/  
The Montgomery County Women’s Center has been committed for many years to providing a 24-hour hotline, safe shelter, crisis intervention, counseling, advocacy and legal services to survivors of family violence, sexual assault and stalking.  
1401 Airport Rd. Conroe, Texas 77301  
Administration office: 936-441-4044  
24- Hour Crisis Hotline 936-441-7273
5. Interfaith Community Clinic
http://interfaithcommunityclinic.org/
Interfaith Community Clinic is a volunteer based healthcare center whose primary goal is to provide medical, dental, mental health counseling and social service support to those in our community who have no form of health insurance.
101 Pine Manor Drive, Oak Ridge North, TX 77385
281-364-7889

6. Veteran’s Individual/Group Counseling
https://www.houston.va.gov/locations/Conroe_VA_Outpatient_Clinic.asp
790 South Loop 336 West, 3rd & 4th Floors
Conroe, TX 77304
936-522-4000 or 800-553-2278 X 10900

7. Lone Star Lone Star Community Health Center
https://www.lonestarfamily.org/
Accepts: Uninsured, Underinsured, Insurance, Medicare, Medicaid
Income: All income levels accepted
Fees: Sliding scale of fees based on income Languages Spoken: English, Spanish
Services include: Women's Health, Men's Health, Primary Care, Pharmacy, Pediatric, OB/GYN, Counseling/Mental Health, Medical, Family Planning, Dental, Lab, Pregnancy, Application Assistance - Rx
605 South Conroe Medical Dr., Conroe TX 77301
936-539-4004

8. Texas Children's Pediatrics
https://texaschildrenspediatrics.org/locations/texas-childrens-pediatrics-conroe
Accepts: Uninsured, Underinsured, Insurance, Medicare, Medicaid
Income: All income levels accepted
Fees: Sliding scale of fees based on income
Services include: Primary Care, Medical, Dental, Vision, Pharmacy, Health Education/Nutrition
404 River Pointe DR Suite 100, Conroe TX 77304
936-756-8108
**Using Your Insurance**

On the back of the insurance card is a toll free number. Call the number to request an In-network provider. This is an agreement between your insurance company and the therapist to charge a set amount. If you go with a provider who does not have an agreement with your insurance company, you will likely be responsible for all charges.

**Superbill:** You pay upfront and send the receipt to your insurance company for reimbursement (minus copay/deductible). This must be approved by the insurance company prior to appointment.

**Deductible:** The amount you're responsible for paying for covered medical expenses before your health insurance plan begins to pay for covered medical expenses each year.

**Co-Pay:** Shared costs between you and the health insurance plan. For example, you pay 20 percent of costs and your plan pays 80 percent after the deductible is met.