

College of Osteopathic Medicine

Element 9.9: Health Service Locations



Sam Houston State University

**Sam Houston State University
College of Osteopathic Medicine
Member the Texas State University System**

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 student services 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
- **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.tricountybehavioralhealth.org/adult-mental-health>
- **The SHSU Student Health and Counseling Center**
 - Acute and preventive health service, counseling, dental care
 - 1608 Avenue J on the Huntsville campus.
 - Health: 936-294-1805/Counseling: 936-294-1720
 - <https://www.shsu.edu/dept/student-health-center/>
 - <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/> (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
 - 936-634-3537. 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
 - Lufkin Location:
 - 1316 Lakeview Drive
- **Burke Center[†]**
 - Behavioral Health, Crisis intervention, substance abuse services
 - **Crisis Line: 800-392-8343**
 - Locations in Nacogdoches and Lufkin
 - Lufkin Location:
 - 1522 West Frank
 - 936-630-3799
 - Nacogdoches Location
 - 4632 NE Stallings Drive
 - 936-558-6200

Southeast Texas Region

- **Samaritan Counseling Center of Southeast Texas**
 - Mental Health. Accepts most insurance plans
 - 409-300-3321. 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
 - 409-835-2900. 3030 North Street. Ste. 420. Beaumont, TX 77702
- **NewPath Counseling Group**
 - Mental Health. Accepts most insurance plans
 - 409-515-7287. 3560 Delaware, Ste. 402, Beaumont, TX 77706
- **Gulf Coast Health Center , Port Arthur**
 - Medical, dental and mental health services
 - 2548 Memorial Blvd
 - 409-983-1161
- **Legacy Community Health, Beaumont**
 - Medical and dental services
 - 450 North 11th Street
 - 409-242-2577
- **Spindletop Center[†]**
 - Crisis services, behavioral health and substance abuse
 - **Crisis Line: 800-937-8097**
 - 655 S. 8th Street, Beaumont
 - 409-869-1063

Fort Bend County Region

- **Access Health***
 - Medical and behavioral health services
 - 40 Austin Street, Richmond
 - 281-342-4530
- **Texana Center[†]**
 - Behavioral Health
 - **Crisis Line: 800-633-5686**
 - 1818 Collins Road, Richmond
 - 281-239-1300
- **Fort Bend Premier Care**
 - Medical Services only. Accepts most insurance.
 - 281-342-9500. 1505 Liberty St, Richmond, TX 77469
- **William Freeman LCSW**
 - Mental Health Svcs. Accepts most insurance plans.
 - 281-241-1555. 2116 Thompson Road Ste. 101, Richmond, TX 77469

Free Group Support:

- Suicide Prevention and Bereavement. Every Fri. 12:30pm. Call Mrs. Asma Rahim 832-308-8146
 - RCCS, 10701 Corporate Drive, Large Conference Room, 1st Floor, Stafford, Texas 77477

Ennis and Corsicana Region

- **Hope Clinic***
 - Medical, dental and behavioral Health
 - 805 West Lampasas, Ennis
 - 972-923-2440
- **Dalsan Counseling**
 - Mental Health Counselors. Accept most insurance plans
 - 903-874-7133 Medical Arts Plaza, 301 Hospital Dr. Ste. 198, Corsicana, TX 75110
 - <http://www.dalsancounseling.com/>
- **Medical Associates at Corsicana Crossings**
 - Medical. Accepts most insurance plans
 - 903-872-6065. 3201 Corsicana Crossing Blvd. Corsicana, TX 75109

All regions

**National Substance Abuse and Mental Health Services Administration Help Line:
800-662-4357**

**National Suicide Prevention Lifeline:
800-273-8255**

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.



Student Mental Health Resources - Conroe

MEMBER THE TEXAS STATE UNIVERSITY SYSTEM



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 **936-521-6300**

Psychiatric Emergency Treatment Center: 706 Old Montgomery Rd. Conroe TX 77340 **933-538-1150**

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. Call **(936) 202-5012** and leave confidential voicemail for appointment.

3380 College Park Dr. Conroe, TX 77384

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. Call **(936-441-2440)** 1414 S. Frazier, Ste. 105/106 Conroe, TX 77301

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. 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

690 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.

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.

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.

| Procedure Step/Task | | Responsible Party |
|----------------------------|--|---|
| 1. | SHSU will secure the services of licensed mental health care providers and maintain clinic facilities that are dedicated to enrolled students. | SHSU Counseling Center |
| 2. | Facilities will provide services during regular business hours but may extend those hours based on course schedules and other factors. | SHSU Counseling Center |
| 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. | SHSU Counseling Center |
| 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. | Dean of Students Office |
| 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. | Student Health Services SHSU Counseling Center |
| 6. | SHSU will provide proactive wellness/prevention programming targeted at identified areas of student need. | SHSU Counseling Center Office of Health Promotions |
| 7. | SHSU will identify physical health services that can be accessed by COM students who are not located at the SHSU-COM campus. | SHSU Counseling Center |
| 8. | SHSU-COM will provide information to its students regarding these services during new student orientation and on the SHSU-COM website. | SHSU-COM Dean, Office of Student Affairs |

Procedure Title: Physical Health Services

Corresponding Policy: SHSU-COM Health Services Policy

COCA Standard/Element: COCA 9.9 Physical Health Services

Effective: Upon Receiving Pre-

Accreditation Status

Revised: January 29, 2019

Description:

SHSU-COM will provide access to physical health services that respect each student's right to privacy.

| Procedure Step/Task | | Responsible Party |
|----------------------------|---|---|
| 1. | SHSU will secure the services of licensed medical providers and maintain clinic facilities that are dedicated to enrolled students. | Student Health Center |
| 2. | Facilities will provide services during regular business hours but may extend those hours based on course schedules and other factors. | Student Health Center |
| 3. | SHSU Student Affairs will assure that the student clinic is an approved provider for carrier(s) offered by the college. | SHSU Student Affairs |
| 4. | Access to psychiatric services will be available on campus at least two days per week with off campus services available the remaining times. Students may self-refer, be referred by the student clinic or another health care provider. | Student Health Services SHSU Counseling Center |
| 5. | SHSU will provide proactive wellness/prevention programming targeted at identified areas of student need. | SHSU Counseling Center Office of Health Promotions |
| 6. | SHSU will identify physical health services that can be accessed by COM students who are not located at the SHSU-COM campus. | SHSU Counseling Center |
| 7. | SHSU-COM will provide information to its students regarding these services during new student orientation and on the SHSU-COM website. | SHSU-COM Dean, Office of Student Affairs |

Procedure Title: Healthcare Providers

Corresponding Policy: SHSU-COM Health Services Policy
COCA Standard/Element: COCA 9.10 Non-Academic Health Professionals

Effective: Upon Receiving Pre-Accreditation Status
Revised: December 21, 2018

Description:

SHSU-COM shall train faculty, staff, and students to ensure that students do not enter into a diagnostic or therapeutic relationship with students. A reporting structure shall also be in place to ensure compliance.

| Procedure Step/Task | | Responsible Party |
|----------------------------|---|-------------------------------------|
| 1. | Clinical faculty shall be notified that they are not to enter a diagnostic or therapeutic relationship with students. | Associate Dean for Clinical Affairs |
| 2. | The students shall be notified that they are not to enter a diagnostic or therapeutic relationship with full time or community clinical faculty who may evaluate them. | Associate Dean for Clinical Affairs |
| 3. | A student who has a previous diagnostic or therapeutic relationship with a clinical faculty member shall not be evaluated by that faculty member and shall be precluded from having that health care provider as their primary preceptor. | Associate Dean for Clinical Affairs |
| 4. | In the event that a student, in an emergency or other urgent situation enters into a diagnostic or therapeutic relationship with a faculty member, the event shall be reported within 24 hours, and the faculty member must recuse him/herself from evaluation or promotion decisions regarding that student. If the student is on a rotation with the faculty member, the student shall be assigned to an alternate preceptor. | Associate Dean for Clinical Affairs |
| 5. | Nothing in the policy is meant to preclude a health care professional from entering into a diagnostic or therapeutic relationship with a student in an emergency situation. | Associate Dean for Clinical Affairs |

Procedure Title: Health Insurance

Corresponding Policy: SHSU-COM Health Services Policy
COCA Standard/Element: COCA 9.11 Health Insurance

Effective: Upon Receiving Pre-Accreditation Status
Revised: December 21, 2018

Description:

SHSU-COM students shall be required to retain health insurance while enrolled at the medical school.

| Procedure Step/Task | | Responsible Party |
|----------------------------|---|--------------------------|
| 1. | Students shall be notified that they are required to carry health insurance while enrolled in SHSU-COM | SHSU Student Affairs |
| 2. | Students shall be required to provide proof of insurance upon matriculation and maintain coverage throughout their enrollment period. | SHSU Student Affairs |
| 3. | Student shall be provided with an opportunity to purchase health insurance through the University program | SHSU Student Affairs |