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## SUNY Student Tele Counseling Network- Welcome!

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Erin N. Becker <BeckerEr@upstate.edu>

Mon, Dec 5, 2022 at 2:04 PM

To: Christine Bonarski <cbonarsk@corning-cc.edu>, "mdiakite@corning-cc.edu" <mdiakite@corning-cc.edu>, "johnson\_s@corning-cc.edu" <johnson\_s@corning-cc.edu>

Hello,

Welcome! We are excited to have you on board. The next step is for you to send us a referral. We can receive referrals several ways, so whichever you are most comfortable with works for us: Email to my email address ([beckerer@upstate.edu](mailto:beckerer@upstate.edu)), fax to our dedicated fax number (315-464-5827) or in our DropBox account in the "Referrals Inbox" folder.

### **Our Referral workflow is as follows:**

School clinicians identify a student who may benefit from referral

School coordinator and/or clinician will complete SUNY-STCN referral requirements and fax/email to Erin Becker or Emily Shaben or upload to "Corning CC Referrals" within the "Referral Inbox" on DropBox. Please reply to this email with the appropriate person(s) to add to our DropBox account and I will get an invite out right away!

Once we receive a complete referral, we will send a CLINICOM Invite to students to complete an online assessment which takes about 20 minutes to complete. **Please mention the CLINICOM assessment by name to student at time of referral**, so they know to expect it via text/ email and don't think it's spam.

Once the student completes the CLINICOM assessment, we will send to Drs. Lucas, Saletsky, or Garba for review. Dr. Lucas will review the assessment/ Telepsych/ Med Management type of referrals, and Dr. Robbi Saletsky and Dr. Ramya Garba will review CBT type referrals.

Once approved, we will contact the student to schedule the appointment. The student will then receive a text confirmation of the scheduled intake appointment with their provider's Zoom link and our phone numbers to call us with questions or in order to reschedule.

We will input the intake appointment into Titanium (our electronic health record), and then email the provider to inform them of the appointment date and time.

The coordinator at the school will receive notification of a student's appointments so that they can keep track of the student's status.

Referrals must contain all requirements. If missing any documents, Erin or Emily will email the referring clinician or school coordinator and ask them to have the student complete the missing questionnaire(s)/documents. Incomplete referrals are held until we receive the missing documents.

### **Referral Requirements:**

- **Referral form** -demographics and reason for referral
  - Encourage them circle as many times as possible for their schedule

- Your school should white out or remove any days and times your counseling center cannot facilitate appointments
- **SUNY STCN Consent form**
- **HealthConnections Form**
  - Please encourage students to sign this as it allows our providers access to notes/medication lists/ labs from anywhere the student has been in the region.
  - Note that the students' information is already "out there" per NYS law. This signature simply allows our providers to access it
- **CSSRS** to include an SI Narrative with any past or present SI history or history of attempts
  - \*\*please note this form needs to be administered to a student by a counselor/clinician and answers recorded by the counselor/clinician\*\* Also, if there is any suicidality, Dr. Lucas requests you send a brief (2-3 sentence) narrative on past attempts/ current ideation.
- **Consult Questionnaire** (this is for CBT referrals only— no need to send with med mgmt. referrals or assessment only referrals)

### **SUNY STCN Contact Info and Provider Zoom links**

Please feel free to contact Erin Becker for any needs with coordinating student care, technical help, and general questions

Please **do not share the providers' email address or phone number with students**. Those are given out by the provider at their discretion. I have created a **separate** document with just the providers' name and zoom link - for ease of access. Again, I give the zoom links out during the intake confirmation text, but it's helpful for clinicians and coordinators to all have access to contact info.

Email: [beckerer@upstate.edu](mailto:beckerer@upstate.edu)

Office: 315-464-3138

Fax: 315-464-5827

Cell: 315-256-3029 **(Please do not give my cell out to students)**

### **Notes**

We will upload the first note and their CLINICOM report after intake appointment, as well as discharge summaries

Counselors/Coordinators should request any updates and notes as needed

## **Transition of Care**

Upon acceptance to our program, we ask that any student without a local pcp would be guided in the process of obtaining one, and/or initiate referral to local community psychiatric prescriber

## **No Show Policy**

3 no shows or 2 consecutive no shows may result in student being dropped from the program

At the end of each week, we will call students who no showed their appointments and attempt to reschedule them

Please let me know what initial questions you have, and if you would like to set up another zoom call, I'm happy to meet "face to face" as well. Thank you, and we look forward to your referrals!

Sincerely,

Erin Becker

Erin Becker

Program Administrator

SUNY Student Tele Counseling Network

Norton College of Medicine at

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#### 7 attachments



**2022-2023 Provider Zoom Links.pdf**

125K



**2022-2023 SUNY STCN Provider Contact List.pdf**

119K



**Consent for telepsychiatry 11.22.22.pdf**

125K



**Consult questionnaire for CBT Referrals.docx**

14K



**C-SSRS-Screener-Word Format.pdf**

99K



**HealthConnections Consent.pdf**

186K



**SUNY --Updated Reg Form.docx**

19K