



Counseling Center  
Consultation and Psychological Services  
106 Frazee Hall  
Lexington, KY 40506-0031  
Phone: (859) 257-8701  
Fax: (859) 257-3319  
[www.uky.edu/counselingcenter](http://www.uky.edu/counselingcenter)

### Informed Consent

Psychotherapy has benefits and risks and no guarantee of the results of counseling can be made. Psychotherapy often leads to a significant reduction of feelings of distress, better relationships, and resolution of specific problems. Risks may include experiencing uncomfortable feelings, recalling unpleasant aspects of your past, or even a worsening of symptoms. Psychotherapy varies depending on the personality of both the therapist and the client and the particular problems that the client brings. There are a number of different approaches that can be used to address your concerns. In order to be most successful, you will have to work both during sessions and at home. We will ask you to complete a questionnaire about your feelings before each appointment as a way of monitoring your progress. You may also be asked to evaluate our services using an anonymous evaluation form.

Information in the possession of the Center regarding the content of your counseling sessions or the results of testing is confidential and can be released only with your permission with some exceptions. To provide professional consultation and supervision, other professional staff within the Center may have access to confidential information. In the rare circumstance that clients are at risk for serious or life-threatening harm to self or others, the Center reserves the right to communicate with appropriate members of the UK community to ensure safety. There are legal exceptions to this confidentiality which include: 1) when the information relates to a clear and present danger of harm to oneself or others; 2) mandated reporting of threats of violence, harm, or abuse and neglect (from evidence or suspicion); 3) and other disclosures that may be required by law. Such disclosures will be made to an appropriate authority and will be limited to material directly pertinent to the reduction of that danger. The Center cannot guarantee the confidentiality of records once they are released.

*I understand that counseling is an active cooperative effort of both student and counselor and I agree to make a good faith effort. I further understand that UK Counseling Center counselors will carry out their responsibilities in accordance with all applicable state laws and ethical standards of their profession. Copies of this information and the UKCC service policy have been made available to me throughout the Center and online.*

### Counseling Center Service Policy

**Eligibility:** Counseling services are provided without charge to University of Kentucky students taking at least six (6) credit-bearing hours for which tuition and fees are charged, or masters and doctoral students who are enrolled in thesis/dissertation credits. University employees taking only free courses as an employee benefit are not eligible for services at UKCC. The Center provides services on a short-term basis. Eligible students are entitled to an initial evaluation. Once the initial evaluation (which may include a diagnosis) is complete, a recommendation regarding the best type of service will be made – group, couples, individual, career decision-making session, or workshop. Some students have needs not served by the Center and may be referred to other services on campus or in the community. To be eligible for services in the summer, you must meet one of two criteria: 1) be enrolled for at least one credit hour at UK for either summer session, or 2) have been enrolled at UK during the previous spring semester **and** be pre-registered for the upcoming fall semester.

**Emergencies:** If you are in an emergency situation and need immediate help after office hours, contact your RA, Hall Director, 911 or go to the nearest hospital emergency room. Students experiencing crisis situations during office hours will be seen as soon as possible after contacting the office. If you have an urgent consultation need after hours that is not life-threatening, you may call the UKCC at (859) 257-8701 and press 1 to speak to a counselor.

**Staff:** Services are provided by licensed psychologists and social workers and supervised trainees. If at some time during your therapy you would like to change counselors, this is generally acceptable; you will be asked to discuss this request briefly with your current counselor or another available clinical staff member.

**The Counseling Center as a Training Facility:** The Counseling Center is a training facility for advanced graduate students in clinical and counseling psychology. These students are required to follow the same confidentiality and ethical standards as the other professionals in the Counseling Center.

In order to provide supervision and ensure that our clients receive an appropriate level of service, graduate students are required to record all sessions or be directly observed by their supervisor. Recordings may be reviewed by clinical staff or off-site faculty supervisors and discussed during regularly held confidential training sessions. Recordings are stored securely and erased when use is complete. Your counselor will ask for your permission to be recorded or observed. Counseling services are not conditional upon being recorded. You may refuse to give this permission and still receive services. If you do not wish to be recorded or observed, your counseling session will end and you will be asked to reschedule an appointment with another counselor. It is our experience that recording and observation rarely interfere with the counseling process. In addition, clients benefit by having two professionals involved on a regular basis with their treatment.

**Records:** The Counseling Center maintains records in a manner that meets the standards of our accrediting agency and state law. Client records are kept primarily in electronic format. These records are maintained on a secure server separate from other university records. Hard-copy or paper records may also be kept. These are maintained in double-locked files. According to state law, you have a right to access your records. If you wish to access them or have questions about how to do so, please ask your counselor or the Director of the Center.

**Making Appointments:** Office hours are Monday - Friday, 8 a.m. to 4:30 p.m. Scheduled evening appointment times may be available for those unable to attend appointments during regular UKCC hours. Please discuss special scheduling needs with your counselor. To schedule an appointment, please call the receptionist at (859) 257-8701. Counseling services are provided in person and by appointment. Appointments are typically scheduled for 50 minutes per session. The frequency of your appointments will be determined in consultation with your counselor. Please feel free to bring up any concerns or questions you have about your appointment schedule.

**Keeping Appointments:** A missed appointment hinders your progress and limits service availability to other students. On rare occasions, you or your counselor may have an emergency or be unable to start on time. Please contact the office if you must cancel or will be late for a session. If you are late, it may not be possible to meet for the full session, as it is likely that your counselor will have another appointment scheduled after yours. If you are more than fifteen (15) minutes late for your appointment, you may be asked to reschedule. Failure to cancel by 4:00 pm the day prior to your appointment will result in the missed session being considered a no-show. Second and subsequent no-shows will be charged a \$20 fee. Should you have three no-shows, or routinely cancel appointments, you may become ineligible for Counseling Center services. You may speak to your counselor or the Daytime On Call (DOC) counselor regarding this. Please be aware that if you miss multiple appointments your original counselor may not have schedule availability to resume meeting with you, so a referral to another staff member may be required.

**Referrals/Medication:** If at any time you wish another professional's opinion, we will assist you in finding someone qualified and provide the essential information needed.

In some cases, referrals for consultation with other professionals may be made if your counselor believes additional help is needed for your counseling to be successful. These referrals may be with a psychiatrist regarding medication or with another health professional, depending upon the issue. You may decline such a referral or, having seen another professional, decline to accept their recommendations. If you decline a referral or decline to follow professional recommendations and your counselor believes that further counseling at the Counseling Center will not be productive, s/he, in consultation with the Director, may end counseling with you. Such an ending shall take place after a discussion with you outlining the reasons for the decision. In that case you will be given referrals to other counseling professionals whom you may wish to contact. At a later date, you may schedule a counseling appointment to reassess your situation and the appropriateness of further services at the Center.