

Phone Screens

Purpose

Students interested in mental health services will generally start with a phone screen with one of our clinicians (Therapists). The phone screen usually takes approximately 15 minutes, and the purpose is to gather some preliminary information about you and the concerns you would like to address. You and the clinical staff member conducting your screen will decide on the best option(s) to address your concerns. The CSDC will provide some level of support to all persons who call for assistance, with top priority given to students. Support for students during this COVID-19 response period may include evaluation of underlying problem(s), triage and case management, crisis intervention, brief solution-focused therapy, peer-to-peer support, skill-building workshops and outreach, and/or referral to on-campus resources and community providers. If you are referred for individual counseling with a CSDC therapist, you may or not be matched with the therapist you spoke with over the phone.

Confidentiality

While a phone screen is not considered “therapy”, the information you provide is still considered confidential. There are, however, some exceptions to the protection of confidentiality. These exceptions include times when the clinician believes there is imminent danger for you or others (i.e., risk of suicide or homicide, suspected abuse and/or neglect to a child or vulnerable adult). If you have any questions about confidentiality during the phone screen, please ask your screener.

Privacy

Please be aware that our phone number will appear as a generic “(808) 956-0000”, and not the CSDC phone number (956-7927). This protects your privacy. To further protect your privacy, please try to find a private location to conduct the phone screen. The clinician who returns your call will ask you questions that you may not wish to answer in a public space.

Past clients returning for services

If you are calling to re-engage with services after a break, please let the front desk staff know when you schedule. If you have not seen your past therapist or had an intake appointment in the past 6 months, you may be required to complete a phone screening so we can get updates from you regarding symptoms or current needs. During the screen call, you may request to see your previous therapist or someone new for ongoing sessions.