

Counseling & Psychiatry Services (CAPS)

Frequently Asked Questions about the new CAPS Office – March 15, 2017

What is CAPS?

CAPS will be the new place on campus for students seeking help for a wide range of concerns, including: depression, anxiety, stress management, homesickness, adjustment or acculturation, relationships, gender and sexual orientation (LGBTQ) issues, substance abuse, traumatic experiences, eating or body image concerns, and other personal mental health concerns. CAPS will combine the clinical services of the MSU Counseling Center and Olin Psychiatry Clinic under one roof to provide improved access for students. Additional services will be available in the Neighborhood Engagement Centers.

CAPS will continue to put students first, welcoming every student and taking into account all aspects of a student's identity, such as race, ethnicity, culture, religion, language, gender, and sexual orientation.

Who provides CAPS services?

Counseling and Psychiatry Services are provided by staff from a wide range of professions, including care managers, social workers, licensed professional counselors, psychologists, psychiatrists, and psychiatric nurses.

Where will CAPS be located during spring, summer, and fall?

Counseling Center services will remain at the Student Services building through the spring and summer 2017 semesters. Counseling and Psychiatry will ultimately both be located at Olin Health Center in the future – perhaps by fall 2017.

Where do I start, or refer someone, for mental health services at MSU?

Begin at the Counseling Center in the Student Services Building during spring and summer semesters. More information is available at <http://counseling.msu.edu/>

Will it be easier for me to make a mental health appointment?

Same day walk-in appointments to meet with a clinician will continue to be available, as will same day crisis services. With this new model, the hope is that we will see less wait time between the initial visit and the second appointment. CAPS will also work with community resources to provide referrals for students when needed.

Is confidentiality affected?

Client confidentiality is and will continue to remain a top priority. MSU Counseling and Student Health Services currently follow and will continue to follow all professional standards and state and federal laws.

Your identifiable health information will not be shared outside of the MSU Health Team without your approval unless allowed or required by law. A copy of our Notice of Privacy Practices can be found online at http://olin.msu.edu/pdfs/NPrivacyP-Revision12_1_2016.pdf

Will counseling appointments be made through the Student Health System? Can we make appointments with our clinician like we have in the past? Or can we make appointments online?

The system for scheduling appointments is being looked at carefully to determine the best balance and efficiency of student and provider time and effort. We do not yet have the ability to allow clients to schedule online.

How many free visits to Olin do you get? Are they lifetime visits or per year?

Ideally, we would like to continue to offer counseling visits at no charge using a brief treatment model. The number of prepaid visits and lifetime visits for psychiatry and primary care are under review. The current practice of three lifetime psychiatry visits and three primary care visits per year will remain in effect until August 14, 2017.

If I make an appointment, will my parents find out?

No one from CAPS will tell your parents that you scheduled an appointment.

Will the walk-in appointments for the first appointment still be available without a scheduled appointment?

This has not yet been determined. It is likely that there will be some walk-in hours and crisis hours available Monday through Friday.

My question wasn't answered. Who can I ask?

You may submit a question via email to caps@msu.edu. We will make every effort to respond to questions about the upcoming changes within one week of submission. **If you have a question or concern about a need for care, please call the Counseling Center directly at 517.355.8270.**

As decisions are made, how do we find out about the changes?

CAPS.msu.edu will soon be available to provide updates and other pertinent information about the move to CAPS.