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John J. Venezia
2010

**The Capstone Committee for John Joseph Venezia Certifies that this is the
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**School-based Telemental Health at the University of Texas Medical
Branch: A Compilation and Design of a Standard Operating
Procedures Manual**

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**School-based Telemental Health at the University of Texas Medical
Branch: A Compilation and Design of a Standard Operating
Procedures Manual**

by

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Capstone Project

Presented to the Faculty of the Graduate School of
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of the Requirements
for the Degree of

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Dedication

Dedicated to my loving wife and family, without their support my accomplishments
would not be possible.

Acknowledgements

I would like to acknowledge the leadership and staff of the UTMB Telepsych department. This project would have never been successful without their guidance and constructive feedback.

**School-based Telemental Health at the University of Texas Medical
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Procedures Manual**

Publication No. _____

John J. Venezia, MPH

The University of Texas Medical Branch, 2010

Supervisor: John F. Thomas

Our nation is undergoing reform to close the gap on health care disparities within its population. Tendering services to everyone regardless of ability to pay will, no doubt, increase the number of people served; however, simply offering will not ensure total population compliance in seeking health care. Bringing health care to the people will help bridge the gap that remains. For fifty years clinics have been introduced to schools to bring health care to students who may not otherwise get health care. These school-based health clinics (SBHCs) have evolved from offering primary care to comprehensive specialty care to include mental health services. Concurrently, health care has evolved technologically to include electronic health records and telemedicine. UTMB has a telepsych program that has been very successful and is on the cusp of an impressive expansion project that will double the number of current care sites. The program is in need of a standard operating procedures manual that can be utilized for training of impending new personnel and ensuring a consistent quality of care. The aim of this project is develop such a manual that will provide assistance and grow with the program.

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SPECIFIC AIMS

“Because that is where the money is!” is the statement said by bank robber, Willie Sutton, when asked why he robbed banks. A previous professor used that quote to drive home the point of focusing a patient’s initial physical exam on the area where the greatest gains could be made in the quickest time. The same can be said about why we should put pediatric health centers into the schools, because that is where the children are. School-based Health Centers (SBHCs) have been around since the 1960’s and by 2008, there were more than 1,700 SBHCs in 44 states.^{1,2,3,4} The goal of these centers is to provide primary, preventive, and mental health care services for students.⁵ School violence, high dropout rates, high suicide rates, and increased levels of high-risk behaviors are being reported in schools across the country.⁶ Almost 21 percent of U.S. children ages 9 to 17 have a diagnosable mental or addictive disorder associated with at least minimum impairment.^{6,7,8} With the limited number of physicians in both primary care and subspecialties, telemedicine can bring this needed care to underserved or to remote locations.⁹

UTMB currently runs telemental health clinics at four sites in Galveston, Texas. They offer on-site case management, clinical services (individual and group), videoconference-enabled psychiatric consultation and counseling, an electronic medical records system, a 24-hour hotline, and website services.¹⁰ Although only in Year Four, the UTMB Telemental Health Program is close to doubling in size this year by opening five new sites. Currently there is no central depository of information to which the staff can go for administrative support. In October 2009, the American Telemedicine Association (ATA) released *Practice Guidelines for Videoconferencing-Based Telemental Health*. It asserts that standard operating procedures/protocols (SOPs) **shall** be in place to ensure uniform quality care to the patients.¹¹

To meet this standard, a Standard Operating Procedures Manual will be created. It will require interviewing the current staff and transferring their collective knowledge and skills to a functional reference instrument. Included in this tool will be the forms and reference materials needed to enable any staffer to provide a consistent quality of patient care. My intention is to assist the current staff to centralize the material and provide a baseline guide that will be able to grow with the program. The objective is to provide a manual that will satisfy the ATA guidelines and help with the training of new personnel to keep up with the escalation of the program.

The UTMB Telemedicine program is one of the largest in the country serving remote areas as well as the entire Texas Department of Criminal Justice.¹² While telemental health is only one aspect of it, it has been successful and has great potential to expand to other counties outside of Galveston. The terms telemental health and telepsych will be used interchangeably in this paper. By establishing SOPs, this growth can be more efficiently realized. My intention is to facilitate the creation of a living document that will grow and transform with the future needs and requirements of the program. In addition, if benchmarked by other burgeoning programs, UTMB would have product that it could share so that their success could be duplicated.

BACKGROUND

School-based Health Center (SBHC)

School-based Health Centers (SBHCs) have been growing in numbers since their inception in the 1960's. They sprang from the efforts of the American Academy of Pediatrics through its Community Access to Child Health (CATCH) program.¹ Although the spread was slow at first, with the support from the Robert Wood Johnson Foundation they took off, experiencing a large boom in the 1990's, and are continuing to grow.^{2,13} By 2008, there were more than 1,700 SBHCs in 44 states.^{2,3,4}

The goal of these centers is to provide primary, preventive, and mental health care services for students.⁵ They exist in all levels of schools from elementary through high school. Many of the students they serve do not have access to regular care and lack essential health care.^{2,14} SBHCs provide a safety-net to catch these medically underserved children.^{4,5} This is especially important if we wish to meet the objectives of Healthy People 2020 in which there is a call to increase health education in schools and community-based primary prevention services.¹⁴ It has long been an issue to get individuals to regularly see their health care providers; with SBHC we can bring the providers to them.

SBHCs form a complementary relationship with the school in which they are located and offer a comprehensive range of services to meet the physical and behavioral needs of the community's youth.³ This partnership brings the health care provider to the children in the environment where they spend a majority of their day.⁴ In this environment multiple staff in various situations are providing supervision and evaluation. Besides the personnel, the geographical convenience is important for success of the programs and the appreciation of parents nationwide. Barriers such as lack of transportation and time away from work are minimized by the geographic consolidation of school and health care. This consolidation also facilitates parental participation since most families live in close proximity to the school their children attend.^{6,15}

The relationship is showing to be symbiotic; as patient care and treatment is enhanced by the closeness with the school, the school also benefits. One 2000 study saw a decrease in absenteeism and tardiness in adolescents that were seen at a SBHC.¹⁶ Walker et al. 2010 reported academic improvement in high risk high school students seen at a SBHC.¹⁷

Mental Health in SBHCs

Along with providing primary care services in SBHCs, many also provide mental health services to the students. Included with the benefit of physical proximity, children's behaviors are constantly being evaluated by the teachers and staff and having them close for referral will benefit the child's diagnosis and treatment. Additionally, providing mental health services in a known, comfortable setting reduces the stigma and additional stresses of traveling to unfamiliar locations that may be outside the boundaries of their community setting.⁶ In 1992, the NIMH (National Institute of Mental Health) MECA (Methodology for Epidemiology of Mental Disorders in Children and Adolescents) study reported, "estimating that almost 21 percent of U.S. children ages 9 to 17 had a diagnosable mental or addictive disorder associated with at least a minimum impairment."⁸ These results are also cited on the U.S. Surgeon General website and in the current policy statement on *School-Based Mental Health Services* of the American Academy of Pediatrics (AAP).^{6,7} Acknowledging that school violence, high dropout rates, bullying, high suicide rates, and increased levels of high-risk behaviors are being reported in schools across the country, the AAP supports the implementation of school-based mental health services. Through them the AAP anticipates a promising future for the improvement of mental health care services for children and adolescents throughout the country.⁶

Telemedicine

The American Telemedicine Association (ATA) gives the following definition of telemedicine: "Telemedicine is the use of medical information exchanged from one site to another via electronic communications to improve patients' health status. Closely associated with telemedicine is the term "telehealth," which is often used to encompass a broader definition of remote healthcare that does not always involve clinical services. Videoconferencing, transmission of still images, e-health including patient portals, remote monitoring of vital signs, continuing medical education and nursing call centers are all considered part of telemedicine and telehealth."¹⁸ In 2009, Bashshur and Shannon published *The History of Telemedicine* which offers an impressive documentation of telemedicine history. Although it may not fall under the specific guidelines of the current ATA definition, their text points out that since man has been able to communicate over distances with fire, smoke, or sound; communication containing medically pertinent information was a form of telemedicine.¹² There are numerous medical organizations that operate through the use of telemedicine. Many of them use it out of necessity

due to austere or remote environments. A non-exclusive list of just a few of these organizations includes the National Aeronautical Space Association (NASA), the military, and the medical organizations that support remote locations in large states like Alaska and Texas or Polar regions. The University of Texas Medical Branch (UTMB) provides telemedicine support for the Texas Department of Criminal Justice (TDCJ) with annual telemedicine visits of over 40,000 through their Electronic Health Network.¹²

With the limited number of physicians, in both primary care and subspecialties, there is a sweeping national realization that telemedicine can bring care to more heavily populated but underserved urban and rural areas just as efficiently as those in remote locations.¹⁶ In the current technical report on *Telemedicine: Pediatric Applications*, the AAP foresees considerable promise in telemedicine for pediatric patients by improving health care services available and increasing access to specialty care.¹⁹

Telemental Health at the University of Texas Medical Branch (UTMB)

UTMB is located on Galveston Island in Galveston County, Texas. Galveston County has total population of approximately 300,000 (approximately 26% are 17 years old or younger) distributed over 877 square miles from the island to Harris County of Houston, Texas.²⁰ Galveston County School Districts consists of nine independent school districts that include Clear Creek, Dickinson, Friendswood, Galveston, High Island, Hithcock, La Marque, Santa Fe, and Texas City which are headquartered out the cities with their corresponding names.¹⁹ UTMB has a total of four school-based telemental health service sites for the entire county at the present time; all located on Galveston Island.¹⁰

Initially the funding of the program was largely provided by the Robert Wood Johnson Foundation which continues to champion providing health care to those who need it. Additional funding from other local/national foundations as well as from the Galveston County Independent School District has helped to not only sustain the program but has allowed for growth. It is currently in its fourth year and saw patient volume increase 300% from Year Two to Three. UTMB offers on-site case management, clinical services (individual and group), videoconference-enabled psychiatric consultation and counseling, an electronic medical records system, a 24-hour hotline, and website services.¹⁰

UTMB Program Growth

The UTMB telemental health services program is on the cusp of great expansion. During the Spring 2010 semester the program is planning to open up to five new sites off the island to provide closer coverage for the other independent school districts of Galveston County. Currently, all students must travel down to the island for treatment whether it is face-to-face or through telemedicine. The expanding number of sites will enable mental health care providers to increase their coverage within the county. The increase in program size will, at least initially, place a strain on the current personnel with the increased workload and training responsibilities.

To make the expansion a success it is important to consider needed hardware, different settings, new staff, and personnel capabilities.¹⁹ The latter two can be more challenging to address than obtaining the necessary space and hardware needed to set up a school-based clinic. New personnel will require training and the resources necessary to be successful. Investment in these areas will minimize the learning curve and decrease stress and frustration on the staff and the patients. Continuity of care through consistent practice standards is essential to provide the best mental health care possible.

Standard Operating Procedures (SOPs)

In October 2009, The American Telemedicine Association (ATA) released *Practice Guidelines for Videoconferencing-Based Telemental Health*. It asserts that standard operating procedures/protocols (SOPs) *shall* be in place to ensure uniform quality care to the patients.¹¹ SOPs are “detailed, written instructions to achieve uniformity of the performance of a specific function”.²² Standard operating procedures are used in business, government, medicine, research, aerospace, and the military; just to name a few.²³ They provide consistency (which people need to achieve top performance) and reduce variation, ensuring the same quality outcome each time a task is performed. Well-written SOPs can facilitate training and cross training.²⁴ They can provide a positive comfort level and reduce stress in performing required functions in the workplace. Standardization can ensure a level of quality, efficiency, and safety.²²

The staff that performs each specific function should be involved in the process of creating SOPs. Not only will they provide valuable feedback about how the task is performed daily in the field, but people tend to be supportive of the things they create.²⁴ Once the SOPs are

established, they will require staff compliance and periodic review to maintain validity.^{22,24} Scheduled evaluation of the SOPs can ensure that they include the current information and control what is called “procedural drift”.²⁴ This is the continual wandering away over time from current guidelines. SOPs will ensure that regardless of the staff or location, the same high quality product that UTMBs Telemental Health clinics provide will be consistent from patient to patient.

METHODS

The Telepsych Program at UTMB is in its fourth year and on the verge of expansion. Currently there is no central depository of information to which staff can go for direction and administrative support. As the program grows and new personnel and sites are added, a manual of Standard Operating Procedures (SOPs) is needed. It will reduce stress placed on the present staff and program caused by the approaching expansion. It can ensure consistent training and help maintain the high quality of patient care that UTMB provides currently as a smaller entity. By creating this manual, UTMB can align themselves with the guidelines set forth by the American Telemedicine Association (ATA) published in October 2009.

For my capstone, I have created a Standard Operating Procedures (SOPs) manual for the UTMB Teen Health Telemental Health Program. Data collection was through two basic mechanisms; observations and interviews. A general working knowledge of the program was a critical initial step. This was accomplished through six site observations. Visits were conducted during clinic hours at face-to-face and telemedicine sites. During these visits, interviews were conducted with the two senior casemanagers who are the subject matter experts on patient care within the program. Throughout these discussions, each step was documented as they walked through the progression of patient care from initial patient workup to patient disposition. For each element, casemanagers were asked to submit the current procedures which served as the standard protocols for that element of care. Due to the nature of mental health, an emphasis on mental health crisis intervention was performed.

A true understanding of the documentation process in health care cannot be accomplished if the forms are petitioned without explanation. A familiarity with each of the forms and documents used in patient care was needed. Interviews were conducted with two administrative staff with different levels of experience on the utility of each form and document. Understanding of the form content and utilization was assessed. Staff input directed whether forms needed updating or changing.

It is important to mention that the interactions with the casemanagers and administrative staff were an open dialogue with the solicitation of suggestions and recommendations. Their active participation was vital to the success of the manual as anything more than a binder of forms. The involvement in the development of the manual will encourage the staff to take

ownership and therefore ensure future use, continued contributions, and longevity of this living document.

Throughout this process, drafts were presented to the managers to guarantee that the product stayed within their program's mission and vision. The last draft of this project was presented to the program staff for final approval. The manual will never be complete and should require continual maintenance to stay up-to-date. The development of a comprehensive manual that will require no adjustment or conversion was not in the scope of this capstone. The intention was to facilitate the creation of a living document that will grow and transform with the future needs and requirements of the UTMB Telemental Health Program.

The development of a functional reference and training tool will provide consistency throughout the telemental health program. By accomplishing this, during the impending expansion they will be more successful in maintaining the high quality patient care that they currently provide. UTMB will also be left with a product that they can share with other developing telemedicine programs increasing the probability of repeating and building on UTMB's successful program.

RESULTS

Six site observations were accomplished that included both data gathering and staff interviews. First and foremost, an overall understanding of the UTMB telemental healthcare program was achieved by reviewing patient care from initial entry into the system to patient disposition. General comprehension was vital to attain a “big picture” mentality. Interviews with the staff were conducted throughout the observations to get an understanding of administrative needs. These interviews were done with staff in various positions within the telemental team. There was an overall consensus that an organization of materials was needed to maintain each site properly and in establishment in new sites. Several staff members made the comment that this was something that they wanted to accomplish but were unable to due to time constraints created by the patient load.

The different processes involved in telepsych patient care were identified by the staff. A blank “steps” sheet (see Appendix A) was given to the head casemanager to provide detailed algorithms of these different processes. These “steps” not only provided uniformity in the manner situations were approached but also provided structure to the SOP manual by organizing the overall process into smaller sections. Most of the corresponding forms for each section/process were collected, scanned or retyped to create an electronic version of the form. State forms, such as for the Children’s Health Insurance Program (CHIP) were not replicated. These newly constructed “steps documents” were dated to let the staff know of currency status. They are to be visited yearly to maintain currency and appropriateness.

As the observations progressed and more information was collected or created, drafts of the SOP manual were presented to the staff to critique. Feedback provided direction and eliminated redundancy in the manual. As meetings progressed the final draft (see Appendix B) was presented to the staff for approval. Along with the manual itself, a disc of the electronic version of the manual and “quick look” guide (see Appendix C) were included. Based on previous discussions it was felt to be beneficial to have the pertinent information of the manual, especially for crisis situations, at the fingertips of the staff for effective and consistent handling of the crisis. Feedback from the UTMB telepsych staff and leadership was positive and one dozen manuals were requested for immediate utilization by the program. Follow-up contact was made several weeks after delivery of the manuals. Manuals had been distributed and were proving effective in providing administrative guidance and in training new personnel.

DISCUSSION

The creation of the SOP manual for the UTMB Telepsych Program was well received. The staff was grateful for the product and found the experience of creating the manual very educational and rewarding. The process of creation was as beneficial to the organization as the manual itself. Since the manual is meant to be a living document, understanding the process of formation will be a useful tool for future revisions or expansion into other aspects of the care process. As the telemental health program at UTMB continues to grow, there is now something in place to assist existing staff and train new staff.

Appendix A – Blank Steps Sheet

Steps needed to perform_____

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

7. _____

8. _____

9. _____

Appendix B

Standard Operating Procedures Manual Contents

(Sections 7 & 8 purposely left blank for future expansion)

Teen Health Telepsych, Inc.

Standard Operating Procedures

And

Reference Guide



Scheduling-1→
Appointments-2→
Forms /Docs-3→
Directories-4→
Pharmacy-5→
Crisis-6→
-7→
-8→

Section 1 Index

Bell Schedule-1
School Calendar-2
Dr Appt Specifications-3
Clinic Schedule-4
Group Schedule-5
Blank Clinic Schedule-6

Bell Schedule

for _____
Name of School

Seven Period Day

Signal Bell _____

Period 1 _____

Period 2 _____

Period 3 _____

Period 4 _____

LUNCH _____

Period 5 _____

Period 6 _____

Period 7 _____

- ❖ Due to academic requirements it is discouraged to schedule appointments during **math class**.
- ❖ For obvious reasons, try to avoid lunch time appointments.

School Calendar

Appointment Specifications for:

Dr. Micheletti

- New clients - 1 hour
- Follow ups - 30 minutes
- Group - 1 hour

Dr Rupp

- New clients / med evaluations - 30 minutes
- Physicals - 30 minutes
- Follow ups - 30 minutes

Dona Gambrel

- New clients/ med evals - 1 hour
- Follow ups - 30 minutes

Higgins

- New clients/ med evals - 1 hour
- Follow ups - 30 minutes

Dejarnette-Holly

- New clients/ med evals - 1 hour
- Follow ups - 30 minutes

Clinic Schedule

Stevi Darrow, GROUPS

Mon Feb 22, 2010

3:30pm - 5:30pm Art Therapy - Vieau/Thomas

Where: L A Morgan

Creator: frgytmenot@gmail.com for GROUPS

4:15pm - 6pm Yoga - Walker

Where: Weis

Creator: frgytmenot@gmail.com for GROUPS

Tue Feb 23, 2010

11:30am - 1:30pm Spanish Speaking Parenting - Alma

Where: Community Center

Creator: frgytmenot@gmail.com for GROUPS

3:30pm - 5:30pm Art Therapy - Vieau/Thomas

Where: Parker

Creator: frgytmenot@gmail.com for GROUPS

3:30pm - 5:30pm Creative Writing - Nan

Where: L A Morgan

Creator: frgytmenot@gmail.com for GROUPS

3:30pm - 5:30pm Yoga - Walker

Where: Rosenberg

Creator: frgytmenot@gmail.com for GROUPS

4:15pm - 5:15pm Girls' Substance Abuse - Baker

Where: Weis

Creator: frgytmenot@gmail.com for GROUPS

5pm - 6pm Positive Parenting - Mize

Where: L A Morgan

Creator: frgytmenot@gmail.com for GROUPS

5:15pm - 6:15pm Girls' Substance Abuse - Baker

Where: Weis

Creator: frgytmenot@gmail.com for GROUPS

Wed Feb 24, 2010

3:30pm - 4:30pm Anger Mgmt - Holistic Galv

Where: L A Morgan

Creator: frgytmenot@gmail.com for GROUPS

3:30pm - 5:30pm Art Therapy - Vieau/Thomas

Where: L A Morgan

Creator: frgytmenot@gmail.com for GROUPS

4pm - 6pm Substance Abuse - Peeples

Where: BHS

Creator: GROUPS

Thu Feb 25, 2010

3:30pm - 4:30pm Music Therapy - Pulliam

Where: Rosenberg Elm

Creator: GROUPS

Stevi Darrow, GROUPS

4pm - 5pm Anger Mgmt - Holistic Galv

Where: Weis

Creator: frgytmenot@gmail.com for GROUPS

4pm - 6pm Girls' Rites of Passages - Johnson

Where: BHS

Creator: frgytmenot@gmail.com for GROUPS

4:30pm - 5:30pm Music Therapy - Pulliam

Where: Rosenberg

Creator: frgytmenot@gmail.com for GROUPS

5:10pm - 6:10pm Anger Mgmt - Holistic Galv

Where: Weis

Creator: GROUPS

Fri Feb 26, 2010

10am - 11am Girls Group - Micheletti

Where: BHS

Creator: frgytmenot@gmail.com for GROUPS

10am - 11am Parenting Group - Laurel

Where: ams

Creator: laurel.machen7@gmail.com for GROUPS

11am - 12pm Substance Abuse Group - Martinez

Where: bhs

Creator: GROUPS

1pm - 2pm Boys Group - Micheletti

Where: BHS

Creator: frgytmenot@gmail.com for GROUPS

1pm - 2pm Parenting Group - Laurel

Where: bhs

Creator: GROUPS

3:30pm - 5:30pm Creative Writing - Nan

Where: Rosenberg

Creator: frgytmenot@gmail.com for GROUPS

3:30pm - 4:30pm Music Therapy - Pulliam

Where: Parker

Creator: frgytmenot@gmail.com for GROUPS

4:30pm - 5:30pm Music Therapy - Pulliam

Where: Parker

Creator: frgytmenot@gmail.com for GROUPS

Date: _____ Clinic: Ball HS _____
Physician: Sweet _____

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Section 2 Index

Initial Phone Referral-1

Sample Dr specific Intake Form-2

Intake Forms Packet-3

Helpful Spanish Phrases-4

INITIAL PHONE REFERRAL

Today's Date: _____ M F UTMB # if one:
Patient name: _____ Age: _____ DOB _____

Caregiver/Parent name: _____ Caregiver/Parent address _____

Caregiver/Parent phone(s): _____ email: _____

If foster care, correctional, etc, case worker name and phone: _____

Any special case challenges observed by the professional answering the phone? (Language, culture, communication skills, emotional problems, medical stability, distance, stress level, etc.): _____

Yes No Is this referral mostly about Hyperactivity, Behavior Problems and Inattention?
Yes No Is this referral mostly about Autism suspected problems or social skills?
Yes No Is this referral mostly about Developmental Delays or Muscle Function problems?
Yes No Is this referral mostly about School Difficulties?
Yes No Is this referral mostly about just Behavioral/Emotional problems?
Yes No Is this referral mostly about Medication/Refil? If so, list: _____
Yes No Is this referral mostly about Depression or Sadness?
Yes No Is this referral mostly about Anxiety?
Yes No Is this referral mostly about something else? Explain: _____

Parent/Caregiver/Therapist statement about reason for visit: _____

Staff Person Taking referral: _____ Phone: _____

General problem area: ADHD Behavior Developmental Delay Pain
Anger Anxiety
Speech Delay Autistic spectrum Learning/dyslexia Muscle/motor
Depression/Mood

Physical Referral in: Date: _____
Approved for appointment: Yes No _____ Appt. _____
Signature Date Date/Time/Init

Forms to go out: Intake Packet **Old Conner** P/T **Conner-3** P/T

Nutrition Gars-2 Dunn Symptom Checklist Social Skills Profile

ANSER: 1P/1S 2P/2S 3P/3S 4

Forms for Day of Visit: Mania/ODD DSM-IV: Autism IVA test Dev Eval

Attached is a **sample** intake form for a specific provider.

You may be asked to generate a form based on the preferences of the clinic provider.

Dr William Mize Clinic
Location: Austin Middle School @ 1514 Avenue N 34
Telephone: 409-354-9615

New Clients: Appointment Time: 1 to 1.5 hours

Follow Ups: 30 minutes

Bring Files from Ball High School

Dr Mize Desk: Have a pen and paper pad, check side drawer for paperwork, make necessary copies

Note: Clients should arrive 15 minutes prior to appointment time.

New Clients: 1.) Fill out intake paperwork, including consents and measures

2.) Set up appointment for client to take IVA test at Ball High School prior to initial visit with Dr Mize.

3.) Give out Teachers and Parent Connors - Ask parents/guardian to give the Teachers Connors to the teachers and have them returned to the parent/guardian prior to initial visit (Parent/Guardian needs to bring both the Teachers and Parent Connors to initial visit)

Initial Visit:

1.) Have parent/guardian fill out the Behavioral Concern Inventory paperwork

2.) Do weights and blood pressure on all clients

3.) Score Teachers and Parent Connors

In the Chart for Initial Visit: UTMB Child Behavior and Development Clinic Consultation Report and Medication Flow Chart

Follow-Up Visits

1.) Have parent/guardian fill out Interim History for Patients

2.) Do weights and blood pressure

3.) Score Teacher and Parent Connors

4.) THC personnel fill out and ask questions on the Behavioral Pediatrics and Child Development paperwork, (top highlighted box) Put in chart for Dr Mize to continue his notes.

NOTE: Please make a copy of all prescriptions and place the copy in the chart.

NOTE: Dr Mize likes the Medication Flow Chart as the front page on the right hand side of the chart. (In front of the intake form)

Intake Packet

Basic Spanish:

Please write down your name and address.

Por favor escriba su nombre y dirección.

Your prescription arrived and is at Ball High School.

Su receta llego y esta en Ball High School.

School Name

Your appointment is tomorrow.

Su cita es mañana.

The telephone number is 771-6339.

El numero de telefona es de 771-6339.

Telephone number

Please leave a message.

Por favor deje un mensaje

Exam directions:

Stand here – estar aqui

Take your blood pressure – vamos a tomar su presion

We are going to weigh you – vamos a su peso

Left – izquierda

Right – derecho

Follow me –sigueme

Not here – no esta aqui

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Record Filing Order-1
Release of Information-2
Star Program Referral-3
Counseling/Telepsych Referral-4
Spanish Permission Form-5
CHIP Application-6
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Telepsych Letterhead-8
Teen Health Letterhead-9

File Order

Part 1 - Notes & Logs

- Current log is on top
- Provider's notes go under the most current log with the most recent on top

Part 2 - Patient Demographics & Student Schedules

- Most recent demographics sheet on top
- Student schedules under colored paper with most recent on top

Part 3 - Labs & School Info

- Labs & testing on top with most recent in front
- School info under colored paper with most recent on top

Part 4 - Measures & Miscellaneous

- Measures on top with most recent in front
- Miscellaneous under colored paper with most recent on top

Part 5 - Prescription Consent Forms & Copies of Prescriptions

- Prescription consent forms on top with most recent in front
- Copies of prescriptions under colored paper with most recent on top

Part 6 - Consent Forms & Insurance Info

- Most recent consent forms (Teen Health Center/ Telepsych forms) on top

Insurance info (including **Medicaid**) under colored paper with the most recent on top

Patient Name (print): _____
 Patient Address (print): _____
 Date of Birth: _____

Name of person(s) or organization(s): _____
 Street Address: _____
 City, State, and Zip Code: _____
 Telephone Number: _____ Fax Number: _____

☐ Clinic/Outpatient Records _____

☐ Laboratory Reports _____

☐ Immunization Record _____

☐ Other (Please Specify) _____

This authorization is affective starting today and ending on :



Family Service Center

OF GALVESTON COUNTY

Instructions for completing form:

- 1) Please provide as much complete information as possible to assure that your client receives the most appropriate attention available.
- 2) Fax to **409-938-4849 (on the Mainland and in Liberty/Chambers County) or 409-762-4185 (on Galveston Island).** The referral will be routed to the appropriate STAR office.

FROM: _____ **Phone number:** _____
Agency: _____

TO: *STAR Program, Family Service Center of Galveston County*

DATE: _____

Name of Youth: _____

Date of Birth: _____

Sex: _____

Race: _____

Parent(s)/Legal Guardian(s): _____

Street Address: _____

City: _____

Zip: _____

County: _____

Home phone #: _____

Work #: _____

Additional Contact Number: _____

Anyone in the household currently involved in an open CPS case? ☐ Yes ☐ No

Is the youth on formal probation? ☐ Yes ☐ No

PRESENTING PROBLEMS (please check one):

☐ **Family Conflict:** ☐ **Truancy** ☐ **Runaway** ☐ **Delinquent Behavior**

Describe immediate danger: _____

Additional Information: _____

This form is not required for referral, but may help speed the process. Thanks.

Island Office
2200 Market Street, Suite 600
Galveston, TX 77550
(409)762-8636
Fax: (409)762-4185

Mainland Office
1501 Amburn Rd. Suite 13
Texas City, TX 77590
(409)938-4814
Fax: (409)938-4849

Liberty/Chambers
2601 North Winfree
Dayton, TX 77535
(936)258-0400
Fax: (936)258-0401

Agency Email: centero@fscgal.org

Website: www.fsc-galveston.org

Teen Health Center, Inc.
-providing free health care to Galveston
youth-P.O. Box 925, Galveston, TX 77550
 TEL: 409.354-9615 FAX: 409.766.5784

TEEN HEALTH COUNSELING/TELEPSYCHIATRY REFERRAL FORM

Instructions for completing the form:

Please provide as much complete information as possible to assure that your client receives the care needed and available.

FROM:

Name

Phone

Agency

TO: TEEN HEALTH TELEPSYCHIATRY

DATE: _____

NAME: _____ DOB: _____

SEX: _____ RACE: _____ SCHOOL: _____

PARENT(S)/LEGAL GUARDIAN(S): _____

ADDRESS: _____

HOME

PHONE: _____ WORK/CELL: _____

REFERRAL NOTES: Please provide background information related to individual (Presenting problems: symptoms, Family support, school issues, peer relationships, Etc)

[illegible]

Teen Health Center, Inc.

-Asistencia Medica "Gratis" para todos los Ninos del condado de Galveston

P.O. BOX 925, GALVESTON, TX 77550

TEL: 409.354-9615 FAX: 409.766.5784
Tele-medico 409-766-5778

Tor Health Center
Ball High School
409-766-5750

Weis Health Center
Weis Middle School
409-771-6339

Blocker Teen Health Center
Blocker Middle School
409-942-2460

LaMarque Health Center
LaMarque High School
409-938-7250

FORMA DE PERMISO DE LOS PADRES

ESTE SEGURO DE COMPLETAR TODO LOS ESPACIOS EN ESTA FORMA

Nombre del Estudiante: _____ Fecha de Nacimiento: _____

Edad: _____ Sexo: Femenina _____ Masculino _____ El #seguro Social: _____

Direccion: _____ Ciudad/El Estado _____ Zona Postal _____

Telefono (casa): _____ El Nombre del los Padres: _____

Telefono Del trabajo _____ Si su padre no puede ser localizado llame: _____

Por favor a note las medicinas que su Hijo (a) toma: _____

El # de Telefono del doctor de su
Hijo(a): _____

AUTORIZACION PARA SERVICIOS ESPECIFICOS DEL CENTRO DE ATENCION PRIMARIA

1. Mi Hijo(a) (por Favor CIRCULE su respuesta) PUEDE o NO Recibir los servicios incluyendo: Exámenes físicos Rutinarios, El peso, el programa de la Salud, La prueba de piel de Tuberculosis, La programa de Vacunas, la administracion de enfermedades y heridas secundarias-incluye pruebas de la boratorio Y medicinas, la educacion General de la salud, consejeria para la salud mental y asuntos de desarrollo.
2. Mi Hijo(a) (por Favor CIRCULE su respuesta) PUEDE o NO Reciber preservativos que crean una barrera que evita el conacto directo entre los genitales (CONDONES).
3. Mi Hijo(a) (por Favor CIRCULE su respuesta) PUEDE o NO Reciber Asesoraminto y exámenes de VIH/SAD A el viris que causa el SIDA.
4. Mi Hijo(a) (por Favor CIRCULE su respuesta) PUEDE o NO Reciber consulta inicial psquiatica si vienen a la clinica con una crisis mental. Esta consulta puede hacerse con un tele-medico.

Firma del Padres O Guardian

Fecha

CHIP/Medicaid Application

Teen Health Telepsych, Inc.
-providing free health care to Galveston County youth-

P.O. BOX 925, GALVESTON, TX 77553

TEL 409.766.5713 FAX 409.766.5784

**Tor Health Clinic
Ball High School
409.766.5750**

**Austin Health Clinic
A. F. Austin Middle School
409.744.2031**

**La Marque High Clinic
La Marque High School
409-938-7250**

**Blocker Health Clinic
Blocker Middle School
409-942-2460**

Thanks to the Robert Wood Johnson Local Initiative Funding Partners program and our local philan-thropic partners, for the last two years, UTMB, the Teen Health Center and the Galveston Independent School District have aimed to reach these youth who have, or are at risk of having social or behavioral health problems through the Telemedicine for School-based Mental Health program.

Teen Health Center, Inc.
-providing free health care to Galveston youth-
P.O. Box 925, Galveston, TX 77553

TEL: 409.766.5791 FAX: 409.766.5784

**Tor Health Clinic
Ball High School
409.766.5750**

**Austin Health Clinic
S. F. Austin School
409.750.9395**

**Weis Health Clinic
Weis Middle School
409.740.5119**

**La Marque Health Clinic
La Marque High School
409.938.7250**

**Blocker Health Clinic
Blocker Middle School
409.942.2460**

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Galveston County School Districts

Information Accessed 05 Apr 10 from <http://www.houston-texas-online/galvestoncoschooldist.html>

Clear Creek I.S.D

2425 East Main St.
League City, Texas 77574
281-332-2828
(A portion of Clear Creek is located in Harris County)

Dickinson I.S.D

Administration Building
P.O. Box Z
Dickinson, Texas 77539
281-534-3581

Friendswood I.S.D

302 Laurel
Friendswood, Texas 77546
281-482-1267

Galveston I.S.D

3904 Avenue T
Galveston, Texas 77550
409-765-9366

High Island I.S.D

P.O. Box 246
High Island, Texas 77623
409-286-5314

Hitchcock I.S.D

8117 Highway 6
Hitchcock, Texas 77563
409-986-5514

La Marque I.S.D

1727 Bayou Road
La Marque, Texas 77568
409-938-4251

Santa Fe I.S.D

13301 Highway 6
Santa Fe, Texas 77510
409-925-2755

Texas City I.S.D

1401 9th Ave N
Texas City, Texas 77590
409-942-2713

DIRECTIONS TO GISD TELEPSYCH LOCATIONS:

Austin Magnet School: (409) 539-0349

1514 Avenue N1/2
Galveston, TX 77550

Case Manager: Laurel Machen

- 1.) South on Interstate 45 - I45 turns into Broadway (TX-87)
- 2.) Turn Right at 16th Street
- 3.) Turn Left at Avenue N ½

Ball High School: (409) 392-7429

4115 Avenue O
Galveston, TX 77550

Case Manager: Linda Enriquez-Geant

- 1.) South on Interstate 45 - I45 turns into Broadway (TX-87)
- 2.) Turn Right on 39th Street
- 3.) Turn Right on Avenue O

L.A. Morgan School: (409) 771-6639

1410 37th St
Galveston, TX 77550

Case Manager: Alma Garcia

- 1.) South on Interstate 45 - I45 turns into Broadway (TX-87)
- 2.) Turn Right on 37th Street

Weis Middle School / Central Middle School: (409) 771-6639

7100 Stewart
Galveston, TX 77551

Case Manager: Alma Garcia

- 1.) South on Interstate 45
- 2.) Take the 61 Street exit to the Right
- 3.) Turn Right on Stewart Rd
- 4.) At the Fork take the Left (Straight is Jones Rd; to the Left is Stewart Rd)

General Information

Dial-A-Ride Transit (DART)

For individuals who qualify for services under the Americans with Disabilities Act, and cannot access the fixed route buses, Island Transit offers Dial A Ride Transit. To obtain information regarding this service, please call 797-3909. Cost per trip is \$1.00 each way.

I.D. Cards

I.D. Cards are available for Senior's (65) and Disabled citizens. Written proof of age or disability required. A US Medicare card may be used as proof of age or disability. There is a fee of \$3.00. I.D. Cards may be obtained at 3115 Market Street. Office hours are Monday - Friday from 8:00 am to 5:00 pm, excluding holidays.

Passes/Tokens

Passes and tokens offer convenience and economy. Passes are good for unlimited rides during the calendar month. Tokens are available in packages of 10. Both may be purchased at Island Transit.

[Click here for fares](#)

Boarding & Deboarding

Buses stop only at bus stop signs and intersections. The Routes 1, 2, 3, and 4 will only stop at marked bus stops. Please help us operate on schedule by exiting through the rear door whenever possible.

Holidays

Buses operate some holidays. For more information, please call the administration office at (409) 797-3900.

To make your bus trips as pleasant, clean, and comfortable as possible for all riders we require:

No Eating, Drinking, or Smoking.

No Radios.

No Pets, except service animals.

http://www.islandtransit.net/general_information.htm

Accessed: 04 APR 10

GALVESTON HOUSING AUTHORITY

Galveston County Resources

Food

Department of Health and Human Services-

Dickinson: (281) 337-5402

Galveston: (409) 763-0277

Texas City: (409) 948-1701

The Jesse Tree- (409) 762-2233 -2622 Market St

Catholic Charities- (409) 948-0405

Women, Infants, Children (WIC)- (281)337-7606

Rent, Utilities, Prescriptions

Galveston County Social Services- (409)770-5583

The Salvation Army-

Galveston: (409) 763-1691

Interfaith Caring Ministries-(281)332-3881

M.I. Lewis- (281) 534-3216

HIS Ministry- (409) 925-4697

Employment & Childcare Assistance

The Worksource-

Galveston: (409) 770-9915

Texas City: (409) 949-9055

Transportation

Connect- (409) 945-0820

Island Transit- (409) 797-3900

Dollar Ride- (409) 797-3909

Housing

Galveston Housing Authority-

Housing Choice Voucher Program:

(409)765-1900

Disaster Housing Assistance Program:

(409)765-1970

Medical

4C's Clinic-

Galveston: (409) 763-

7201 Texas City: (409)

938-2234

Point of Light Clinic- (281) 534-3983

Mental Health

The Gulf Coast Center-

Galveston: (409) 944-

4479 League City: (281)

585-7490 Texas City:

(409) 935-6083

Access to Care- (866) 794-HOPE

Substance Abuse

Recovery Centers-

Galveston: (409) 944-4479

Texas City: (409) 935-6083

Legal Aid

Lonestar Legal Aid-

(800) 244-5492

(800) 504-7030

Housing and Urban Development (HUD)-

DHAP-Ike Referral Call Center. 1-866-373-9509

FEMA (800) 621-3362 or www.FEMA.gov

***Telephone numbers
for Texas Dept of
Family and
Protective Services***



GEAN LEONARD
SHERIFF

Deputy Kevin Walker

Mental Health Division

Office (409) 766-2323

(281) 316-8300 x2323

Fax (409) 770-5935

kevin.walker@co.galveston.tx.us

601 54th Street, Suite 1107 • Galveston TX 77551-4248

Juvenile Justice
Phone listing

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Teen Health Telepsych, Inc.
-providing free health care to Galveston County youth-

P.O. BOX 925, GALVESTON, TX 77553

TEL 409.766.5713 FAX 409.766.5784

Tor Health Clinic Ball High School 409.766.5750	Austin Health Clinic A. F. Austin Middle School 409.744.2031	La Marque High Clinic La Marque High School 409-938-7250	Blocker Health Clinic Blocker Middle School 409-942-2460
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01 APR 10

Protocol: Insurance and No insurance Patients

Purpose: Prescription handling for insured and non-insured patients

Parties: Any Staff

With Insurance:

Patients with insurance will either have a prescription called in to the pharmacy of choice or send written prescriptions to Ball High through FedEx (see example label for shipping). It is the casemanager's job to make sure prescriptions are received and logged appropriately. The patient or parent is then called to pickup prescriptions at Ball High School. The parent or parent must sign when picking up prescriptions and that paper is placed in patient chart.

Without Insurance:

Patients without insurance will either do the four dollar formulary at their local pharmacy or will have their prescription sent to Huntsville to be filled. When the filled medication comes back it will be located at Frost Bank. It will be then picked up and transported back to Ball High School. The patient or parent will have to pick up the filled prescription at Ball High School.

Juvenile Justice individuals can pick it up on Wednesday's at the Texas City Atwater location.

Thanks to the Robert Wood Johnson Local Initiative Funding Partners program and our local philanthropic partners, for the last two years, UTMB, the Teen Health Center and the Galveston Independent School District have aimed to reach these youth who have, or are at risk of having social or behavioral health problems through the Telemedicine for School-based Mental Health program.

Pharmacy Addresses and Phone Numbers:

WalMart:

255 FM 518 Rd. Kemah 281-538-9979
6410 Interstate 45 La Marque 409-986-6000
255 FM 518 Rd Kemah 281-538-9778
1701 FM 646 Rd North Dickinson 281-337-9712
6702 Seawall Blvd. Galveston 409-744-8677

CVS:

2901 Palmer Hwy Texas City 409-945-3425
2326 61st Galveston 409-740-0276 fax 409-741-2588
100 FM 517 Rd E Dickinson 281-337-1544
2425 Broadway St Galveston 409-763-3444
1295 E League City Pkwy League City 281-332-8290

WalGreens:

1801 Texas Ave La Marque 409-938-7264
3103 Palmer Hwy Texas City 409-945-0702
4016 Highway 3 Dickinson 281-337-3595
100 FM 646 Rd E Dickinson 281-614-5785
1832 FM 646 Rd W Dickinson 281-614-5785

Target:

6128 Broadway St Galveston 409-740-0102
1801 Gulf Fwy Dickinson 281-557-1365
255 Marina Bay Dr. Kemah 281-538-7626
255 Marina Bay Dr. Kemah 281-538-7976
255 Marina Bay Dr. Kemah 281-538-7957

PRESCRIPTION PHONE NUMBERS

Krogers: 409-741-8580 Press 5, Then 2, Then 2

Wal-Mart: 409-744-8677

CVS 23rd: 409-3444 Press 3, Then 1

CVS 61st : 409-740-0276 Fax: (409) 741-2588

Walgreens 4th: 409-763-3588 Press 1, Then 0

Walgreens 61st: 409-744-8152 Fax: (409) 744-2774

Randalls: 409-740-2488

Broadway Drugstore: 409-765-7701 2027 Broadway

Target: 409-740-0876

Mental Health Deputy: 409-766-2323 / 766-2324 / 766-2525

Star Drug: 409-766-7719

LabOne: 281-332-7083

GALVESTON INDEPENDENT SCHOOL
DISTRICT SCHOOL HEALTH SERVICES

Date: _____ Teacher: _____ Grade: _____

We are here to assist you. If your physician decides it is necessary for your child to receive a medication during the school day, specific directions must be provided for the school nurse and school personnel.

Please take this form to your physician and have/her record instructions regarding the administration of your child's medication.

**MEDICINES SHOULD BE IN A
CONTAINER LABELED WITH:**

Principal or Nurse

DATE:

NAME OF DRUG

DOSAGE AND INTERVAL

PHYSICIAN'S NAME

School

PRESCRIPTION NUMBER

PHYSICIAN'S INSTRUCTIONS FOR GIVING MEDICATION IN SCHOOL

Name of Child: _____ Age: _____

Address: _____ Phone: _____

Date of Order: _____ Name of Drug: _____ Dose: _____

Time & Circumstances of Administration at School: _____

Can a reaction be expected? _____ If so, describe: _____

What should be done? _____

How long is medication to be continued? _____

Physician: _____ Date: _____

I give permission for this medication to be administered to my child by school personnel.

Date

Parent/Guardian

FedEx® US Airbill

Express

Tracking Number: 8644 9728 1348

1 From

Sender's FedEx Account Number: 3886 5726 0

Date

Sender's Name: UTMB TEEN HEALTH 409, 747-0817

City

Address: UTMB TEEN HEALTH / Inter Medical 301 University / Route 0981

State

TX ZIP: 77555-0981

2 Your Internal Billing Reference

To

Recipient's Name: UTMB CALEHS PHARMACY 936 437-5317

Company

Address: ATEN: UTMB TEEN HEALTH 2400 AVENUE I

City

HUNTSVILLE TX ZIP: 77340



Find drop-off locations at fedex.com
Simplify your shipping. Manage your account. Access all the tools you need.
1.800.463-3339

4a Express Package Service

Express Priority Overnight ☒ FedEx Standard Overnight ☐

Next Business Day ☐ FedEx 2Day ☐

Next Business Day ☐ FedEx 2Day Freight ☐

Next Business Day ☐ FedEx 2Day Freight ☐

Next Business Day ☐ FedEx 2Day Freight ☐

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Next Business Day ☐ FedEx 2Day Freight ☐

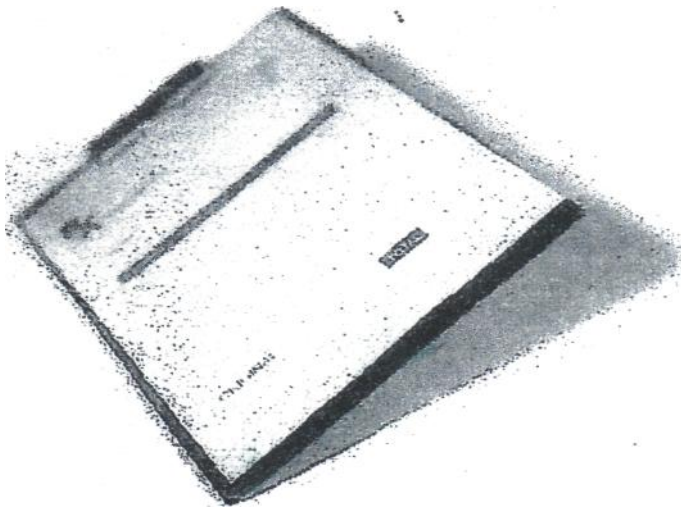
Next Business Day ☐ FedEx 2Day Freight ☐

Next Business Day ☐ FedEx 2Day Freight ☐

Next Business Day ☐ FedEx 2Day Freight ☐

Next Business Day ☐ FedEx 2Day Freight ☐

Dispensed By:
Date:



Prescription Disposition

Name: _____

Prescription: _____

Date Received: _____

Date Delivered: _____

Signature: _____ Date: _____

PRINT NAME

Section 6 Index

Suicide Crisis Protocol-1

No Harm Contract-2

Mental Health Duty Phone #-3

Gulf Coast Crisis Hotline (child/adult)-4

Runaway Switchboard/-5

Additional Crisis Hotline #-6

Teen Health Telepsych, Inc.
-providing free health care to Galveston County youth-
P.O. BOX 925, GALVESTON, TX 77553
TEL 409.766.5713 FAX 409.766.5784

Tor Health Clinic
Ball High School
409.766.5750

Austin Health Clinic
A. F. Austin Middle School
409.744.2031

La Marque High Clinic
La Marque High School
409-938-7250

Blocker Health Clinic
Blocker Middle School
409-942-2460

01 APR 10

Protocol: For dealing with a suicidal patient.

Purpose: The handle and contain of suicidal patients who are identified at the clinic.

Parties: Casemanagers or any support staff.

Steps:

1. When a suicidal patient has been identified, the casemanager or staff will **contract** with that individual to stay safe. If the patient is unwilling to sign, the casemanager or staff can state that the patient will remain safe in the clinic.
2. The second step requires some thought about the **age** of the individual.
Under 18: Contact the parent immediately and arrange for the parent to come pick up their child for transportation to the hospital.
Over 18: Talk with the patient about whether they feel comfortable about contacting family members to help them get to the hospital. Trying to get family involvement is the best option but if no family members are involved contact the mental health deputy for transportation to the hospital.
3. Print off directions to at least **two** local hospitals for the patient to go to. Then explain to the family member responsible that the patient is suicidal and needs to be evaluated at the hospital.
4. **Under 18:** If the child and parents are unwilling to go to the hospital, consult the doctor about where to go from there or whether CPS involvement is necessary. **Over 18:** If the patient is unwilling to go even with family involvement or they feel that the patient might run or injure someone in route to the hospital then a mental health deputy can be contacted to help safely get the individual to the hospital.

Thanks to the Robert Wood Johnson Local Initiative Funding Partners program and our local philanthropic partners, for the last two years, UTMB, the Teen Health Center and the Galveston Independent School District have aimed to reach these youth who have, or are at risk of having social or behavioral health problems through the Telemedicine for School-based Mental Health program.

School: _____

No Harm Contract

I, _____, agree to **not** harm myself in any way, attempt to

kill myself, or kill myself during the period from _____ to _____.

In this period of time, I agree to care for myself, to eat well, and to get enough sleep each night.

Furthermore, should I become depressed or feel hopeless at any time of the day or night, I will contact someone with whom I can talk.

I agree to rid my presence of all things I could use to harm or kill myself. I agree that, if I am having a rough time and come to a point where I may break any of these promises, I will call and make significant contact with any of the following individuals:

NAME	RELATIONSHIP	PHONE #
-------------	---------------------	----------------

If I cannot contact these individuals, I will immediately call:

Suicide Crisis Hotline at# _____

I acknowledge that I have received telephone numbers of professional persons and organizations that can be reached 24 hours a day.

I agree that these conditions are important, worth doing, and that this is a contract I am willing to make and keep. By my word and honor, I intend to keep this contract.

Student Signature: _____ **Date:** _____

Witnessed by: _____ **Date:** _____



GEAN LEONARD
SHERIFF

Deputy Kevin Walker
Mental Health Division

Office (409) 766-2323

(281) 316-8300 x2323

Fax (409) 770-5935

kevin.walker@co.galveston.tx.us

601 54th Street, Suite 1107 • Galveston TX 77551-4248

Teen Health Telepsych, Inc.
-providing free health care to Galveston County youth-
P.O. BOX 925, GALVESTON, TX 77553
TEL 409.766.5713 FAX 409.766.5784

Tor Health Clinic Ball High School 409-766.5750	Austin Health Clinic A. F. Austin Middle School 409-744.2031	La Marque High Clinic La Marque High School 409-938-7250	Blocker Health Clinic Blocker Middle School 409-942-2460
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1 Apr 10

Protocol: Gulf Coast Center Mental Health Center

Purpose: Providing mental health crisis of children, adolescents, and adults of Galveston and Brazoria Counties.

Parties: Anyone who needs these services.

Steps:

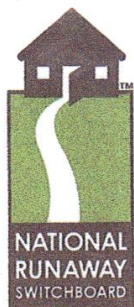
1. Call main number (409) 763-2373
2. Ask to speak to intake specialist
3. Complete initial intake over the phone
4. Schedule eligibility appointment (approximately 2-2 ½ hours)
5. ****If Needed**** Call Connect Transit to schedule transport – must be scheduled at least **6** **days** before appointment
6. Go to eligibility appointment in League City
7. If you are determined to be eligible for Mental Health/Mental Retardation services, an appointment with a psychiatrist will be scheduled

****** There is a waitlist for above services

Steps for “Recovery Services”:

1. Call Recovery Services at (409) 944-4337
2. Tell them the diagnosis and substance abuse history
3. Learn what services they offer and how to get them

Thanks to the Robert Wood Johnson Local Initiative Funding Partners program and our local philanthropic partners, for the last two years, UTMB, the Teen Health Center and the Galveston Independent School District have aimed to reach these youth who have, or are at risk of having social or behavioral health problems through the Telemedicine for School-based Mental Health program.



1-800-RUNAWAY

Answering Needs.

Opening Doors.

Free • Confidential

**Available 24 hours a day,
7 days a week, 365 days a year.**

TDD: 800-621-0394

www.1800RUNAWAY.org

Do you only help youth who have run away from home? No. We help runaway youth, youth who are still at home, and youth who are contemplating running away. We can talk to them about their problems with family, friends, school, relationships, abuse, and drug and alcohol use. We also help parents, friends, school counselors, or any person who is willing to help a youth who has run way or is contemplating running away.

What services do you offer? We are here to listen. We use a crisis intervention model that focuses on solutions. With that model we help explore options and establish a plan of action. We also offer information and referrals and have a database with over 200,000 nationwide resources. With our Home Free program, offered in association with Greyhound Lines, Inc., we can also help runaway youth reunite with their families.

Call us. We can help.

1-800-RUNAWAY

CRISIS

HOTLINE

Crisis Hotline of Galveston

409-741-TALK
(409-741-8255)

Anyone. Anytime.
Any Crisis.

CRISIS

HOTLINE

Línea de crisis de Galveston

409-741-8255

Todos son bienvenidos.
A cualquier hora por.
Cualquier crisis.

Dear Student:

Have you or someone you know been experiencing any of the following:

- **Have unexplained feelings of sadness or loneliness**
- **Don't seem to care about favorite activities or are "too tired to play"**
- **Feel angry or are hostile toward people or surrounding**
- **Have a change in sleeping patterns**
- **Act younger than their age or have difficulty sitting still or concentrating**
- **Has run away from home**
- **Recent large weight loss or gain**
- **Poor academic performance**
- **Complaints of headaches, stomachaches, or other sicknesses**
- **Has consistent worries or fears that "bad things will happen"**
- **Has been talking about death or suicide**

Thanks to the Robert Wood Johnson Foundation Local Initiative Funding Partnership and its local partner, the Teen Health Centers at Ball High School and Central Middle School now have counseling services available to all GISD students who may be suffering from social and/or emotional difficulties.

If you have a concern that you feel needs attention or know someone who has any of these warning signs, please contact the Ball High School Teen Health Center to make an appointment. You can reach the BHS teen Health Telemedicine Center at 409-766-5713 or 409-771-6339 for espanol. And, if you can call Dr. Fred Thomas at 409-772-7890. The clinic is open each day during regular school hours and will be open during the summer months as well.

Para Sernoas en Espanol llame: 409-771-6339.

Funding for telepsychiatry services is provided in cooperation with Local Initiative Funding partners of the Robert Wood Johnson Foundation, Harris and Eliza Kempner Fund, Dr. Leon Bromberg Charitable Trust Fund, The Jamail Galveston Foundation, The Moody Foundation, The Mary Moody Northern Endowment, Rockwell Fund, Inc. and UTMB.

Appendix C

Quick Look Guide Contents

Teen Health Telepsych, Inc.

Quick Look Guide



Appreviated Overdose Protocol (See SOP manual for more detail in steps):

- #1 – **Intent:** Recreational? Go to #2
Suicide attempt? Contact mental health deputy or call 911
- #2 – Gather information of event:
 - How much?**
 - At what time were they taken?**
 - Are there any symptoms?** Yes? Call 911.
 - Are they able to go to ER?**
- #4 – Contact doctor with above information.

Overdose Crisis

Abbreviated Suicide Protocol (See SOP manual for more detail in steps):

- #1 - Contract with patient to stay safe (see “No Harm” contract)
If patient is unwilling to sign, keep in clinic for safety.
- #2 – Issue of **age**:
 - Under 18:** Contact parent for pickup and transport to hospital
 - Over 18:** Encourage family involvement. If unsuccessful, contact mental health deputy.
- #3 – Print directions to **two** hospitals and give to patient/family member. Explain to family member that that patient is suicidal and needs HOSPITAL evaluation.
- #4 – If unwilling to go to the hosopital:
 - Under 18:** Consult doctor for further instruction and whether CPS involvement is necessary.
 - Over 18:** If possible risk of running or could cause injury to others, contact mental health deputy for transport

Suicide Crisis

Basic Spanish phrases:

Please write down your name and address. Your prescription arrived and is at Ball High School.

Por favor escriba su nombre y dirección. Su receta llegó y está en Ball High School.

Your appointment is tomorrow. The telephone number is 771-6339.
Su cita es mañana. El número de teléfono es de 771-6339.

Please leave a message. Is not here – no está aquí
Por favor deje un mensaje. Please – por favor

Exam directions:

Stand here – estar aquí	Left – izquierda
Take your blood pressure – vamos a tomar su presión	Right – derecho
We are going to weigh you – vamos a su peso	Follow me – sígueme

Spanish Phrases

Quick Look Directory

AIM High	409-766-7265	JSA	888-792-7122
AIM Middle	409-762-1576	Juvenile Justice Nurse	409-770-5930
Ball High Teen Health Med	409-766-5750	La Marque Teen Health Med	409-938-7250
Ball High Teen Health MH	409-766-5713	Pharmacy – Huntsville	936-
437-5300			
Electronic Health Network	409-974-0659	TeleMed Chart	409-
747-9037			
Family Service Center	409-762-8636	Texas City Teen Health Med	409-942-2460
GISD Administration	409-766-5100	UTMB Main Desk	409-772-1101

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VITAE

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This capstone was typed by the author.