

Policy: Timely Access and/or Referral of Students to Services Addressing Personal Issues	Date Last Reviewed: May 11, 2023
Source: ARC-PA Accreditation Standards for Physician Assistant Education, 5 th Edition	Authorized by: Program Director
Date Initiated: January 2023	Date Last Revised: May 11, 2023
Standards Addressed: A1.04; A3.10	Next Review: May 2024

ARC-PA Standard(s):

- A1.04 The sponsoring institution *must* provide academic support and *student services* to PA students that are *equivalent* to those services provided to other *comparable* students of the institution.
- A3.10 The program *must* define, publish, make *readily available* and consistently apply written procedures that provide for *timely* access and/or referral of students to services addressing personal issues which may impact their progress in the PA program.

Policy:

PA school can be a time of increased demands on a student, both personally and academically. TNU provides a network of support that extends beyond the PA Program to assist students with addressing their personal issues in a timely manner. The TNU Center for Student Development provides academic services, disability services, and counseling services.

Each student is assigned a PA faculty advisor for the didactic and clinical phases of the program. Students are required to meet regularly with their advisor and may request additional meetings as needed. Faculty advisors and course instructors may refer students to academic support services and other support services for personal issues (student support services/disability services, TNU clinic, TNU counseling services). Students who are on Academic Monitoring per program policy may also be recommended for referral to student support services/disability services.

Students may also make their own appointments using the information below. TNU SharePoint sites offer access to these services. The information about these services and procedures to access services is found there and is referenced below:

Academic Services

The Center for Student Development provides support for graduate students which includes workshops on various academic topics, writing assistance at all phases of the writing process, best test preparation strategies, and assistance with the development of study methods. Students who wish to use these services should make an appointment by calling 615-248-1376 or 615-248-1346 or 615-248-1463. Students can also email at mgaertner@trevecca.edu. The Center is open Monday through Friday, 8 a.m.-4:30 p.m., and is located in the Bud Robinson building. Their SharePoint link is <https://trevecca.sharepoint.com/sites/StudentSuccessPublic/>.

Disability Services

Trevecca Nazarene University complies with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, as amended by the ADA Amendments Act of 2008. Students who feel an accommodation for a disability may be needed must schedule a meeting with and submit documentation of the disability to the Associate Dean of Student Success whose office is located on the first floor of the Bud Robinson Building. For questions or to schedule an appointment, students may call 615-248-1463. Students can access the Disability Services SharePoint page via this link

<https://trevecca.sharepoint.com/sites/DisabilityServices2>

TNU Counseling Center

The Trevecca Counseling Center strives to help students reach greater personal and community health. The counseling center is a welcoming community that provides a safe place for students to find deep connection and holistic well-being. The Counseling Center is located in the Smith House located behind Georgia Hall and across from the university clinic.

Counseling services are available for currently enrolled students and \$15 for each session. Individual, couples and pre-marital therapy are available. The center is open from 8:00 am to 4:30 pm, Monday through Friday and counselors are available for late afternoon or evening appointments as well. Please note that the Counseling Center has walk-in hours Monday-Friday at 3:00 PM. All patient information is confidential.

Students can reach out for an appointment by visiting the Counseling Center SharePoint page <https://trevecca.sharepoint.com/sites/CounselingCenter> and clicking the 'schedule an appointment' button, which connects to a form to complete. Students may reach out to the director of counseling services, Miller Folk at mmfolk@trevecca.edu, or send an email to counselingservices@trevecca.edu.

If you are in a crisis, you can call the on-campus crisis hotline at 988 for aid during non-business hours (before 8 a.m. or after 4:30 p.m.) or visit timelycare.com/trevecca and use the TalkNow feature.

TNU Clinic

The Trevecca Clinic is located on the ground floor of Georgia Hall and is open 8 a.m. - 4 p.m. Monday through Friday. The clinic is staffed by board-certified physician assistants. In order to maintain the health and safety of the University, students are required to schedule an appointment prior to being seen. Appointments <https://calendly.com/tnuclinic>, by emailing clinic@trevecca.edu, or by calling 615-248-1261. At this time, no walk-in visits will be accepted. Please note that Clinic hours may vary. The Clinic SharePoint site is <https://trevecca.sharepoint.com/sites/TreveccaClinic>.

TimelyCare

TNU also offers TimelyCare - a virtual health and well-being program for all traditional, graduate, and adult students. The service provides access to 24/7 medical and mental virtual health care from anywhere in the United States, with no-cost visits!

Students can talk to licensed providers from smartphones or any web-enabled device. Licensed providers are available to offer medical and mental health support via phone or secure video visits. Students can go to

timelycare.com/trevecca or <https://app.timelycare.com/auth/login> to register with their name and TNU email address. They can then have visits from any web-enabled device – smartphone, laptop, or desktop.

There are six services available:

1. Medical: 24/7, on-demand access to a medical provider that can treat a wide range of common illnesses like cold and flu, sinus infection, allergies and more
2. Scheduled Medical: scheduled options to speak to a medical provider
3. TalkNow: 24/7, on-demand access to a mental health professional to talk about anything at anytime
4. Scheduled Counseling: scheduled options to speak to a licensed counselor (up to 12 visits per year)
5. Health Coaching: access to a nutritional specialist to help students adopt healthier lifestyle behaviors related to sleep issues, weight management and more
6. Psychiatry: services provided by referral only

TimelyCare services are free to ALL Trevecca Nazarene University students.

Publishing of Policy & Procedures:

This policy is located in the Didactic Student Handbook, Clinical Student Handbook, and on the program website under Student Policies. <https://www.trevecca.edu/academics/program/physician-assistant>